JOHN DEERE

2012 JUN 11 A 7:42

Deere & Company
Law Department
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Kelly B. Van Veldhuizen
Senior Attorney

ATTORNEY PRIVILEGED
Do NOT Copy or Circulate

08 June 2012

Sent via UPS and e-mail

Mr. Bruce York
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Dear Mr. York,

This letter includes Deere & Company's responses to NHTSA's Preliminary Evaluation PE12-006 on transit busses using 8.1 Liter Compressed Natural Gas (CNG) engines manufactured by John Deere. It also includes several of the documents requested. I sent via e-mail only the tables requested for Question 1, 3, 4 and 5. I will also be sending a few of the documents that are labeled CONFIDENTIAL BUSINESS INFORMATION to the Office of the Chief Counsel.

Please feel free to contact me if you have any questions.

Sincerely,

Kelly Van Veldhuizen

Enclosures

PE12-006 – JOHN DEERE RESPONSES

The structure of this report is such that NHTSA's questions are in **bold** type followed by Deere's responses.

1. **State , by model and manufacture year, how many 8.1 liter compressed natural gas (CNG) engines (supplied for use on transit busses) John Deere has manufactured for sale or lease in the United States. For each engine provide the following:**
    a. **Engine Serial Number;**
    b. **Date of manufacture;**
    c. **Date warranty coverage commenced;**
    d. **The bus manufacturer the engine was sold to; and**
    e. **The part number of the subject component installed on the engine as original equipment.**

    Response: See attached table entitled PRODUCTION DATA.

2. **State the number and provide copies of each of the following, received by John Deere, which relate to, or may relate to, the alleged defect in the subject equipment:**
    a. **Consumer / fleet complaints;**
    b. **Field reports;**
    c. **Reports involving a crash, injury, or fatality;**
    d. **Reports involving a fire;**
    e. **Property damage claims;**
    f. **Third-party arbitration proceedings where John Deere is or was a party to the arbitration; and**
    g. **Lawsuits, both pending and closed, in which John Deere is or was a defendant or codefendant.**

    Response:

    a. 265 dealer reports

    b. 265 same reports as listed in a.

    c. None.

    d. 22

    e. 1 property damage claim

    f. None.

    g. None.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

a. Engine Serial Number;

b. VIN (if known by John Deere);

c. Vehicle's owner or fleet name (and fleet contact person), address and telephone number;

d. Vehicle's make, model and model year;

e. Vehicle's mileage at time of incident, if known;

f. Failed part number;

g. Incident date;

h. Report date;

i. Concern stated by customer;

j. Whether a fire was reported;

k. Date warranty coverage commenced; and

l. John Deere's assessment of the incident.

Response: See attached spreadsheet entitled REQUEST NUMBER TWO DATA.

4. State, by make, model, and model year, a total count for all of the following categories of claims, collectively, that have been paid by John Deere to date that relate to, or may relate to, the alleged defect in the subject components: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- **a. John Deere's claim number;**
- **b. Engine serial number;**
- **c. VIN;**
- **d. Vehicle's owner or fleet name (and fleet contact person) and telephone number;**
- **e. Vehicle's make, model, and model year;**
- **f. Vehicle's build date;**

g. **Warranty start date;**
h. **Incident date;**
i. **Report date;**
j. **Vehicle's mileage at time of repair;**
k. **Repairing facility's name, telephone number, and address;**
l. **Labor operation number;**
m. **Problem code;**
n. **Replacement part number(s) and description(s);**
o. **Concern stated by customer; and**
p. **Comment, if any, by dealer/technician relating to claim and/or repair.**

Response: See attached spreadsheet entitled WARRANTY DATA.

5. **Provide copies of any service or technical bulletins, product improvement campaigns, announcements, or advisories, and all other communications concerning the alleged defect in the subject equipment that John Deere has issued or is considering issuing to fleets, dealers, zone offices, or field offices. If John Deere has drafted any such communications, furnish a copy of the draft. For any such communication that has been issued, identify, by name, address, telephone number, and contact person, each entity to which it was sent, the date on which the communication was sent, and the specific equipment to which the communication pertained. For each such communication:**
   a. **Provide a complete chronology, listing all activities or events, including, but not limited to, incidents, which led John Deere to issue the communication;**
   b. **Provide a listing (in chronological order) of all testing through which the need for the communication was identified and/or assessed, even if the testing was being conducted for another purpose. Please provide a copy of all relevant information from each test listed; and**
   c. **State the number of repairs and/or replacements paid for by John Deere that resulted from the communication identified. List your response by repairing dealer (and include the dealer's name, address, and telephone number).**

   RESPONSE:

   a. 2006 - Several failures indicate a need for investigation

      Dual path Engine dyno performance testing and Field testing (June and July)

      Compressor map verification (August)

      Turbo speed test (November)

2007 - Field tests end with adoption of RE532788 (February)

Adopt turbo (February)

See also attached bulletins and product improvement announcements.

b. See response to subpart a.

c. See attached spreadsheet titled CNG Turbo PIP Claims.

6. **Provide a detailed chronology of all events leading up to PIP 10RG264 starting from the time John Deere first became aware of this issue to present. Describe how John Deere first became aware of the potential problem and state the date on which John Deere first became aware of the possibility of the alleged defect. Include all information including dates of both internal and external meetings, meetings with fleets, manufacturers, or any others involved in this issue and discuss the resolution, planned action, and/or the manner in which John Deere addressed this issue. Also separately, provide a copy of any/all document(s) and presentation materials that were used during the meeting(s) whether John Deere generated the document(s) or the document(s) were generated by others.**

RESPONSE: The following is a chronology of the events leading up to PIP 10RG264:

1. 29 January 2010: John Deere filed EWIR with CARB summarizing family warranty data for emissions-related parts exceeding 25 California claims (reference enclosure titled "Deere 4th Quarter EWIR").
2. 18 February 2010: John Deere files defect report with EPA (reference enclosure titled "DIR10-02B.pdf").
3. 12 April 2010: John Deere conference call with CARB staff regarding questions from EWIR (reference enclosure titled 12 Apr 10 CARB Discussion on CNG Turbo Failures).
4. 22 April 2010: John Deere follow-up call with CARB staff on plan to address failures (reference enclosure titled 22 Apr 10 CARB Discussion on Resolving CNG Turbo Failures).
5. 25 May 2010: John Deere follow-up call with CARB staff on plan to address failures (reference enclosure titled 25 May 10 CARB Discussion on Resolving CNG Turbo Failures).
6. 27 May 2010: Extended Warranty proposal made to CARB (reference enclosure titled Extended Warranty Proposal for John Deere CNG Turbos).
7. 2 June 2010: John Deere call with CARB staff to discuss field fix plan (reference enclosure 2 June 10 CARB Discussion on Resolving CNG Turbo Failures).
8. 9 June 2010: Filed extended warranty agreement proposal with CARB (reference enclosure titled 9 June 10 CNG Turbo Field Fix Draft).

9. 22 June 2010: Filed updated warranty agreement and bulletin draft with CARB (reference enclosure titled 22 June 10 CNG Turbo Field Fix Draft).
10. 23 June 2010: Final Field Fix proposal provided to CARB (reference enclosure titled Final 23 June 10 CNG Turbo Field Fix Letter).
11. 27 July 2010: CARB grants approval for Final Field Fix proposal (reference enclosure titled Official Approval for CNG Turbo Extended Warranty).
12. 30 July 2010: John Deere management approval of the proposed PIP (reference enclosure titled Approved PIP 10RG264 – 8.1L CNG Turbocharger Replacement).
13. 17 November 2010: PIP released to dealers (reference enclosure titled 87037 10RG264).
14. 01 December 2010: Notification letters sent to affected OEMs (reference enclosure titled OEM customer letters sent for PIP 10RG264).
15. 01 December 2010: Notification letter sent to NHTSA (reference enclosed letter to Mr. Daniel Smith).

John Deere Emissions Compliance first became aware of the potential problem in a follow-up note regarding warranty claims on 4 Feb 2010 (reference enclosure titled CNG Information and additional documents related to meetings and communications). The PIP was not released to address a specific failure mode, but it was a composite of all possible failure modes that might result in a warrantable condition. The PIP defect description encompasses any failure mode that could be due to a defect in material or workmanship that could be covered by an extended warranty.

7. **Describe all modifications or changes made by, or on behalf of, John Deere in the design, material composition, manufacture, quality control, supply, or installation of the subject components, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject equipment. For each such modification or change, provide the following information:**
    a. **The date on which the change was incorporated into production;**
    b. **A detailed description of the change;**
    c. **The reason(s) for the change;**
    d. **The part numbers (service and engineering) of the original component;**
    e. **The part number (service and engineering) of the modified component;**
    f. **Whether the original unmodified component was withdrawn from production, inventory(s) and/or sale, and if so, when;**
    g. **When the modified component was made available as a service component; and**
    h. **Whether the modified component can be interchanged with earlier production components.**

RESPONSE:

a. RE509038 turbocharger was replaced by RE532788. Factory effectivity date was 19 February 2007 [Reference ECN 102761D0 / ECM 013033RGPDML].

b. A new turbo RE532788 was adopted with a forged, boreless compressor wheel. The turbo replaced RE509038, which was cancelled. Engines affected were 6081HFN04, 6081HFN03, and 6081HFN02. 6081HFN03 and 6081HFN02 were only affected by service parts.

c. A new turbo RE532788 was adopted with a forged, boreless aluminum compressor wheel to help eliminate LCF (Low Cycle Fatigue) failures. This new design helped reduce stress in the compressor wheel compared to the thru-bore cast aluminum compressor wheel it replaced.

d. RE509038

e. RE532788

f. All production engines received the RE532788 effective 19 February 2007. Turbos for Service were changed at the same time.

g. 19 February 2007

h. The RE532788 turbo can be interchanged with the earlier RE509038.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively "actions") that relate to, or may relate to, the alleged defect in the subject equipment that have been conducted, are being conducted, are planned, or are being planned by, or for, John Deere. For each such action, provide the following information:

a. Action title or identifier;
b. The actual or planned start date;
c. The actual or expected end date;
d. Brief summary of the subject and objective of the action;
e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
f. A brief summary of the findings and/or conclusions resulting from the action.

RESPONSE: The following are actions that relate to the alleged defect in the subject equipment:

<u>HFN01 Compressor outlet change</u>

a. Changed from a flange to a beaded hose connection

b. Approximately 1997 - Mid - HFN01 production

c. End of production HFN01

d. Align with industry standard connection style.

e. Engine Engineering

f. Design change to improve.

HFN02 Original release

a. Coolant added to cool the turbo center housing (Change only from HFN02 field test units all CNG 6081 production engines had cooled center housing)

b. Start of HFN02 – approximately 2000

c. End of production HFN02

d. Center housing reliability improved by adding cooling

e. Engine Engineering

f. Design change to improve.

HFN04 ECN 102761D0 ECM 013033RGPDML

a. Boreless compressor wheel change

b. 19 Feb '07

c. End of production HFN04

d. Compressor wheel design change

e. Engine Engineering

f. Compressor wheel failures due to fatigue. Design change to improve.

HFN04 ECN 103917D0 ECM 013786RGPDML

a. Oil Drain line routing change

b. 2 Jan '08

c. End of production HFN04

d. Oil line routing design change to clear hydraulic pumps interference and oil cooler mounting.

e. Engine Engineering

f. Interference issue. Design change to improve.

9. **Were the subject components (or substantially similar turbo units) installed on engines other than the subject equipment? If so, provide the engine models and manufacturing years these engines were produced.**

   RESPONSE: The subject components were used only on the subject equipment (model HFN01, 02, 03 & 04 CNG engines) produced from 1996 - 2007.

10. **Describe why PIP 10RG264 only applied to urban transit busses in California. Provide John Deere's reasons for not including vehicles equipped with the same engine that were in use outside of California in the PIP.**

    RESPONSE: John Deere filed a field information report with the California Air Resources Board (CARB) and a defect information report with the EPA around the same time in February 2010. Both agencies require the report within a certain amount of days if a given family/model year exceeds 50 defects. CARB is the only agency that requested follow-up information. As described in the response to Question 6, John Deere worked with CARB to develop an action plan to address their desire to implement an extended warranty plan on the possible failed parts. The PIP was intended to be an administrative tool to execute the extended warranty program that CARB requested. The PIP did not address a single failure mode, but was a financial protection for customers that CARB believed would experience a high overall failure rate after the regular warranty periods ended. The PIP was the most efficient way to track the extended warranty program for these specific parts.

11. **Furnish John Deere's assessment of the alleged defect in the subject equipment, including:**
    a. **The causal or contributory factor(s);**
    b. **The failure mechanism(s);**
    c. **The failure mode(s);**

d. The risk to motor engine safety that each turbo failure mode poses; and

e. What warnings, if any, the operator and other people both inside and outside the vehicle would have that the alleged defect had occurred.

RESPONSE:

a. Causal or contributory factors can include the following: turbine weld failure, lost lubrication, foreign object damage, low cycle fatigue, compressor imbalance, contact damage, poor performance / waste gate and an external oil leak.

b. Failure mechanisms can include the following: poor weld penetration or methods, wrong or poor quality material; no oil pressure; poor performance; flexing of turbo shaft or side loading and loose clamp load on lube system.

c. Failure modes include the following: broken compressor wheel in housing, turbo and engine failure, poor performance, noise, broken compressor wheel or shaft, broken shaft, broken fins on compressor or turbine, fault code, smoke and low oil pressure.

d. Risk of damaging the engine or anything in proximity related to any turbo failure is low. Foreign material can be ingested into the engine and damage pistons. Shaft failures will dump oil into the exhaust system but poor performance would be immediate. The vehicle would have low power and would smoke heavily from the exhaust system. External leaks would pump oil from the oil pan but a low oil pressure fault would occur.

e. Operator may notice poor performance, black or blue smoke from exhaust system, noise, fault code or warning light, and engine fuel de-rate.

PE12-006

JOHN DEERE

6/8/2012

QUESTION 2

2

Case ID: 10207465

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 393143.0 **Units:** Miles **PIN:** RG6081H290825 **Part Number:** NA

Problem: TURBO FAILURE FIRE DAMAGE BUS#0015

Case Text:

Haugebak, Robert 12 March 2008 10:23 Central Standard Time

Received go ahead from Andrew Tompkins/John Deere Legal to cover all related repairs from turbo cha rger failure on BUS #0015 based on inspection from John Walker. Thank You Bob Haugebak

Haugebak, Robert 03 March 2008 11:22 Central Standard Time

Inspection set for 03/06/2008.
Haugebak, Robert 27 February 2008 9:44 Central Standard Time

Attended conference call with John Deere Legal representative Andy Tompkins. He will arrange inspect ion as needed.
Haugebak, Robert 07 February 2008 15:55 Central Standard Time

Pictures attached.

Haugebak, Robert 07 February 2008 15:55 Central Standard Time

Contacted Pete, he is on hold until we direct him to proceed. Bob Haugebak

184771 (51389), dtacgateway, Feb 7, 2008 1:25:08 PM
**** Complaint / Symptoms: ****
Turbo failure/fire:Fire accured in engine compartment and burn engine harness, bus harness, and trnsmis sion harness.Turbo shaft broken oil fire in engine compartment. Fire statred on turbo side of the engine a nd not on muffler side.
bus mil. 393143
engine mil 331909
repower mil 61234

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290825

Process

PIN:RG6081H290825 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**YES

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 17NOV06 BASIC EXPIRATION DATE: 17NOV11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 16NOV11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10251438

Dealer: [184885] W.W. WILLIAMS **City:** ATLANTA **State:** GA

Contact: NA **Phone:** 800-545-7116 **Email:** bcreech@wwwilliams.com

Usage: 54340.0 **Units:** Miles **PIN:** RG6081H294902 **Part Number:** NA

Problem: Turbo failed, fire in exhaust/caused engine failure

Case Text:

Haugebak, Robert 28 March 2008 11:10 Central Standard Time

Message left for turbo serial # and correct milage.

Haugebak, Robert 28 March 2008 10:48 Central Standard Time

Contacted Bill, viewed pictures and agreed with his repair assessment. I will attach a Honeywell RMA f or the failed turbo ASAP. Thank You Bob Haugebak
184885 (52053), dtacgateway, Mar 27, 2008 5:32:29 PM
**** Complaint / Symptoms: ****
Oil out exhaust

**** Operating Conditions: ****
City transit bus.

**** DTAC Solutions (#s) utilized: ****
None needed, visual evidence

**** Make, Model and/or size of Implement or Attachment(s): ****
Newflyer bus Model C40LF Vin 5FYC4F2166C[redacted] 40 Passenger Marta unit 2455

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****
Recieved call from customer of turbo failure and fire in exhaust. Fire put out by water down exhaust. Ha d unit towed to shop. Found no outside damage from fire. Removed turbo and inspected found turbine w heel inexhaust pipe, shaft broken @ turbine wheel. inspected wheel found one blade broken at foot area causing damage to wheel and shaft to brake. Bared engine over found engine tight. Removed pan found rust on liners and pan full of water and oil. removed head, found head cracked plug to valve seat but has caused no damage. inspected inlet side of turbo found no evidence of foreign material damage. Cause of failure is turbine wheel blade broken at foot area causing turbo to fail and fire from oil in exhaust. Unit will require 6 kits, main and rod bearings, turbo, head and uego sensor

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****
R532788

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294902

Process

PIN:RG6081H294902 **Model:**6081

Customer: [redacted]

[redacted]

ATLANTA, GA

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 20MAR07 BASIC EXPIRATION DATE: 20MAR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 18MAR12 OR 3000 HOURS **Expected Use Date:** 20MAR07

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10280872

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 458926.0 **Units:** Miles **PIN:** RG6081H298122 **Part Number:** NA

Problem: TURBO FAILURE/FIRE DAMAGE BUS # 133

Case Text:

Haugebak, Robert 08 May 2008 14:18 Central Standard Time

Contacted Pete and authorized repairs without inspection per Andrew Thompkins JD Legal. Please bill J ohn Deere for repairs when completed. RGA attached to case for failed turbo. Thank you Bob Haugeba k

Haugebak, Robert 06 May 2008 14:35 Central Standard Time

Forwarded photographs and request to repair to G.S. and Scott Reed.
Haugebak, Robert 25 April 2008 15:20 Central Standard Time

Turbo Ser# KCM-00458 PN# RE532788 entered on failure report.
Haugebak, Robert 24 April 2008 15:52 Central Standard Time

Please provide turbo part and serial #'s.

Haugebak, Robert 24 April 2008 15:49 Central Standard Time

Pete will take pictures and I will report to fire inspection personnel. He said this was not as bad as the las t one but will require both chassis and engine harnesses. Thank You Bob Haugebak

184771 (51389), dtacgateway, Apr 24, 2008 1:50:36 PM
**** Complaint / Symptoms: ****
Turbo failure/fire damage oil fire from turbo spread through engine comparment. Damage to chassis and engine harness and ECM, battery box hoses, Exhaust blanket and rear fuel pressure regulator. NOTE: tu rbo failure diagnostic broken shaft at exhaust side.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298122

Process

PIN:RG6081H298122 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 30AUG07 BASIC EXPIRATION DATE: 30AUG12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10288645

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 458926.0 **Units:** Miles **PIN:** RG6081H298122 **Part Number:** NA

Problem: TURBO FAILURE/FIRE DAMAGE BUS # 133

Case Text:

Haugebak, Robert 01 May 2008 11:42 Central Standard Time

Duplicate of DTAC 10280872.

Case ID: 10308184

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 380974.0 **Units:** Miles **PIN:** RG6081H298061 **Part Number:** NA

Problem: Fire - Omni-Transt - San Bernardino, CA - Turbo

Case Text:

GASSER, KEVIN 15 July 2008 10:43 Central Standard Time

Source of report – Warranty Claim

Customer Info:
[redacted]
SAN BERNARDINO CA [redacted]
PHONE: 000-000-0000

Date of incident – 19 May 2008

Location of incident – Woodland, CA

Age of product if no PIN number is available – 2007 (RG6081H298061)

Operating status of machine when Fire occurred - In the field working

Type of work machine was doing – Air Compressor

Area of machine where Fire or residue was observed – Turbo

General description "fact based" of the extent of damage to the machine –
Turbo charger, engine wiring harness, hoses, engine compartments, lighting, fire extinguisher, exhaust blankets, etc

Any factual circumstances surrounding the event – Unknown

Anything damaged other than the machine itself. – No

Factual narrative of what happened –
Reported as a broken shaft on the exhaust side of turbo charger failed.

Key part numbers involved - Turbo shaft

Source of report: Email

Gienau, Dennis 19 May 2008 16:28 Central Standard Time

Called Pete M. I will report the fire and update the case with the photo's that you e-mailed to Robert Haugebak. Finish the rebuild of this engine and return it to the customer. Thank You D ennis Gienau

184771 (51389), dtacgateway, May 19, 2008 3:26:01 PM
**** Complaint / Symptoms: ****
Tubo failure broken shaft on exhaust side fire damage to engine harness and various engine compartmen t (lighting ,fire ext. devices, and exhaust blankets damaged and misc. hoses. NOTE: PHOTOS HAVE B EEN TAKEN.
NEW TURBO # KLM22736
OLD TURBO # KCM00467

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298061

Process

PIN:RG6081H298061 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 06JUL07 BASIC EXPIRATION DATE: 06JUL12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04JUL12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10335234

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 286107.0 **Units:** Miles **PIN:** RG6081H294794 **Part Number:** NA

Problem: TURBO FAILURE/FIRE OMNI UNIT#26

Case Text:

Gienau, Dennis 11 June 2008 16:19 Central Standard Time

Called Pete M.. I will send a RGA for the failed turbo and make a fire report. This ECU has the software update pending for the UEGO sensor protection, please download this. Lets replace the UEGO sensor af ter you clean the oil from the intake, exhaust and air to air. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jun 11, 2008 3:53:15 PM
**** Complaint / Symptoms: ****
Turbo failure and broken shaft on exhaust side. Oil saturation in exhaust pipes and air intake system. Fir e damage to exhaust blanket. NOTE: No damage to wiring or other componants in the engine compartm ent.
Old turbo # khm 00872
new turbo # kkm 32169

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294794

Process

PIN:RG6081H294794 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:NEW **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13MAR07 BASIC EXPIRATION DATE: 13MAR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 11MAR12 OR 3000 HOURS **Expected Use Date:** 13MAR07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10344809

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 382417.0 **Units:** Miles **PIN:** RG6081H298069 **Part Number:** NA

Problem: TURBO FAILURE/FIRE OMNI #137

Case Text:

Haugebak, Robert 23 June 2008 8:41 Central Standard Time

added photographs as attachments
Gienau, Dennis 20 June 2008 9:29 Central Standard Time

Called Pete M., He will replace the UEGO sensor and the turbo and make nessasary repairs from the fire . I will send a RGA for the return of the turbo and UEGO sensor. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jun 19, 2008 4:11:13 PM
**** Complaint / Symptoms: ****
Turbo failure, fie damage, Broken shaft on exhaust side, Wire harness damage and damage to to exhaust blanket.
Photos send.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298069

Process

PIN: RG6081H298069 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 248528

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 31AUG07 BASIC EXPIRATION DATE: 31AUG12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 29AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10380216

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 206000.0 **Units:** Hours **PIN:** RG6081H271384 **Part Number:** NA

Problem: FIRE - OMNITRANS - SAN BERNARDINO, CA - AIR COMPRESSOR OIL SUPPLY LINE

Case Text:

Pagett, Aaron 19 November 2008 13:12 Central Standard Time

Source of report – Pete M

Customer Info:
[redacted]
SAN BERNARDINO, CA [redacted]
Phone: [redacted]

Date of incident – 7/21/08

Location of incident – unknown

Age of product if no PIN number is available – RG6081H271384

Operating status of machine when fire occurred – running

Type of work machine was doing – powering an air compressor

Area of machine where fire or residue was observed – exhaust manifold

General description of the extent of damage to the machine – damaged to hoses, wiring, and sensors

Any factual circumstances surrounding the event – unknown

Anything damaged other than the machine itself. – no

Factual narrative of what happened –
reported that oil supply line to compressor broke and allowed oil to come in contact with exhaust manif old resulting in a fire in the engine compartment

Key part numbers involved - RE505906

Source of report - warranty

Haugebak, Robert 23 July 2008 13:04 Central Standard Time

Per 07/22/2008 discussion with Pete and Paul Herring John Deere will authorize a direct replacement for oil supply hose to braided steel obtained locally to replace PN# RE505906 cloth covered braided hose when failed or cracked from heat stress. I have attached pictures of damage provided by Pete at McCray's to this case.

184771 (51389), dtacgateway, Jul 23, 2008 11:33:17 AM
**** Complaint / Symptoms: ****
Engine oil fire from oil line to engine block and air compressor failed. Engine compartment fire.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H271384

Process

PIN:RG6081H271384 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 14JUN05 BASIC EXPIRATION DATE: 14JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13JUN10 OR 3000 HOURS **Expected Use Date:** 14JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10398445

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 433238.0 **Units:** Miles **PIN:** RG6081H294859 **Part Number:** NA

Problem: OIL FIRE, TURBO DAMAGE BUS # 0044

Case Text:

Gienau, Dennis 08 August 2008 14:22 Central Standard Time

Called Pete M., He will replace the turbo, UEGO sensor, a couple lines that got burnt and repair a coupl e wiring harnesses. I will send a RGA for the return of the turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Aug 8, 2008 11:32:42 AM
**** Complaint / Symptoms: ****
Turbo fire damage to wire harness to engine and fire sensor also damage to air compressor and power st eering hoses and exhaust blanket.PHOTOS WERE SENT.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294859

Process

PIN:RG6081H294859 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 22MAR07 BASIC EXPIRATION DATE: 22MAR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 20MAR12 OR 3000 HOURS **Expected Use Date:** 22MAR07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10398775

Dealer: [188240] Western Power Products, Inc. **City:** WOODLAND **State:** CA

Contact: NA **Phone:** 5306666624 **Email:** NA

Usage: 286107.0 **Units:** Miles **PIN:** RG6081H294794 **Part Number:** NA

Problem: Fire - Angelus Engine Center - Lynwood, CA - Turbo

Case Text:

Gienau, Dennis 12 August 2008 10:27 Central Standard Time

Matt Dixon, I called Kevin Gasser, he has made the correction on his side of this case. If you need anyth ing else from me reopen the case. Thank You Dennis Gienau

188240 (44124), dtacgateway, Aug 8, 2008 4:04:40 PM
--Reopen Case as Normal--
The information in this report is incorrect-

This is a CNG bus operating in Southern California-

Turbo failures in this application are frequent and fires happen quite regularly as oil enters exhaust/catali st system-

Matt Dixon
Western Power Products

GASSER, KEVIN 08 August 2008 15:21 Central Standard Time

Source of report – Warranty Claim

Customer Info:
[redacted]
LYNWOOD, CA [redacted]
Phone: 000-000-0000

Date of incident – 11 June 2008

Location of incident – Woodland, Ca area

Age of product if no PIN number is available – 2007 (RG6081H294794)

Operating status of machine when Fire occurred - In the field working

Type of work machine was doing – This unit is a GenSet

Area of machine where Fire or residue was observed – Turbocharger area

General description "fact based" of the extent of damage to the machine –
Dealer replaced Turbocharger, Sensor Gasket(s) and Sealing Washers

Any factual circumstances surrounding the event – Unknown

Anything damaged other than the machine itself. – No

Factual narrative of what happened –
Turbo shaft on exhaust side broke. Oil contacted exhaust pipe and air intake. Area caught on fire.

Key part numbers involved - Turbocharger RE532788

Source of report - Warranty Claim

PIN: RG6081H294794

Process

PIN:RG6081H294794 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner:YES

Sold As:NEW **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13MAR07 BASIC EXPIRATION DATE: 13MAR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 11MAR12 OR 3000 HOURS **Expected Use Date:** 13MAR07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10421807

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 429299.0 **Units:** Miles **PIN:** RG6081H290859 **Part Number:** NA

Problem: TURBO FIRE UEGO FAILURE BUS# 0036

Case Text:

Gienau, Dennis 29 August 2008 16:44 Central Standard Time

Called Juan M., I will send one RGA for the return of all UEGO sensors and turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Aug 29, 2008 1:32:45 PM
**** Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****
TURBO FIRE CAUSED DAMAGE TO UEGO SENSOR. TURBO CLAIMED UNDER A DIFFRENT D-TAC # ON THE SERVICE SIDE.

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or descripti on for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

PIN: RG6081H290859

Process

PIN: RG6081H290859 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:** YES

Sold As: USED **Open PIPS:** YES

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 14FEB07 BASIC EXPIRATION DATE: 16FEB12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13FEB12 OR 3000 HOURS **Expected Use Date:** 16FEB07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10496901

Dealer: [184885] W.W. WILLIAMS **City:** ATLANTA **State:** GA

Contact: NA **Phone:** 800-545-7116 **Email:** bcreech@wwwilliams.com

Usage: 86847.0 **Units:** Miles **PIN:** RG6081H295101 **Part Number:** NA

Problem: Fire - Metropolitan Atlanta Rapid Transit Authority - Atlanta, GA - Exhaust

Case Text:

Montgomery, Lacey 04 February 2009 13:27 Central Standard Time

Engine RG6081H300330 shipped 1/26/09 via CCX 548802984
GASSER, KEVIN 23 January 2009 14:38 Central Standard Time

Fire Reporting Worksheet

Source of report – Claim Summary

Customer Info:
[redacted]
ATLANTA, GA
Phone: [redacted]

Date of incident – 11/05/2008

Location of incident – Unknown

Age of product if no PIN number is available – 2007 (RG6081H295101)

Operating status of machine when Fire occurred - In the city driving

Type of work machine was doing – Engine is in a City Bus

Area of machine where Fire or residue was observed – Exhaust Fire

General description "fact based" of the extent of damage to the machine –
The fire caused damage to the bus Interface harness, lines, hoses, exhaust wrapping, alternator and one door.

Any factual circumstances surrounding the event – Unknown

Anything damaged other than the machine itself. –
Bus Damage included: Bus interface harness, lines, hoses, exhaust wrapping, alternator and one door.

Factual narrative of what happened –
Alleged a Turbine shaft broke resulting in an exhaust fire on the city bus.

Key part numbers involved - Unknown

Source of report - Email & this DTAC case
Haugebak, Robert 22 January 2009 11:17 Central Standard Time

Repair authorized new engine on order. Claim will be filed under Product Liability. Please contact Bob Haugebak at DTAC if any questions arise with this claim.

Haugebak, Robert 22 January 2009 9:14 Central Standard Time

Fire report has been submitted, will find out how claim is to be filed: Product Liability/Warranty?

Haugebak, Robert 22 January 2009 9:13 Central Standard Time

Agreement reached with Bill Creech WW Williams and Bob Haugebak JDPS for this repair only: John Deere will supply new replacement engine at no cost or markup, remainder of John Deere parts billed at normal warranty price. New Flyer OEM parts billed at 10% Gross Profit, labor will be billed at $85.00 p er hour documented by punch time and old engine will be retained by WW Williams for their use as nee ded.

Haugebak, Robert 14 January 2009 13:00 Central Standard Time

Will have complete estimate tomorrow.

Haugebak, Robert 12 November 2008 14:03 Central Standard Time

left message/call back Thursday
Haugebak, Robert 10 November 2008 11:35 Central Standard Time

Called Bill, I have attached pictures to case am waiting on estimate to repair for request to fix or not und er warranty.
184885 (52053), dtacgateway, Nov 5, 2008 1:44:36 PM
**** Complaint / Symptoms: ****
Fire and smoke in engine bay, fire system deploied

**** Operating Conditions: ****
City transit bus

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****
Newflyer bus model C40LF, Vin# 5FYC4FZ116C[redacted]40 passenger city transit bus, Marta unit# 24 44

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****
See attached

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service

ADVISOR using FTP site) (If applicable) ****
Recieved call from customer stating bus caught on fire. They suspected electrical fire and removed radia tor and started removing engine. When exhaust was removed turbine wheel of turbo fell out of exhaust p ipe. Had unit towed to shop. Removed turbo found compressor wheel damaged from side contact to inlet snell, shaft portion of turbo shaft missing, and turbine wheel severly damaged and shaft broken at base of wheel. Also found one turbine blade missing and has broken off at root junction of wheel. Other blade s bent only. Suspect blade broke out of wheel causing bearings to fail and shaft to brake. Also noticed th reads still present in compressor wheel. Engine bars over evenly and no severe damage to crankshaft bea rings. Engine and fire damage can be repaired with engine installed. Fire damage to bus interface harnes s, lines, hoses, exhaust wrapping, alternator. One door will have to be repaired and major cleaning to out side and engine bay. I don't think it will be necessary to paint unit.

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****
RE532788 turbo, serial number of turbo is KIM48965

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H295101

Process

PIN: RG6081H295101 **Model:** 6081

Customer: [redacted]

ATLANTA, GA

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 20MAR07 BASIC EXPIRATION DATE: 20MAR09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 18MAR12 OR 3000 HOURS **Expected Use Date:** 20MAR07

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10506452

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 430838.0 **Units:** Miles **PIN:** RG6081H298835 **Part Number:** NA

Problem: Fire - Omnitrans (Bus 0113) - San Bernardino, CA - Turbo

Case Text:

GASSER, KEVIN 05 February 2009 14:33 Central Standard Time

*** Fire Reporting Worksheet ***

Source of report – Pete Medeiros and this DTAC Case

Customer Info:
[redacted]
SAN BERNARDINO, CA [redacted]
Phone: [redacted]

Date of incident – 14 November 2008 (Approx)

Location of incident – Unknown

Age of product if no PIN number is available – JDWIN Delivery Date: 03JUL07

Operating status of machine when Fire occurred: Unknown

Type of work machine was doing – Engine in Bus

Area of machine where Fire or residue was observed – Turbo

General description "fact based" of the extent of damage to the machine –
Fire damaged parts, turbo, UEGO sensor and clean oil.

Actual circumstances surrounding the event – Unknown

Anything damaged other than the machine itself. – Unknown

Factual narrative of what happened – Turbo Caught Fire

Key part numbers involved -

Source of report - DTAC

Gienau, Dennis 14 November 2008 11:33 Central Standard Time

Called Pete Medeiros, He will send photo's of the fire damage and I will send a RGA for the turbo. He w ill make nessasary repairs of fire damaged parts, turbo, UEGO sensor and clean oil from engine. Thank You Dennis Gienau

184771 (51389), dtacgateway, Nov 14, 2008 11:04:26 AM
**** Complaint / Symptoms: ****
TURBO FAILURE WITH FIRE DAMAGE

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298835

Process

PIN: RG6081H298835 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: NO

Last Reported Hours: 230879

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 07JUN13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS

Expected Use Date: 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10517679

Dealer: [178641] MARTIN EQUIPMENT OF IL, INC. **City:** ROCK ISLAND **State:** IL

Contact: NA **Phone:** 309-787-6108 **Email:** NA

Usage: 77642.0 **Units:** Miles **PIN:** RG6081H293953 **Part Number:** NA

Problem: TURBO FAILED AND CAUGHT ON FIRE

Case Text:

WATSON, NORM 30 January 2009 7:38 Central Standard Time

Contacted Metro link 1/29/09, the bus is being assembled now, should be done next week. At that time t hey will submit a cost for damages.
178641 (5239), dtacgateway, Nov 26, 2008 1:19:51 PM
**** Complaint / Symptoms: ****
TURBO FAILED AND STARTED FIRE AND BURNT SEVERAL CONPONENTS,UEGO SENSOR, ECU,TURBO,HUMIDITY SENSOR,INTAKE HOSES

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H293953

Process

PIN: RG6081H293953 **Model:** 6081

Customer: [redacted]

MOLINE, IL [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 78669

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 22NOV06 BASIC EXPIRATION DATE: 22NOV08 NO MILEAGE LIMIT
PURCHASED EXTENDED WARRANTY EXPIRES: 22NOV11 OR 10000 HOURS DEDUCTIBLE $250.

Engine Emission: EXP DATE: 21NOV11 OR 3000 HOURS **Expected Use Date:** 22NOV06

Dealer Information

Selling Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Responsible Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Case ID: 10714299

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 473830.0 **Units:** Miles **PIN:** RG6081H291283 **Part Number:** NA

Problem: BUS 0014. TURBO FAILURE W/ENGINE FIRE

Case Text:

Gienau, Dennis 22 June 2009 14:24 Central Standard Time

Called Jay Blackburn. I will have him follow solution 64263 for reporting this thermo event. I will send a RGA for the return of the failed turbo and related parts. Thank You Dennis Gienau gienaudennisd@johndeere.com

184771 (51389), dtacgateway, Jun 22, 2009 11:45:14 AM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE WITH ENGINE FIRE. FAILED TURBO KKM49610

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H291283

Process

PIN:RG6081H291283 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29NOV05 BASIC EXPIRATION DATE: 01JUL11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28NOV10 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11100384

Dealer: [188206] Western Power Products, Inc. **City:** BAKERSFIELD **State:** CA

Contact: NA **Phone:** (661) 397-9155 **Email:** NA

Usage: 9999.99 **Units:** Miles **PIN:** RG6081H290250 **Part Number:** NA

Problem: Fire - Valley Metro RPTA - Phoenix, AZ - Rear of the bus

Case Text:

Malcolm, Wade, 07 Jul 2010 16:50 GMT
*** Fire Reporting Worksheet ***

Source of report –

Don McCall - DTAC / Customer Support
Waterloo Engine Works
3801 W. Ridgeway Ave.
Wateroo, IA. 50701
(319) 292-5465

Customer Info:

[redacted]
Phoenix, AZ
[redacted]

Date of incident – 5th July 2010 (Estimated)

Location of incident – Bus Route within City of Phoenix, AZ

Age of product if no PIN number is available – RG6081H290250

Operating status of machine when Fire occurred (in the field working, parked, in the shed, etc) – In the field working. Engine was running a city transit bus

Type of work machine was doing – Engine was running a city transit bus

Area of machine where Fire or residue was observed – Rear of the bus

General description "fact based" of the extent of damage to the machine – $150 to 175K damage to bus

Any factual circumstances surrounding the event – Unknown

Anything damaged other than the machine itself. – No

Factual narrative of what happened -- It is reported that the air conditioning quit working on the bus. The bus driver evacuated the bus. As the passengers stood outside, it's reported the rear of the bus caught fire. New Flyer is the OEM.

Key part numbers involved --

Source of report – Phone

PIN: RG6081H290250

Process

PIN:RG6081H290250 **Model:**6081

Customer [redacted]

PHOENIX, AZ [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13APR06 BASIC EXPIRATION DATE: 13APR08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 12APR11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 11122057

Dealer: [184774] W.W. WILLIAMS SOUTHWEST INC **City:** PHOENIX **State:** AZ

Contact: DALLENOGARE, RILEY **Phone:** 602-257-0561 **Email:** rdalenogare@wwwilliams.com

Usage: 211621.0 **Units:** Miles **PIN:** RG6081H290250 **Part Number:** NA

Problem: unit caught on fire

Case Text:

System.(-1), 13 Jun 2011 02:15 GMT

Aged case - closed by DTAC Admin

Koeff, Tony, 28 Jul 2010 15:30 GMT

Called Riley, I have created a RGA in the SAP Portal 100002632. you will to get the copy from that return location. We will investigate the history of ECU.

DALLENOGARE, RILEY, 27 Jul 2010 14:06 GMT

**** Complaint / Symptoms: (Required field)****

unit caught on fire need to see about extracting data from ecm.

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

Case ID: 11205813

Dealer: [177961] PAPE MACHINERY, INC. **City:** ROHNERT PARK **State:** CA

Contact: NA **Phone:** 707 584-9161 **Email:** NA

Usage: 67443.0 **Units:** Miles **PIN:** RG6081H300643 **Part Number:** NA

Problem: Fire - Sonoma County Transit - Santa Rosa, CA - Turbo shaft

Case Text:

DiValentin, Nancy, 14 Oct 2010 13:31 GMT

RGA 100010292 issued for the return of the turbo. Please bag and send all pieces of turbo. Access JD warranty system to process this RGA.

Malcolm, Wade, 12 Oct 2010 17:12 GMT

*** Fire Reporting Worksheet ***

Source of report –

Pape Machinery, Inc.
Mike Moss - Product Support Mgr
5380 Commerce Blvd
Rohnert Park, CA 94928
Dealer ID: 177961
707 584-9161

Customer Info:

Registered in SIS records to:
[redacted]
Oriskany, NY [redacted]
[redacted]

Customer is reported to be:
[redacted]
Santa Rosa, CA [redacted]
[redacted]

Date of incident – 8th October 2010

Location of incident – Santa Rosa, CA

Age of product if no PIN number is available – 6081 Engine - PIN RG6081H300643 Hrs – Unknown, but it's miles 67,443 on it.

Operating status of machine when Fire occurred (in the field working, parked, in the shed,

etc) –In usage on the street

Type of work machine was doing – In usage in a City of Santa Rosa transit bus.

Area of machine where Fire or residue was observed – Unknown.

General description "fact based" of the extent of damage to the machine – The engine is repairable

Any factual circumstances surrounding the event – Weather was not a factor

Anything damaged other than the machine itself. – Bus has some minimal collateral damage

Factual narrative of what happened – Rear mounted engine in bus. The driver noticed performance issues. The fire suppression system had activated and shut it down. He called for service. It's reported that service discovered the turbo shaft had broken in half and was allowing oil to enter the intake which they alege is how the engine caught fire.

Source of report – Phone

PIN: RG6081H300643

Process

PIN:RG6081H300643 **Model:**6081

Customer: [redacted]

SANTA ROSA, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:NEW **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**67935

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 25JUN09 BASIC EXPIRATION DATE: 27NOV09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 24JUN14 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Responsible Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Case ID: 11217083

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: GALINDO, VICENTE **Phone:** 626-786-7335 **Email:** vincente.galindo@vdda.com

Usage: 123605.0 **Units:** Miles **PIN:** RG6081H300359 **Part Number:** NA

Problem: Bus got on fire- Broken Turbo wheel

Case Text:

Gienau, Dennis, 05 Nov 2010 19:41 GMT

Called David, He will go to Dealer Portal where they would file a warranty claim and find Claims, PIP and Return Parts. If you click on Return Parts the SAP RGA should be there under claim 100010575. Thank You Dennis Gienau

TINDAL, DAVE, 05 Nov 2010 19:11 GMT

Turbo SN (MHM00294)

Turbo PN (RE-532788)

Please send RGA for Failed Turbo and UEGO Sensor

Thanks, Dave T. (626) 786-7344

Gienau, Dennis, 22 Oct 2010 17:50 GMT

Called Vicente Galindo, He will install a new turbo, remove the exhaust system to clean oil, new UEGO sensor and make repairs to damage compartment. I will RGA back the turbo on SAP RGA 100010575. Please provide me with the turbo serial number. Thank You Dennis Gienau

GALINDO, VICENTE, 22 Oct 2010 00:15 GMT

**** Complaint / Symptoms: (Required field)****

Unit got on fire, found turbo pumping oil to exhaust and broken wheel, will tow unit to shop to take pictures and attach .Also we will need to remove complete exhaust plubming to clean out.

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H300359

Process

PIN:RG6081H300359 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 15NOV07 BASIC EXPIRATION DATE: 13AUG13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13NOV12 OR 3000 HOURS **Expected Use Date:** 15NOV07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11401858

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 190676.0 **Units:** Miles **PIN:** RG6081H298068 **Part Number:** NA

Problem: Fire - San Bernardino OmniTrans - San Bernardino, CA - Turbo area

Case Text:

Hutchinson, Gloria, 03 May 2011 19:02 GMT

- **Source of Report:** Peter Medeiros – 18 4771
- **Customer:** [redacted]
  San Bernardino, CA [redacted]
- **Date of Incident:** 27 April 2011
- **Location of Incident:** Hospitality Lane & Carnegie Drive, San Bernardino
- **PIN:** RG6081H298068
- **Age of product:** Build Date 24 April 2007
- **Machine Use:** 190,676 miles
- **Operating status of machine when fire occurred:** Running
- **Type of work machine was doing (most recently):** Powering a public bus
- **Area of machine where fire or residue was first observed:** Dealer found residue in the turbo, intake and exhaust areas
- **General description of the extent of damage to the machine:** Cables, hose, wires from alternator
- **Repairable/ Total Loss:** Repairable
- **Any factual circumstances surrounding the event:**
- **Anything damaged other than the machine itself:** No
- **Factual narrative of what happened:** Reported that the bus lost power, and then the driver saw smoke coming from the engine area. They activated the bus's fire suppression system to extinguish the fire.

PIN: RG6081H298068

Process

PIN:RG6081H298068 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:YES

Sold As:NEW **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 28SEP07 BASIC EXPIRATION DATE: 28SEP12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 26SEP12 OR 3000 HOURS **Expected Use Date:** 17MAY07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 8796268

Dealer: [170712] TOM GROWNEY EQUIPMENT, INC. **City:** ALBUQUERQUE **State:** NM

Contact: NA **Phone:** 505-884-2900 **Email:** NA

Usage: NA **Units:** NA **PIN:** NA **Part Number:** NA

Problem: RE502311 TURBO COMPRESSOR WHEEL Nat Gas Engine

Case Text:

dtacuser: 20 May 2003 15:47:10 Suggested dealer call regen tech. Bill Draper ###### 170712 (dtacwebq): 20 May 2003 15:42:06 --Reopen Case as Report Only-- Bill, For your info, the parts folks at allied signal sent us to Honeywell who directed us to central motive power in our region. The compressor wheel is not available as a separate part.We still would like to repair this unit ourselves as to throw it away is just a waste when it could be fixed if there were parts. Repair parts are just not available at this time. loy ###### dtacuser: 20 May 2003 14:15:42 Directed dealer to Allied Signal in Torrence, CA. Bill Draper ###### 170712 (dtacwebq): 20 May 2003 13:56:59 DO YOU HAVE ACCESS TO THE SUPPLIER OF THIS WHEEL? THIS IS A GARRETT TURBO. ALL WE NEED IS THIS ONE PART TO FIX THE TURBO. WE DON'T NEED TO REPLACE THE WHOLE UNIT.

Case ID: 9586510

Dealer: [177959] PAPE MACHINERY, INC. **City:** NEWARK **State:** CA

Contact: NA **Phone:** 510-790-3600 **Email:** NA

Usage: NA **Units:** NA **PIN:** NA **Part Number:** NA

Problem: Looking for turbo clamp

Case Text:

Morgan, Drew 12 April 2006 11:54 America/Belize Turbo for this engine is shown in catalog 2502. Believe you are looking for the RE40048 clamp. dm/qm ### 177959 (49281), dtacgateway, Apr 12, 2006 10:21:52 AM ### I am looking for the clamp coming off the turbo on the exhaust side,clamping the turbo and the pipe. The model I have is a HFN01 and PMPRO does not have a listing for this model.I need to know if it would be a deere part or the vehicle manufacturer. thanks

Case ID: 9934914

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: NA **Phone:** 626-934-6125 **Email:** jamie.henderson@valleypsi.com

Usage: 89547.0 **Units:** Miles **PIN:** RG6081H230975 **Part Number:** NA

Problem: turbo failure

Case Text:

Birkenholz, Brian 03 May 2007 12:05 Central Standard Time Replace with a boreless turbo P/N RE532788 ### 188218 (5545), dtacgateway, May 3, 2007 11:39:33 AM ### --Reopen Case as Normal-- repair completed. Failed turbo p/n: RE509038 Turbo s/n: IGM 21713 ### 188218 (5545), dtacgateway, May 2, 2007 9:28:47 AM ### --Reopen Case as Normal-- current engine mileage is 89,547 engine hrs is 4292 ###### Birkenholz, Brian 02 May 2007 9:20 Central Standard Time Correct, these parts and the labor is covered under emissions warrnaty, which expires at 100,000 miles ### 188218 (5545), dtacgateway, May 2, 2007 9:12:28 AM ### --Reopen Case as Normal-- Arrived @ site. found oil out exhaust. removed all nesc to insp turbo. found turbo broken shaft, oil thru out intake and exhaust systems. Had to completely remove the cac/radiator package to clean out cac. cleaned out all piping & replaced turbo. ran unit and found bad misfire and uego codes. ck & found plugs and uego oil saturated from turbo failure. Advised plugs and uego would be covered under emissions warranty/progressive damage. returning to site today to complete repairs. ###### Birkenholz, Brian 30 April 2007 13:19 Central Standard Time OCTA LNG The emissions warranty is good up to 100K miles. However, if the shaft has not failed on this turbo, and the fins are dinged up from debris, then the failure is not warrantable. Please check this. ### 188218 (5545), dtacgateway, Apr 30, 2007 12:56:19 PM ### **** Complaint / Symptoms: **** customer states turbo failure. unit out of 2 yr warranty. should have 5 yr emissions warranty correct? please let me know if this is covered under warranty? the customer is waiting on an answer. the warranty statement shows the emissions warranty ending in 2007??? **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information: (Describe any other tests and results performed on problem machine) ****

PIN: RG6081H230975

Process

PIN:RG6081H230975 **Model:**6081

Customer: [redacted]

[redacted]

ORANGE, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 25MAR05 BASIC EXPIRATION DATE: 24MAR10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 24MAR10 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8209-ESSEX, CT **Phone:** 860-767-7502

Responsible Dealer: 18-8209-ESSEX, CT **Phone:** 860-767-7502

Case ID: 9936938

Dealer: [188218] Western Power Products, Inc. **City:** LONG BEACH **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 23669.0 **Units:** Hours **PIN:** RG6081H290656 **Part Number:** NA

Problem: TURBO FAILURE

Case Text:

Birkenholz, Brian 02 May 2007 14:12 Central Standard Time Please give me the failed turbo serial # as well ###### Birkenholz, Brian 02 May 2007 11:08 Central Standard Time Please send pics of the failures to BirkenholzBrianD@johndeere.com and attach them to this DTAC case See attached solutions on cleaning requirements following turbo failures ### 188218 (5545), dtacgateway, May 1, 2007 7:07:54 PM ### **** Complaint / Symptoms: **** Turbo failure: Burn damage to wire harness also body damage to upper left hand area around muffler exhaust system. NOTE: Shaft broken inside turbo & exhaust is satiuated with oil. **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** Ran Dianogstic and retreveed the following codes 001569.31-26 counts, 000102.02-2 counts, 000174.18-13 counts, 000646.02-12 counts, 001119.16-2counts. **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290656

Process

PIN:RG6081H290656 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 27NOV06 BASIC EXPIRATION DATE: 27NOV11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 26NOV11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 9939350

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: NA **Phone:** 626-934-6125 **Email:** jamie.henderson@valleypsi.com

Usage: 75000.0 **Units:** Miles **PIN:** RG6081H222853 **Part Number:** NA

Problem: turbo failure

Case Text:

Birkenholz, Brian 03 May 2007 9:35 Central Standard Time OCTA This is the 3rd failure in 3 months! Whether or not the failure is under emissions warranty depends on the failure mode. What is the serial # and part # of the turbo? Did the shaft break or bearings go out? Any history codes in the ECU? ### 188218 (5545), dtacgateway, May 3, 2007 9:19:33 AM ### **** Complaint / Symptoms: **** customer called stating turbo failure. We dont know the how or what failed. Just want to be sure this is covered under emissions warranty? the last recorded mileage in March was 62,000. the engine hours are around 7,500. Also, this will be the 3rd turbo failure in 2 to 3 months??? **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H222853

Process

PIN:RG6081H222853 **Model:**6081

Customer: [redacted]

ORANGE. CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED Open PIPS:YES

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 01MAR04 BASIC EXPIRATION DATE: 01MAR06 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28FEB09 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0035-WATERL00. IA **Phone:** 319-292-5643

Responsible Dealer: 18-0035-WATERL00, IA **Phone:** 319-292-5643

Case ID: 9941646

Dealer: [188206] Western Power Products, Inc. **City:** BAKERSFIELD **State:** CA

Contact: NA **Phone:** 916-391-1092 **Email:** RBENNETT@A-ZBUS.COM

Usage: 19670.0 **Units:** Miles **PIN:** RG6081H152381 **Part Number:** NA

Problem: CUSTOMER REPORTS TURBO IS LEAKING AT THE SEAL

Case Text:

Birkenholz, Brian 04 May 2007 14:52 Central Standard Time Please update the case with the Turbo Part # and Serial # I assume this bus has an Allison Trans? ###### Birkenholz, Brian 04 May 2007 14:50 Central Standard Time Laguna Saluda Schools HFN01 Please see the solutions I have linked in. Thanks ### 188206 (5538), dtacgateway, May 4, 2007 2:35:46 PM ### **** Complaint / Symptoms: **** CUSTOMER REPORTS TURBO IS LEAKING AT THE SEAL. THE AMOUNT OF OIL WAS PUMPED TO THE INTAKE-ALL HOSES WERE SATURATED AND THE HOSE CLOSEST TO THE TURBO WAS WET. CUSTOMER IS BRINGING UNIT INTO A-Z BUS SACRAMENTO FOR REPAIR. **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H152381

Process

PIN:RG6081H152381 **Model:**6081HFN

Customer [redacted]

PACIFICA, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**6261

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 12SEP02 BASIC EXPIRATION DATE: 13SEP07 OR 100,000 MILES

Engine Emission: EXP DATE: 11SEP07 OR 3000 HOURS **Expected Use Date:** 12SEP02

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 9941679

Dealer: [188240] Western Power Products, Inc. **City:** WOODLAND **State:** CA

Contact: NA **Phone:** 530-666-6624 **Email:** kjimenez@westernpowerproducts.net

Usage: 30173.0 **Units:** Miles **PIN:** RG6081H242362 **Part Number:** NA

Problem: RG6081H242362-Failed Turbo

Case Text:

188240 (44124), dtacgateway, May 4, 2007 4:14:35 PM ### --Reopen Case as Report Only--Updating case: #Failed Turbo S/N GEM57683 P/N RE509038 Garrett – Allied Signal Automotive M24 448343 A/R 050 ###### Birkenholz, Brian 04 May 2007 15:03 Central Standard Time Lindsay Unified Schools HFN04 I will fax an RGA and attach it to this case ### 188240 (44124), dtacgateway, May 4, 2007 2:52:43 PM ### **** Complaint / Symptoms: **** Customer reports turbo is making screeching noise, when he removed the air intake hose he found that the turbo compressor shaft had a lot of side movement. **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** Contacted Matt Dixon at WPP who stated that slight side movement is ok, extreme movement in this case is not good, verified unit has extreme side movement went over diagnostic issues as to why Customer thought the Turbo had failed: mechanic removed the turbo is because the bus driver complained of a screeching noise from the rear of the bus when the bus was cold. When the bus warmed up the screeching noise would stop. **** Other Relevant Information:(Describe any other tests and results performed on problem machine) **** Sending customer Turbo w/ additional parts for replacement for: 1 - RE532788 Turbocharger 1 - RE505151 Gasket, turbocharger to exhaust manifold 1 - R105346 Gasket, turbocharger drain line 2 - R63551 Sealing Washer, coolant inlet and outlet lines Please issue RGA for the failed Turbo.

PIN: RG6081H242362

Process

PIN:RG6081H242362 **Model:**6081
Customer: [redacted]
LINDSAY, CA [redacted]

Phone: [redacted]
Settlement Date: **Previous Owner:**NO
Sold As:USED Open PIPS:YES
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 01JUL04 BASIC EXPIRATION DATE: 02JUL09 OR 100,000 MILES
Engine Emission: EXP DATE: 30JUN09 OR 3000 HOURS **Expected Use Date:**

Dealer Information
Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021
Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 9942911

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: NA **Phone:** 626) 333-1243 **Email:** NA

Usage: 319.0 **Units:** Miles **PIN:** RG6081H295808 **Part Number:** NA

Problem: Turbo failure

Case Text:

Birkenholz, Brian 07 May 2007 12:46 Central Standard Time Jamie, Looks like Eldorado has no history on this unit. Ok for turbo replacement (RE532788) ###### Birkenholz, Brian 07 May 2007 12:13 Central Standard Time spoke w/Eldorado on this and understand one of your technicians already replaced the turbo on this unit and has made 5 or 6 service calls on this bus. Once I get the information from Eldordado supporting this, I will inform you of whether or not the repairs will be covered under warranty. ---------- From: Jamie Henderson [mailto:Jamie.Henderson@valleypsi.com] Sent: Monday, May 07, 2007 10:27 AM To: Birkenholz Brian D Subject: UCLA bus Brian, I've been trying to get on the western power products web site this morning and it keeps going to some LA server- "account suspended" site. Weird? Have you heard anyone else complain about this? I have a brand new UCLA- Eldorado National bus we checked out on Friday. The turbo compressor housing bolts were loose and the wheel hit the housing and both the housing and wheel are damaged. I want to file a dtac for this but, I cannot @ the moment. No one to my knowledge has worked on this bus, unless Eldorado themselves would take apart the turbo for some reason, need OK to replace the turbo? Customer: UCLA engine s/n: RG6081H295808 Engine model: 6081HFN04 Miles: 319 Hours: 55 VIN: 1N9MMA8G17C[redacted] BUS # 4T08 The bus was set to be in service on last Monday, but it never made roll out, thanks, ###### Birkenholz, Brian 07 May 2007 11:51 Central Standard Time UCLA Eldorado compressor housing bolts loose and the wheel hit housing Turbo needs replacement

PIN: RG6081H295808

Process

PIN:RG6081H295808 **Model:**6081
Customer: [redacted]
LOS ANGELES, CA [redacted]
Phone: [redacted]
Settlement Date:
Previous Owner:NO
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 27APR07 BASIC EXPIRATION DATE: 27APR09 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.
Engine Emission: EXP DATE: 25APR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339
Responsible Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Case ID: 9952182

Dealer: [184601] A-Z BUS SALES, INC. **City:** SACRAMENTO **State:** CA

Contact: NA **Phone:** 916-399-2914 **Email:** NA

Usage: 92676.0 **Units:** Miles **PIN:** RG6081H152960 **Part Number:** NA

Problem: turbo failure

Case Text:

Birkenholz, Brian 16 May 2007 8:33 Central Standard Time Yes, as long as you have the manifold off, replace hardware as well as the gasket. I have attached the pics of the turbo failure to this case. Please send out the CAC for cleaning. ### 184601 (5520), dtacgateway, May 15, 2007 5:47:51 PM ### --Reopen Case as Normal-- brian the exhaust manifold gaskets are leaking also ,but all the bolts are still intact,should we at this time go ahead & replace the gaskets ,& replace the bolts with studs & nuts. Thanks jim ### 184601 (5520), dtacgateway, May 15, 2007 5:07:10 PM ### --Reopen Case as Normal-- Brian part # for turbo is re70788 & serial # is fcm03192 . i will send pictures via e-mail tomorrow (wed 05/16/07) thanks jim ###### Birkenholz, Brian 15 May 2007 16:20 Central Standard Time Reopen case with the part # and serial # of the turbo, along with pictures of the failure ###### Birkenholz, Brian 15 May 2007 16:17 Central Standard Time No need to return parts. Please reopen the case with the serial # of the turbo and pictures of the failure ### 184601 (5520), dtacgateway, May 15, 2007 11:30:36 AM ### **** Complaint / Symptoms: **** bus lodi #28 We have this bus here in our shop,came in with shaft & brg failure on turbo, we are going to go ahead & replace this turbo using saolutions 70044 & 74770 & guidelines in etm 87 because of severe failure,unit is still under warranty,any other steps that should be added ? thanks jim **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H152960

Process

PIN: RG6081H152960 **Model:** 6081HFN

Customer: [redacted]

LODI, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 92676

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 21NOV02 BASIC EXPIRATION DATE: 22NOV07 OR 100,000 MILES

Engine Emission: EXP DATE: 20NOV07 OR 3000 HOURS **Expected Use Date:** 21NOV02

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 9959524

Dealer: [188240] Western Power Products, Inc. **City:** WOODLAND **State:** CA

Contact: NA **Phone:** 530-661-1226 **Email:** kjimenez@westernpowerproductst.net

Usage: 16752.0 **Units:** Miles **PIN:** RG6081H269085 **Part Number:** NA

Problem: RG6081H269085- Turbo Failure

Case Text:

188240 (44124), dtacgateway, May 23, 2007 11:56:48 AM ### --Reopen Case as Report Only-- *Update only* #Failed Turbo S/N ICM077004 P/N RE509038 Garrett M24 448343-33 A/R 050 ###### Birkenholz, Brian 22 May 2007 13:45 Central Standard Time Visalia Unified Schools Bluebird Please reopen the case with the seial # and part # of the failed turbo See attached solutions concerning cleanup from turbo failures ### 188240 (44124), dtacgateway, May 22, 2007 11:38:55 AM ### **** Complaint / Symptoms: **** Customer states unit has low power, top speed on unit is 15MPH. Blue smoke coming out of the tail pipe. Oil was dripping from the first exhaust pipe clamp. **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** Removed air intake hose, turbo shaft wobbled when it was running. Turbo has excessive excessive end and side play. The edges of the turbo are compressor vanes are rough and have wear on the side of the housing. **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** Failed Turbo type: Garrett M24 448343-33 A/R 050 **** Other Relevant Information:(Describe any other tests and results performed on problem machine) **** Shipping out new Turbo to customer for repairs.

PIN: RG6081H269085

Process

PIN:RG6081H269085 **Model:**6081
Customer: [redacted]
VISALIA, CA [redacted]

Phone: [redacted]
Settlement Date: **Previous Owner:**NO
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29NOV05 BASIC EXPIRATION DATE: 30NOV10 OR 100,000 MILES
Engine Emission: EXP DATE: 28NOV10 OR 3000 HOURS **Expected Use Date:**

Dealer Information
Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021
Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 9963991

Dealer: [184600] A-Z BUS SALES,INC **City:** COLTON **State:** CA

Contact: NA **Phone:** 951-781-1850 **Email:** REDWARDS@A-ZBUS.COM

Usage: 20619.0 **Units:** Miles **PIN:** RG6081H267350 **Part Number:** NA

Problem: TURBO RG6081267350

Case Text:

Olson, Daniel 25 May 2007 11:49 Central Standard Time Thanks for the update! Have a Good Day! Dan ### 184600 (5519), dtacgateway, May 25, 2007 11:40:31 AM ### --Reopen Case as Report Only-- got your message Dan.. thanks.. this is report only .. sorry I failed to do so.. got sub # thank you.. ###### Olson, Daniel 25 May 2007 11:31 Central Standard Time Left message with Renee at dealership. Part RE509038 subs to RE532788 If she needs the turbo, order it MD and escalate it to get a PDate. I am unsure what she is asking in this cases. Thanks, Dan ### 184600 (5519), dtacgateway, May 25, 2007 10:59:13 AM ### **** Part #(s) / Problem Statement (Requires complete machine/engine serial number): **** RE509038 BUS HAS NO POWER. TOP SPEED IS 10-15 MPH. TURBO MAKING ALOT OF NOISE. BLUE SMOKE COMING OUT OF TAILPIPE. FOUND OIL DRIPPING FROM EXHAUST PIPE CLAMPS. AFTER REMOVING AIR INTAKE HOSE. FOUND TURBO SHAFT TO BE VERY LOOSE AND RUBBING ON THE SIDE OF TURBO. EXCESSIVE PLAY. **** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) **** **** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) **** **** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) **** **** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) **** **** Other Relevant Information:(Describe any tests performed and the results) ****

PIN: RG6081H267350

Process

PIN:RG6081H267350 **Model:**6081
Customer: [redacted]
VISALIA, CA [redacted]

Phone: [redacted]
Settlement Date: [redacted]
Previous Owner:NO
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 22NOV05 BASIC EXPIRATION DATE: 23NOV10 OR 100,000 MILES
Engine Emission: EXP DATE: 21NOV10 OR 3000 HOURS **Expected Use Date:**

Dealer Information
Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021
Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 10012965

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 122349.0 **Units:** Hours **PIN:** RG6081H271359 **Part Number:** NA

Problem: TURBO FAILURE BUS#184

Case Text:

LOOP, ANDREW 13 July 2007 10:20 Central Standard Time Jay, Thanks for the DTAC case. I understand from talking with you on the phone that is is one of the new "boreless" turbos. Boreless turbo was installed March 07 @ 100872 miles. We will be requesting an RMA from the manufacturer to have this turbo as well as the one from #023 back for inspection. You will need to repair the unit according to your normal procedure/solution. Please take picture(s) of the failed components and e-mail. ### 184771 (51389), dtacgateway, Jul 12, 2007 6:05:57 PM ### **** Complaint / Symptoms: **** TURBO FAILURE: TURBO TURBINE WHEEL BROKEN FROM SHAFT. TURBO SERIAL # JKM40371 **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** NO CODES **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

[redacted]

PIN: RG6081H271359

Process

PIN:RG6081H271359 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]
Phone: [redacted]
Settlement Date:
Previous Owner:NO
Sold As:USED
Open PIPS:NO
Claim History:YES
Last Reported Hours:0
Rent Status:MACHINE NEVER RENTED
Rent Days:000

Warranty Information

BASIC START DATE: 13JUN05 BASIC EXPIRATION DATE: 13JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 12JUN10 OR 3000 HOURS **Expected Use Date:** 13JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251
Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10014605

Dealer: [184225] JOHNSON & TOWERS **City:** LANDOVER **State:** MD

Contact: NA **Phone:** 301-832-9110 **Email:** ddeener@johnsontowers.com

Usage: 53235.0 **Units:** Miles **PIN:** RG6081H282208 **Part Number:** NA

Problem: Boreless Turbo Failure

Case Text:

Birkenholz, Brian 18 July 2007 14:54 Central Standard Time Dennis, I have emailed you an RMA to get the turbo directly back to the supplier Thank you ### 184225 (51361), dtacgateway, Jul 16, 2007 5:38:10 AM ### **** Complaint / Symptoms: **** No power **** Operating Conditions: **** High way and short trips in city **** DTAC Solutions (#s) utilized: **** This DTAC Case **** Make, Model and/or size of Implement or Attachment(s): **** Orion 7 Transit bus Washington Metro bus 2720 **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** Turbo Shaft failure on exhaust side, no signs of ingestion, compressor wheel still intact with no damage. Removed inlet and exhaust cac piping for inspection. codes stored 001569.31 x10 and 000646.02 x11 **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** removed cac and exhaust piping for inspection **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** John Deere Service manual **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** RE532788 **** Other Relevant Information:(Describe any other tests and results performed on problem machine) **** This is one of several cases being opened for new style Turbo damage. Customer concerned new turbos may be defective and will not last as expected. Tried attaching picts, please call with email address to send pictures of turbo failure to. Thanks, Dennis Deener 301-832-9110

PIN: RG6081H282208

Process

PIN:RG6081H282208 **Model:**6081

Customer: [redacted]

HYATTSVILLE, MD [redacted]

Phone [redacted]

Settlement Date:

Sold As:USED **Previous Owner:**NO

Claim History:YES **Open PIPS:**NO

Rent Status:MACHINE NEVER RENTED **Last Reported Hours:**0

Rent Days:000

Warranty Information

BASIC START DATE: 17APR06 BASIC EXPIRATION DATE: 17APR11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 16APR11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Responsible Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Case ID: 10014616

Dealer: [184225] JOHNSON & TOWERS **City:** LANDOVER **State:** MD

Contact: NA **Phone:** 301-832-9110 **Email:** ddeener@johnsontowers.com

Usage: 44929.0 **Units:** Miles **PIN:** RG6081H282516 **Part Number:** NA

Problem: Turbo compressor wheel damage

Case Text:

Birkenholz, Brian 01 August 2007 8:29 Central Standard Time Suppier report came back and the root cause of this turbo failure was forign Object Damage This failure mode is not warrantable I will email the report to Mark Riddle ###### Birkenholz, Brian 18 July 2007 14:52 Central Standard Time Dennis, I have emailed you an RMA to get the turbos directly back to the supplier Warranty will depend on the failure analysis Thank you ### 184225 (51361), dtacgateway, Jul 16, 2007 7:05:24 AM ### **** Complaint / Symptoms: **** Waste gate failure and turbo fin damage **** Operating Conditions: **** Highway and city stops Washington Metero bus 2664 **** DTAC Solutions (#s) utilized: **** Called Brian Burkenholtz **** Make, Model and/or size of Implement or Attachment(s): **** Orion 7 transit bus **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** 000646.02 and 001569.03 wastegate solenoid failure and ingestion damage to compressor wheel. **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** Perform troubleshooting per manual replaced wastgate solenoid, remove inlet and exhaust piping for turbo cac found damage to intake side of turbo. Turbo wheel dragging and scraping side of housing. Turbo was installed on 5/16/07 miles 39706 and customer did PM service on 6/1/07 miles 41488 current mileage failed 44929. **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** John Deere Service Manual . **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** Turbo RE532788 Wastgate Solenoid RE506730 **** Other Relevant Information:(Describe any other tests and results performed on problem machine) **** Customer declines to belive they are at fault of damage because they follow the same proceedure of air filter installation and housing cleaning on all their bus across the fleet (thousands of units), If this was a problem on their end they would be experiencing a high rate of failure. Also the fact of mileage from service to failure would not be as great. Customer looking to have unit covered as warranty.

PIN: RG6081H282516

Process

PIN:RG6081H282516 **Model:**6081

Customer: [redacted]

HYATTSVILLE, MD [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 17APR06 BASIC EXPIRATION DATE: 17APR11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 16APR11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Responsible Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Case ID: 10021165

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 37235.0 **Units:** Hours **PIN:** RG6081H291276 **Part Number:** NA

Problem: BROKEN SHSFT @ TURBO. UNIT #0029 OMNI.

Case Text:

Birkenholz, Brian 18 September 2007 16:37 Central Standard Time Called Pete, gave him the flywheel caperew installation procedure ### 184771 (51389), dtacgateway, Sep 18, 2007 4:08:28 PM ### --Reopen Case as Normal-- THIS UNIT CAME IN FOR A TURBO FAILURE.REPLACE TURBO RAN ENGINE HEARD ENGINE NOISE REMOVED ROKER COVER AND SPARK PLUGS. REMOVE OIL PAN FOUND #4 ROD BEARING SPUR DAMAGE TO #6 & #4 JOURNAL. FOUND CRANKSHAFT DAMAGE TO CONNECTING ROD. WHEN WENT TO REMOVE CRANKSHAFT WE FOUND THAT THE FLYWHEEL WAS CRACKED AROUND THE HUB AREA. ###### Birkenholz, Brian 20 July 2007 16:45 Central Standard Time Please call Omnitrans and let them know the repair may not be warrantable, depending on the failed parts analysis. Replace crank, connecting rod, and I faxed you the RGA ###### Birkenholz, Brian 20 July 2007 15:40 Central Standard Time Tried Calling Jay Was there sufficient lubrication or was the oil level low? If you have the rod out, you can measure the ID of the bearings. If they are excessively worn, replace. What fault codes were active / stored? ### 184771 (51389), dtacgateway, Jul 20, 2007 1:54:07 PM ### **** Complaint / Symptoms: **** TURBO FAILURE BROKEN SHAFT. REPLACED TURBO. ALSO FOUND DAMAGE TO #4 ROD BEARING & CONNECTING RODS. **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H291276

Process

PIN:RG6081H291276 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13OCT06 BASIC EXPIRATION DATE: 13OCT11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 12OCT11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10030233

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 147964.0 **Units:** Miles **PIN:** RG6081H271978 **Part Number:** NA

Problem: TURBO FAILURE OMNI 190

Case Text:

Birkenholz, Brian 31 July 2007 13:53 Central Standard Time Please return turbo per the attached RGA ###### Birkenholz, Brian 31 July 2007 8:37 Central Standard Time Omnitrans Boreless Turbo Failure Installed 3/12/07 @ 121,623 miles for PIP06RG176 26,355 miles accumululated on this turbo Turbo Serial # needed for return to supplier for failure analysis ### 184771 (51389), dtacgateway, Jul 30, 2007 5:40:20 PM ### **** Complaint / Symptoms: **** TURBO FAILURE BROKEN SHAFT, OIL IN EXHAUST **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

[redacted]

PIN: RG6081H271978

Process

PIN: RG6081H271978 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: YES

Last Reported Hours: 0

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 20JUN05 BASIC EXPIRATION DATE: 20JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 19JUN10 OR 3000 HOURS

Expected Use Date: 20JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10030250

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 45105.0 **Units:** Hours **PIN:** RG6081H291966 **Part Number:** NA

Problem: TURBO FAILURE MULT. UNITS OMNI

Case Text:

Birkenholz, Brian 31 July 2007 15:10 Central Standard Time Please overnight failed turbos off of bus 03, 08, 012, and 016 to the supplier using the RMA I have emailed to you ###### Birkenholz, Brian 31 July 2007 14:59 Central Standard Time I have emailed you a corrected RGA for this Also, please provide mileage, engine #, and turbo serial # for Bus 11 ###### Birkenholz, Brian 31 July 2007 14:52 Central Standard Time Bus 032 has a boreless turbo (turbine rubbing housing) Bus 11 also has suffered damage to the turbo compressor wheel on an old style turbo RGA Sent for return of 1 boreless turbo (Bus 032) & 3 old style turbos - Bus 043 broken shaft - Bus 042 Broken Shaft - Bus 011 compressor rub ### 184771 (51389), dtacgateway, Jul 30, 2007 6:06:04 PM ### **** Complaint / Symptoms: **** TURBO FAILURE MULTIPLE UNITS BROKEN SHAFT OMNI BUS. UNIT# S/N TURBO S/N MILEAGE 003 RG6081H291966 JCM138784 45105 008 H290644 JHM993455 32776 012 H291300 JHM99357 51516 016 H291978 JDM019483 251494 029 H291276 JCM074819 372345 032 H290637 KHM000283 61611 042 H29153 JCM138785 34163 043 H294663 JFM113443 7813 **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H291966

Process

PIN:RG6081H291966 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29NOV05 BASIC EXPIRATION DATE: 09MAR11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28NOV10 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10032051

Dealer: [180000] JD Power Systems **City:** NA **State:** NA

Contact: NA **Phone:** 301-832-9110 **Email:** NA

Usage: 111.0 **Units:** Miles **PIN:** RG6081HXXXXXX **Part Number:** NA

Problem: Return of Boreless Turbos

Case Text:

Birkenholz, Brian 01 August 2007 9:31 Central Standard Time Starting case so RGA is created to bring back failed boreless turbos off of WMATA bus 2716,2669, and 2720

Case ID: 10042889

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 60120.0 **Units:** Hours **PIN:** RG6081H290627 **Part Number:** NA

Problem: turbo failure bus # 0001

Case Text:

Birkenholz, Brian 06 August 2007 11:43 Central Standard Time Thanks for the report ### 184771 (51389), dtacgateway, Aug 3, 2007 1:32:04 PM ### **** Complaint / Symptoms: **** Oil liaking from compressor side of the turbo. Cleaned air intake system and exhaust and replaced the turbo. Turbo s/n jbm036867 failed turbo kfm54884 replacement turbo **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment (s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290627

Process

PIN:RG6081H290627 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 27NOV06 BASIC EXPIRATION DATE: 27NOV11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 26NOV11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10042910

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 46877.0 **Units:** Hours **PIN:** RG6081H291292 **Part Number:** NA

Problem: turbo failure turbo #0019

Case Text:

Birkenholz, Brian 06 August 2007 11:50 Central Standard Time RGA attached and emailed as well ### 184771 (51389), dtacgateway, Aug 3, 2007 1:58:33 PM ### **** Complaint / Symptoms: **** Broken shaft replaced turbo cleaned aire intake and exhaust system of all oil. Returned back to omni and found new turbo laiking oil from compressor side. Return back to shop and replaced defective turbo also found broken exhaust #1 cylender replaced all stud ,nuts ,washers. TURBO S/N JCM074788 BROKEN SHAFT KFM54873 DEFECTIVE TURBO LEAKING OIL KFM54872 NEW REPLACEMENT **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information: (Describe any other tests and results performed on problem machine) ****

[redacted]

PIN: RG6081H291292

Process

PIN:RG6081H291292 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 22SEP06 BASIC EXPIRATION DATE: 22SEP11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 21SEP11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10055806

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 20175.0 **Units:** Hours **PIN:** RG6081H294444 **Part Number:** NA

Problem: TURBO FAILURE ON BUS # 0035

Case Text:

Miller, Joey 16 August 2007 15:41 Central Standard Time Talked to Jay. He had an improved turbo fail. I will forward this case along to Brian. Here is an RGA to send the tubo back for analysis. RRRRRRRRR GGGGGGGGGG AAAAA RR RR GG AA AA RR RR GG AA AA RRRRRRRR GG GGGG AAAAAAAAAA RR RR GG GG AA AA RR RR GG GG AA AA RR RR GGGGGGGGGG AA AA RETURN GOODS AUTHORIZATION ATTENTION: SERVICE MANAGER MCCRAY ENTERPRISES SAN BERNARDINO, CA DEALER ACCOUNT NO.: 184771 ISSUED BY: JOHN DEERE POWER SYSTEMS GROUP DATE: 16 Aug 2007 TIME: 3:39 PM PLEASE RETURN ALL PARTS AS SOON AS POSSIBLE. * * * * * * * * * * IMPORTANT NOTE * * * * * * * * * PLEASE BE SURE RGA NUMBER IS MARKED ON THE PACKAGE. RETURNED GOODS AUTHORIZATION NUMBER: 10055806 QUANTITY PART NUMBER DESCRIPTION FUNCTION CODE -------- ---------- ---------- ---------- 1 new model turbo WORK ORDER NUMBER: VEHICLE S/N: ENGINE S/N: RG6081H294444 HOURS: 20175 PROBLEM/REASON: Failed new model turbo IMPORTANT: IF THIS PART HAS A CORE CREDIT, YOU MUST FILE (WITH DEPOT) A PD5 FORM WITH A COPY OF THE FREIGHT VERIFICATION SHOWING SHIPMENT OF CORE TO THE FACTORY TO RECEIVE THIS CREDIT. SHIP TO: JOHN DEERE ENGINE WORKS WEST DOCK Dept. 578, ATTN: Birkenholtz 3801 WEST RIDGEWAY AVENUE WATERLOO, IA 50701 RETURN FREIGHT- 70 LBS OR LESS - UPS - PREPAID UPS ACCOUNT NUMBER: 536501 - MORE THAN 70 LBS - SHIP VIA CONWAY CENTRAL EXPRESS, CONWAY SOUTHERN EXPRESS, OR CONWAY WESTERN EXPRESS COLLECT Note: If you no longer have the part, fax this page to 319-292-5844 stating the reason for not having the part. ### 184771 (51389), dtacgateway, Aug 16, 2007 1:32:47 PM ### **** Complaint / Symptoms: **** TURBO DAMAGE TO THE SHAFT & BEARING, ALSO FOUND COMPRESSOR WHEEL RUBBING ON HOUSIN. OLD TURBO S/N KEM 36675 OLD KEM 54877 NEW **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information: (Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294444

Process

PIN:RG6081H294444 **Model:**6081

Customer: [redacted]

BAKERSFIELD, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 28FEB07 BASIC EXPIRATION DATE: 29FEB12 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.

Engine Emission: EXP DATE: 27FEB12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10055823

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 16376.0 **Units:** Hours **PIN:** RG6081H294859 **Part Number:** NA

Problem: MULTIPLE TURBO FAILURE.

Case Text:

Miller, Joey 16 August 2007 15:46 Central Standard Time Called Jay. Case opened to report failures. Turbos will be replaced with upgraded version. ### 184771 (51389), dtacgateway, Aug 16, 2007 2:01:46 PM ### **** Complaint / Symptoms: **** BROKEN TURBO SHAFT ON UNITS 0005, MILES 50108 0014, MILES 55273 0044 MILES 16376 RG6081H291980 H291283 H294859 TURBO# JJM 077239OLD KCM 00480 OLD KFM 54875NEW KFM 54878 NEW **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294859

Process

PIN:RG6081H294859 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 22MAR07 BASIC EXPIRATION DATE: 22MAR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 20MAR12 OR 3000 HOURS **Expected Use Date:** 22MAR07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10059069

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 17839.0 **Units:** Hours **PIN:** RG6081H294856 **Part Number:** NA

Problem: TURBO FAILURE BUS# 0006

Case Text:

Birkenholz, Brian 21 August 2007 17:15 Central Standard Time Please replace under warranty and follow the solution on additional cleanup If you get a chance, provide the turbo serial # ### 184771 (51389), dtacgateway, Aug 20, 2007 5:00:28 PM ### **** Complaint / Symptoms: **** TURBO FAILURE: EXCESSIVE OIL AND METAL DEBRI IN INTAKE AND BROKEN SHAFT IN TURBO. **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information: (Describe any other tests and results performed on problem machine) ****

[redacted]

PIN: RG6081H294856

Process

PIN:RG6081H294856 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 16APR07 BASIC EXPIRATION DATE: 16APR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 14APR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10070953

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 107925.0 **Units:** Hours **PIN:** RG6081H272034 **Part Number:** NA

Problem: TURBO FAILURE BUS# 0197

Case Text:

Birkenholz, Brian 31 August 2007 12:04 Central Standard Time Please follow the linked solution to the case I will send you return authorization for the failed turbo, please dig out the broken turbine wheel from the catalyst and return it along with the turbo ### 184771 (51389), dtacgateway, Aug 31, 2007 10:36:05 AM ### **** Complaint / Symptoms: **** TURBO FAILURE BROKEN SHAFT AT EXHAUST SIDE. FOUND NO SIGHNS OF OIL IN THE DIP STICK, ALSO FOUND CHARGE AIR COOLER AND EXHAUST SYSTEM SATURATED WITH OIL AND METAL DEBRI. THERES ALSO BURN DAMAGE ON LEFT SIDE AT MUFFLER COMPARTMENT AND AT THE ROOF AREA. FAILED TURBO # S/N JKM40401 **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** 001569.31 17CT- 000051.07 1CT- 00062.18 2CT- 001119.00 4CT- 001119.16 5CT **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H272034

Process

PIN: RG6081H272034 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 06JUL05 BASIC EXPIRATION DATE: 07JUL07 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 05JUL10 OR 3000 HOURS **Expected Use Date:** 06JUL05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10080050

Dealer: [073159] Kern Machinery, Inc. **City:** Bakersfield **State:** CA

Contact: NA **Phone:** 661-978-6557 **Email:** NA

Usage: 77298.0 **Units:** Miles **PIN:** RG6081H287369 **Part Number:** NA

Problem: Turbo failure

Case Text:

Birkenholz, Brian 11 September 2007 20:58 Central Standard Time An RMA from the turbo supplier will be emailed to you for the return of the failed turbo Thanks for the pics ### 073159 (53624), dtacgateway, Sep 11, 2007 12:37:25 PM ### **** Complaint / Symptoms: **** I have a bus that the turbo turbine broke off and went into the exhaust pipe. I can't see anything that went through it . The shaft appears to be to be bent because the compressor wheel is not true, and of course the seal leaked, putting oil in the air system. I had the air to air cooler cleaned and cleaned all pipes and hoses. Installed new turbo and removed the exhaust system to re broken part. **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** RE532788 s/n JJM54421 **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H287369

Process

PIN: RG6081H287369 **Model:** 6081

Customer: [redacted]

BAKERSFIELD, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 185596

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 14MAR06 BASIC EXPIRATION DATE: 14MAR08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13MAR11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10083341

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: NA **Phone:** 626-934-6125 **Email:** sergio.gil@valleypsi.com

Usage: 14256.0 **Units:** Miles **PIN:** RG6081H291525 **Part Number:** NA

Problem: turbo

Case Text:

Birkenholz, Brian 13 September 2007 22:10 Central Standard Time UCLA / Eldorado Old style turbo failed Please follow the case solution for additional inspections following turbo failures ###### Jagodzinski, Kevin 13 September 2007 14:51 Central Standard Time Tried calling for GIL, no answer. Brian is out of the office this week. I place in his Queue for when he returns. ### 184779 (49725), dtacgateway, Sep 13, 2007 1:52:46 PM ### **** Complaint / Symptoms: **** oil out of turbo smokes heavy. turbo shaft broke in half , **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** rmv & replaced trubo,six pplugs,uago sensor, muffler **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** turbo#re532788 muffler#201287N plugs#re533607 uego#re519691 **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H291525

Process

PIN:RG6081H291525 **Model:**6081
Customer: [redacted]
LOS ANGELES, CA [redacted]

Phone: [redacted]
Settlement Date:
Previous Owner:NO
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 06SEP06 BASIC EXPIRATION DATE: 06SEP08 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.
Engine Emission: EXP DATE: 05SEP11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339
Responsible Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Case ID: 10096384

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 26334.0 **Units:** Miles **PIN:** RG6081H294858 **Part Number:** NA

Problem: TURBO FAILURE BUS# 0004

Case Text:

Birkenholz, Brian 26 September 2007 15:31 Central Standard Time Omnitrans Repower I have emailed you the RMA for returning the failed boreless turbo directly to the supplier. It is attached to the DTAC case as well Please see the case solution to ensure adequate cleanup following a turbo failure. Clean the intake all the way to the air filter. Thanks! ### 184771 (51389), dtacgateway, Sep 26, 2007 10:42:00 AM ### **** Complaint / Symptoms: **** WENT TO OMNI FOR TURBO FAILURE REPLACE OLD STYLE TURBO WITH NEW STYLE TURBO RUN ENGINE FOR 5 MIN CHECKED TURBO FOUND INTAKE BLADES TO BE RUBBING ON INTAKE HOUSING REMOVED TURBO REPLACED TURBO RUN BUS FOR 50 MIN CHECKED OUT OK. SER. NEW TURBO KHM00844 OLD STYLE SER. #JFM113460 NEW STYLE SER. # 54894 **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** 1569.31 13 CT. 100.01 1 CT. 100.18 4 CT. 174.18 9 CT. 646.02 9 CT **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294858

Process

PIN:RG6081H294858 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 21MAR07 BASIC EXPIRATION DATE: 22MAR13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 19MAR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10119026

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 40648.0 **Units:** Hours **PIN:** RG6081H290856 **Part Number:** NA

Problem: TURBO FAILURE BUS# 0024

Case Text:

Birkenholz, Brian 22 October 2007 17:32 Central Standard Time Please use RMA 60160156 to return this unit, an RMA form has been emailed to you separately with shipping instruction. Please be advised that the address where you need to ship the turbo is the following: Honeywell c/o Kuehne & Nagel 1777 Stergios Road, Suite 10 Calexico, CA 92231 ATTN' ADRIAN SARABIA / CESAR CASILLAS ### 184771 (51389), dtacgateway, Oct 17, 2007 4:51:18 PM ### **** Complaint / Symptoms: **** BROKEN SHAFT IN TURBO ON THE EXHAUST SIDE. ALSO FOUND OIL SATURATION IN BOTH EXHAUST AND INTAKE PIPING, ALSO FOUND METAL DEBRI IN THE INTAKE SYSTEM. CHARGED AIR COOLER AND AT ALL INTAKE PIPING. ALL HOSES NEED TO BE REMOVED AND CLEANED. AIR FILTER NEEDS TO BE REPLACED. FAILED TURBO S/N KHM00860 NEW TURBO S/N KBM001216 **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290856

Process

PIN:RG6081H290856 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 19DEC06 BASIC EXPIRATION DATE: 19DEC08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 18DEC11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10119038

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 133308.0 **Units:** Hours **PIN:** RG6081H272603 **Part Number:** NA

Problem: TURBO FAILURE BUS# 0196

Case Text:

Birkenholz, Brian 23 October 2007 16:28 Central Standard Time Please use RMA 60160249 to return this unit to Calexico, an RMA form has been emailed to you separately with shipping instruction. Please be advised that the address where you need to ship the turbo is the following: Honeywell c/o Kuehne & Nagel 1777 Stergios Road, Suite 10 Calexico, CA 92231 ATTN' ADRIAN SARABIA / CESAR CASILLAS ### 184771 (51389), dtacgateway, Oct 17, 2007 4:57:10 PM ### **** Complaint / Symptoms: **** TURBO HAS A WORN OUT SHAFT BEARING BUSHING, THE COMPRESSOR WHEEL HITTING THE HOUSING. ALSO FOUND OIL SATURATION IN INTAKE AND EXHAUST. THERES ALSO METAL DEBRI IN THE INTAKE SYSTEM. OLD TURBO S/N JKM40405 NEW TURBO S/N KHM00875 **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc, include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H272603

Process

PIN:RG6081H272603 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 30JUN05 BASIC EXPIRATION DATE: 30JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 29JUN10 OR 3000 HOURS **Expected Use Date:** 30JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10125539

Dealer: [073159] Kern Machinery, Inc. **City:** Bakersfield **State:** CA

Contact: NA **Phone:** 661-978-6557 **Email:** NA

Usage: 69991.0 **Units:** Miles **PIN:** RG6081H288475 **Part Number:** NA

Problem: Turbo failure

Case Text:

Birkenholz, Brian 25 October 2007 8:16 Central Standard Time Please use RMA 60160290 to return this part, an RMA form has been emailed to you separately with shipping instruction. Please be advised that the address where you need to ship the Turbo is the following: Honeywell c/o Kuehne & Nagel 1777 Stergios Road, Suite 10 Calexico, CA 92231 ATTN' ADRIAN SARABIA / CESAR CASILLAS ### 073159 (53624), dtacgateway, Oct 24, 2007 1:17:09 PM ### **** Complaint / Symptoms: **** Bus 521 has a turbo failure. It has a broken shaft at the turbine side. It has put oil in the intake and exhaust side. The turbine was in the exhaust pipe all the way to the vertical to the muffler. Were going to clean all pipes and install a new turbo. The turbo s/n is jjm54425. The hours are 5845. The mileage that this turbo was installed was 23818 miles. Thanks **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc, include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H288475

Process

PIN:RG6081H288475 **Model:**6081

Customer:[redacted]

BAKERSFIELD, CA[redacted]

Phone:[redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 25APR06 BASIC EXPIRATION DATE: 25APR08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 24APR11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10133370

Dealer: [184885] W.W. WILLIAMS **City:** ATLANTA **State:** GA

Contact: NA **Phone:** 800-545-7116 **Email:** BCREECH@WWWILLIAMS.COM

Usage: 18004.0 **Units:** Miles **PIN:** RG6081H295088 **Part Number:** NA

Problem: CHECK ENGINE LIGHT, WILL NOT START, TURBO FAILURE

Case Text:

184885 (52053), dtacgateway, Nov 1, 2007 3:28:49 PM ### --Reopen Case as Report Only-- Unit was not low on coolant. Code was logged because because coolant was drained when codes were taken. ###### Birkenholz, Brian 01 November 2007 15:07 Central Standard Time MARTA Tried calling Billy, no luck. Thanks alot for getting trained on DTAC. This is the standard for all service dealers that require technical assistance. Was the coolant level truly low? Based on the fact that there is damage to all cylinders and the engine is out of the bus, I would order a shortblock and cylinder head, UEGO, Humidity sensor, and clean intake and exhaust of metal. ### 184885 (52053), dtacgateway, Nov 1, 2007 12:01:30 PM ### **** Complaint / Symptoms: **** CITY TRANSIT BUS **** Operating Conditions: **** NONE **** DTAC Solutions (#s) utilized: **** NEW FLYER BUS MODEL C40LF 40 PASSENGER **** Make, Model and/or size of Implement or Attachment(s): **** ECU HARNESS DISCONNECTED ACTIVE CODES 000111.01 COOLANT LEVEL LOW 2 COUNTS 001110.31 ENGINE PROTECTION SHUTDOWN 2 COUNTS 001109.31 ENGINE PROTECTION SHUTDOWN 2 COUNTS STORED CODES 001119.16 EXHAUST MODERATELY LEAN BIN 111916 126 COUNTS 001569.31 FUEL DERATE BIN 156931 126 COUNT 000646.02 WASTEGATE CONTROL FAILURE BIN 64602 1 COUNTS 001119.00 EXHAUST EXTREMELY LEAN BIN 111900 125 COUNTS 299745.04 HUMIDITY SENSOR INPUT VOLTAGE BIN 29974504 126 COUNTS **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** CHECKED INLET SIDE OF TURBO FOUND NO DAMAGE, CHECKED OIL AND FUEL FOUND OK. CHECKED COMPRESSION FOUND 275 PSI ON #1 AND 0 PSI ON #6. DRAINED FLUIDS FOUND METAL IN OIL. REMOVED HEAD FOUND #5 PISTON BROKEN. PIECE OF PISTON GOT UNDER VALVE AND BROKE HEAD OFF OF VALVE CAUSING DAMAGE TO #6 PISTON, CYLINDER HEAD, AND ENGINE FULL OF METAL. #3 PISTON SHOWS SIGNS OF BURNING AT OUTER EDGE OF TOP DUE TO LEAN OPERATION. CHECKED BREATHER HOSE AT INTAKE PIPE FOUND NO SIGN OF OIL. CHECKED FUEL FILTERS FOUND ON SIGN OF OIL. FOUND OIL IN OUTLET SIDE OF TURBO GOING TO CHARGE AIR COOLER BUT NO OIL IN OUTLET SIDE OF CAC GOING TO INTAKE. SUSPECT UEGO SENSOR LEANED ENGINE AND CAUSED PISTON TO BURN AND BRAKE. **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** NONE **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** WE DID NOT FIND ANY OIL COMMING FROM ENGINE CRANKCASE OR BREATHER, BUT THROATLE PLATE HAS A THIN COATING OF BLACK STICKY SUBSTANCE ON IT COMMING FROM NEAR GAS VALVE LINE CONNECTION INTO THROATLE PLATE. NO OIL WAS FOUND IN FUEL FILTERS. DO NOT KNOW IF THIS IS NORMAL FOR 18,004 MILES OR NOT. **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****



PIN: RG6081H295088

Process

PIN: RG6081H295088 **Model:** 6081

Customer: [redacted]

ATLANTA, GA

Phone: [redacted]

Settlement Date: **Previous Owner:** NO

Sold As: USED **Open PIPS:** YES

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 20MAR07 BASIC EXPIRATION DATE: 20MAR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 18MAR12 OR 3000 HOURS **Expected Use Date:** 20MAR07

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10138061

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 22356.0 **Units:** Hours **PIN:** RG6081H294864 **Part Number:** NA

Problem: TURBO FAILURE ON BUS #0039

Case Text:

Birkenholz, Brian 07 November 2007 8:47 Central Standard Time Please use RMA 60161982 to return this unit, an RMA form has been emailed to you separately with shipping instruction. Please be advised that the address where you need to ship the Turbo is the following: Honeywell c/o Kuehne & Nagel 1777 Stergios Road, Suite 10 Calexico, CA 92231 ATTN' ADRIAN SARABIA / CESAR CASILLAS ### 184771 (51389), dtacgateway, Nov 6, 2007 4:19:17 PM ### **** Complaint / Symptoms: **** ROAD SERVICE TO OMNI. COMPRESSOR WHEEL DAMAGE. OLD TURBO # KFM54889 NEW TURBO# KHM27054 **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294864

Process

PIN:RG6081H294864 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 09MAY07 BASIC EXPIRATION DATE: 09MAY12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 07MAY12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10138085

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 21246.0 **Units:** Hours **PIN:** RG6081H294863 **Part Number:** NA

Problem: TURBO FAILURE BUS# 0043

Case Text:

Birkenholz, Brian 07 November 2007 8:51 Central Standard Time Please use RMA 60161983 to return this unit, an RMA form has been emailed to you separately with shipping instruction. Please be advised that the address where you need to ship the Turbo is the following: Honeywell c/o Kuehne & Nagel 1777 Stergios Road, Suite 10 Calexico, CA 92231 ATTN' ADRIAN SARABIA / CESAR CASILLAS ### 184771 (51389), dtacgateway, Nov 6, 2007 4:23:47 PM ### **** Complaint / Symptoms: **** ROAD SERVICE TO OMNI. COMPRESSOR WHEEL HITTING INNER HOUSING OF TURBO. OLD TURBO # KDM09322 NEW TURBO# KEM36693 **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294863

Process

PIN:RG6081H294863 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 17MAY07 BASIC EXPIRATION DATE: 17MAY12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 15MAY12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10146552

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 4940.0 **Units:** Miles **PIN:** RG6081H298068 **Part Number:** NA

Problem: TURBO FAILURE BUS # 0134

Case Text:

Birkenholz, Brian 16 November 2007 10:28 Central Standard Time Please use RMA 60163287 to return this unit, an RMA form has been emailed to you separately with shipping instruction. Please be advised that the address where you need to ship the Turbo is the following: Honeywell c/o Kuehne & Nagel 1777 Stergios Road, Suite 10 Calexico, CA 92231 ATTN' ADRIAN SARABIA / CESAR CASILLAS ### 184771 (51389), dtacgateway, Nov 15, 2007 1:37:51 PM ### **** Complaint / Symptoms: **** BROKEN SHAFT AT EXHAUST SIDE. COMPRESSOR WHEEL HITTING HOUSING NO OIL IN EXHAUST OR INTAKE. NEW TURBO# KHM00877 OLD TURBO # KCM00515 **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information: (Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298068

Process

PIN:RG6081H298068 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date

Previous Owner:YES

Sold As:NEW **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 28SEP07 BASIC EXPIRATION DATE: 28SEP12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 26SEP12 OR 3000 HOURS **Expected Use Date:** 17MAY07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10150066

Dealer: [184601] A-Z BUS SALES, INC. **City:** SACRAMENTO **State:** CA

Contact: NA **Phone:** 916-919-1566 **Email:** rbennett@a-zbus.com

Usage: 31858.0 **Units:** Miles **PIN:** RG6081H271070 **Part Number:** NA

Problem: customer reports turbo is saturated withoil also exhaust is blowing excessive white smoke

Case Text:

Haugebak, Robert 21 November 2007 12:56 Central Standard Time Dave I left you a voice mail earlier. I would appreciate the Part # of the old turbo as well as it's serial number. If it is the new style I will have Honeywell send you an RMA for its return for evaluation. Thank You Bob Haugebak ###### 184601(5520), 21 November 2007 10:23 Central Standard Time --Reopen Case as Urgent-- CHECKED INTAKE AND IT IS DRY. NOTHING COMING THRU CRANKCASE VENTILATION. DUMPING OIL THRU EXHAUST SIDE OF TURBO. TURBO HAS LET GO. ###### 184601(5520). 21 November 2007 10:23 Central Standard Time --Reopen Case as Urgent-- CHECKED INTAKE AND IT IS DRY. NOTHING COMING THRU CRANKCASE VENTILATION. DUMPING OIL THRU EXHAUST SIDE OF TURBO. TURBO HAS LET GO. . ###### Haugebak, Robert 21 November 2007 9:37 Central Standard Time Spoke with Dave and advised him to check solution 62061 on the closed crankcase ventilation system prior to condemning the turbo. I also attached a solution for cleaning the intercooler. Please update case with findings. Also please provide correct direct phone #.Thank You Bob Haugebak ### 184601 (5520), dtacgateway, Nov 20, 2007 12:42:09 PM ### **** Complaint / Symptoms: **** customer reports turbo is saturated with oil also exhaust is blowing excessive white smoke **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H271070

Process

PIN:RG6081H271070 **Model:**6081

Customer: [redacted]

LODI, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 12MAY06 BASIC EXPIRATION DATE: 13MAY11 OR 100,000 MILES

Engine Emission: EXP DATE: 11MAY11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 10153545

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 72114.0 **Units:** Hours **PIN:** RG6081H291959 **Part Number:** NA

Problem: TURBO FAILURE BUS #0022

Case Text:

Haugebak, Robert 27 November 2007 8:40 Central Standard Time Added RMA to case attachments 27/11/2007. Thank You bob Haugebak ###### Haugebak, Robert 26 November 2007 16:57 Central Standard Time Contacted Jay and advised I would attach RMA to this case 27/11/2007. Thank You Bob Haugebak ### 184771 (51389), dtacgateway, Nov 26, 2007 1:43:52 PM ### **** Complaint / Symptoms: **** BROKEN SHAFT IN TURBO AT EXHAUST WHEEL OIL SATURATION ON INTAKE & EXHAUST. NEW TURBO # KHM00486 OLD TURBO # KEM36688 **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc, include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information: (Describe any other tests and results performed on problem machine) ****

PIN: RG6081H291959

Process

PIN:RG6081H291959 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]

Phone: [redacted]
Settlement Date: **Previous Owner:**NO
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29NOV05 BASIC EXPIRATION DATE: 02AUG11 NO MILEAGE LIMIT
Engine Emission: EXP DATE: 28NOV10 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10153558

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 146633.0 **Units:** Miles **PIN:** RG6081H272693 **Part Number:** NA

Problem: TURBO FAILURE BUS # 0192

Case Text:

Haugebak, Robert 27 November 2007 8:33 Central Standard Time RMA attached to this case 27/11/2007. Thank You Bob Haugebak ###### Haugebak, Robert 26 November 2007 16:59 Central Standard Time Contacted Jay and advised I would attach RMA to this case 27/11/2007. Thank You Bob Haugebak ### 184771 (51389), dtacgateway, Nov 26, 2007 1:52:58 PM ### **** Complaint / Symptoms: **** TURBO FAILURE: ROAD SERVICE TO OMNI OIL IN INTAKE, EXHAUST. COMPRESSOR WHEEL HITTING HOUSING. NEW TURBO # KEM 36770 OLD TURBO # JKM 40386 **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** 001569.31 19 COUNTS 000646.02 19 COUNTS **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H272693

Process

PIN:RG6081H272693 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED

Open PIPS:YES

Claim History:YES

Last Reported Hours:0

Rent Status:MACHINE NEVER RENTED

Rent Days:000

Warranty Information

BASIC START DATE: 22JUN05 BASIC EXPIRATION DATE: 22JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 21JUN10 OR 3000 HOURS

Expected Use Date: 22JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10163876

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 340209.0 **Units:** Miles **PIN:** RG6081H298123 **Part Number:** NA

Problem: TURBO FAILURE ON BUS# 0132

Case Text:

Haugebak, Robert 10 December 2007 8:43 Central Standard Time RMA 60165396 attached. ###### Haugebak, Robert 07 December 2007 14:29 Central Standard Time Completed RMA request after contacting Pete M. Will attach to this case Monday 10/12/2007. Thank You Bob Haugebak ### 184771 (51389), dtacgateway, Dec 7, 2007 11:41:15 AM ### **** Complaint / Symptoms: **** Broken shaft on the exhaust side of the turbo, Exhaust and air intake saturated with oil, new turbo # kem36757 old turbo # kcm00435 Repower miles 22726 Bus miles 340209 **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298123

Process

PIN:RG6081H298123 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]
Phone: [redacted]
Settlement Date: **Previous Owner:**NO
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**257012
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 20JUL07 BASIC EXPIRATION DATE: 20JUL12 NO MILEAGE LIMIT
Engine Emission: EXP DATE: 18JUL12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10170353

Dealer: [184225] JOHNSON & TOWERS **City:** LANDOVER **State:** MD

Contact: NA **Phone:** 301-832-9110 **Email:** ddeener@johnsontowers.com

Usage: 2.0 **Units:** Miles **PIN:** RG6081H210480 **Part Number:** NA

Problem: Turbo Failure/Bus #2462

Case Text:

Haugebak, Robert 09 January 2008 9:46 Central Standard Time

Left voice mail with Rodney to run a part warranty bad off shelf. Thanks for the help Bob Haugebak
184225 (51361), dtacgateway, Jan 9, 2008 9:23:37 AM
--Reopen Case as Report Only--
Installed new turbo ser# KJM25124 all seems ok after 5 mile trip customer coming to get. Was the other turbo you recieved ok or do we need to have a new unit sent to us for replacement? I still have that turb o in my inventory unless you want it billed out and reorder new kit.

Haugebak, Robert 04 January 2008 13:42 Central Standard Time

Advised Rodney that we have inspected both turbo chargers and agree the one that was installed is defec tive. The other one will be inspected by the vendor. Replace the turbo again and advise.
Haugebak, Robert 03 January 2008 10:34 Central Standard Time

Contacted Rodney and advised we have the turbo's and are in the process of inspecting them. Bob Hauge bak

184225 (51361), dtacgateway, Jan 3, 2008 5:36:45 AM
--Reopen Case as Normal--
Have you recieved and reviewed the 2 turbo's sent back. I was wondering were we stand with those units .

Thanks,

Dennis

Haugebak, Robert 21 December 2007 9:28 Central Standard Time

Discussed shipping info and tracking #'s for failed Turbo's. First failed =1Z271781031[redacted]and secon d suspect turbo Ser# kJM 25120 same tracking # ending in 2217. Also discussed customer concerns with installing another turbo. Dennis will tow bus to his facility, inspect three remaining turbos in stock and use his judgement on which one
(s) to use. He will then test run and recheck for fin damage. Bob Haugebak

184225 (51361), dtacgateway, Dec 21, 2007 8:45:04 AM
--Reopen Case as Normal--
I would like written verification that we are installing one of the three remaining turbos shipped for this pip. Is this correct?

The 2 turbo's went out yesterday 12/20/07.

Haugebak, Robert 19 December 2007 8:48 Central Standard Time

RGA attached to this case/notified Rodney. Thank You Bob Haugebak

184225 (51361), dtacgateway, Dec 18, 2007 12:32:03 PM
--Reopen Case as Normal--
The Part # on the turbo is RE532788 Ser# KJM25172
Please look at included pictures of failed turbo.

Haugebak, Robert 18 December 2007 9:03 Central Standard Time

Contacted Rodney and technician-
Tom he will provide serial # and pictures of failed turbo. Sent e mail to Honeywell Product Support for a ssistance. Bob Haugebak
184225 (51361), dtacgateway, Dec 17, 2007 12:28:11 PM
**** Complaint / Symptoms: ****
Performed new turbo replacement. pip 07rg196.

**** Operating Conditions: ****
city driving stop and go transit

**** DTAC Solutions (#s) utilized: ****
Called left message for Ron Weir at Bell Power.

**** Make, Model and/or size of Implement or Attachment(s): ****
40' New Flyer transit Bus

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****
Turbo Charger

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****
Went to location, removed turbo and all piping, cleaned all piping out, heat manifold to remove turbo stu ds stripped. started engine ran and check for leaks -
ok, took unit on road test before making it around the block turbo came apart, remove piping found fins hitting housing, open anouther turbo kit and inspect found fins scaping housing on new turbo light scratc hes when turning by hand and binding up while turning and appling side pressure to center section blade s.

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****
ctm 87

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****
MPRG32137 turbocharger

**** Other Relevant Information:

(Describe any other tests and results performed on problem machine) ****
please advise on how to proceed and if we should install remaining turbo's for pip

PIN: RG6081H210480

Process

PIN:RG6081H210480 **Model:**6081

Customer [redacted]

WASHINGTON, DC [redacted]

Phone [redacted]

Settlement Date:07APR03 **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 17MAR03 BASIC EXPIRATION DATE: 17MAR08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 15MAR08 OR 3000 HOURS **Expected Use Date:** 17MAR03

Dealer Information

Selling Dealer: 18-8209-ESSEX, CT **Phone:** 860-767-7502

Responsible Dealer: 18-8209-ESSEX, CT **Phone:** 860-767-7502

Case ID: 10172644

Dealer: [184600] A-Z BUS SALES.INC **City:** COLTON **State:** CA

Contact: NA **Phone:** 951-781-1830 **Email:** FRIVERA@A-ZBUS.COM

Usage: 10575.0 **Units:** Miles **PIN:** RG6081H138223 **Part Number:** NA

Problem: TURBO MAKES A LOUD NOISE AT 1500 RPM

Case Text:

Haugebak, Robert 19 December 2007 15:51 Central Standard Time New replacement turbo makes noise at 1500 RPM's. RMA attached to this case to have turbo's sent by courier to:Cesar Casillas/ Marty Richey at the Honeywell address. My e mail is haugebakrobert@johndeere.com for the pictures. Thank You Bob Haugebak ###### BERG, COREY 19 December 2007 12:07 Central Standard Time Transferring to DTAC., Engine was built with RE507049 turbo. this subbed to the following: RE507492 LINE RE507495 LINE RE509038 TURBOCHARGER RE509160 LINE RE509232 OIL LINE RE509038 subbed to RE532788. Dealer states that the fan blade hits the inside of housing making loud noise at 1500rmp ### 184600 (5519), dtacgateway, Dec 19, 2007 11:30:08 AM ### **** Part #(s) / Problem Statement (Requires complete machine/engine serial number): **** RE532788 TURBO SERIAL# KHM27076 ENG# RG6081H138223 FAN BLADE HITS THE INSIDE HOUSING MAKING LOUD NOISE AT 1500 RPM **** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) **** **** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) **** **** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) **** **** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) **** **** Other Relevant Information:(Describe any tests performed and the results) ****

PIN: RG6081H138223

Process

PIN: RG6081H138223 **Model:** 6081

Customer: [redacted]

RIVERSIDE, CA [redacted]

Phone: [redacted]

Settlement Date: 10JUL01 **Previous Owner:** NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 100575

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 24AUG01 BASIC EXPIRATION DATE: 24AUG06 OR 100,000 MILES

Engine Emission: EXP DATE: 23AUG06 OR 3000 HOURS **Expected Use Date:** 24AUG01

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 10177322

Dealer: [184601] A-Z BUS SALES, INC. **City:** SACRAMENTO **State:** CA

Contact: NA **Phone:** 916-399-2947 **Email:** rbennett@a-zbus.com

Usage: 39377.0 **Units:** Miles **PIN:** RG6081H252886 **Part Number:** NA

Problem: hole in air intake pipe and turbo leak

Case Text:

Haugebak, Robert 09 January 2008 13:41 Central Standard Time Attached RMA to case also e mailed to dealer. ###### Haugebak, Robert 07 January 2008 15:29 Central Standard Time RMA requested/voice mail left for Bus#. ### 184601 (5520), dtacgateway, Jan 7, 2008 11:36:40 AM ### -- Reopen Case as Report Only-- Turbo s/n HEM49573 p/n RE509038 and intake pipe 1852979 ###### Haugebak, Robert 31 December 2007 14:33 Central Standard Time Contacted Derrick and discussed failure. He said the charge air tube was leaking and cracked. He also stated that the turbocharger is leaking a lot of oil. We agreed that a replacement charge air tube and turbocharger would be required. I requested serial and part #'s from the failed turbo and charge air tube. Also digital picture of the charge air tube would be nice. Please reopen with additional information. Thank You Bob Haugebak ### 184601 (5520), dtacgateway, Dec 31, 2007 12:40:04 PM ### **** Complaint / Symptoms: **** customer says hole in air intake pipe appears t be in weld pipe neck to hump hose leaking. Please advise repair. Do we r&r with new pipe or cut piece of weld and connect boot to fit. Also, Turbo leaking. please advise repair. Thanks. **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H252886

Process

PIN:RG6081H252886 **Model:**6081

Customer: [redacted]

PARADISE, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 15DEC04 BASIC EXPIRATION DATE: 16DEC09 OR 100,000 MILES

Engine Emission: EXP DATE: 14DEC09 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 10178882

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 435560.0 **Units:** Miles **PIN:** RG6081H294795 **Part Number:** NA

Problem: BROKEN BEARING @ TURBO BUS #0038

Case Text:

Haugebak, Robert 04 January 2008 13:57 Central Standard Time Requested RMA, will attach to this case Monday. Bob Haugebak ###### Haugebak, Robert 03 January 2008 16:33 Central Standard Time Will attach RMA to case as soon as I recieve it. Thank You Bob Haugebak ### 184771 (51389), dtacgateway, Jan 3, 2008 1:54:13 PM ### **** Complaint / Symptoms: **** Turbo failure worn bearing/bushing, Compressor oil in intake and exhaust.Bus mile 435560, Engine mile 399085, Repower mile 36.475. **** Operating Conditions: **** **** DTAC Solutions (#s) utilized: **** **** Make, Model and/or size of Implement or Attachment(s): **** **** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): **** **** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) **** 001569.31 63ct, 0001000.01 20ct, 000100.18 63ct, 000174.18 23ct, 001109.31 20ct. **** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) **** **** Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) **** **** Other Relevant Information:(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294795

Process

PIN:RG6081H294795 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 01MAY07 BASIC EXPIRATION DATE: 01MAY12 OR 150,000 MILES

Engine Emission: EXP DATE: 29APR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10184054

Dealer: [179055] FLINT EQUIPMENT CO. **City:** MACON **State:** GA

Contact: NA **Phone:** 478-262-1166 **Email:** TDORETY@METRAC.COM

Usage: 55.0 **Units:** Miles **PIN:** RG6081H299840 **Part Number:** NA

Problem: TURBO FAILURE

Case Text:

Haugebak, Robert 14 January 2008 13:00 Central Standard Time

Resent request.
Haugebak, Robert 10 January 2008 13:28 Central Standard Time

Tom, I will attach an RMA to this case as soon as Honeywell supplies one. Thank You Bob Haugebak

179080 (5324), dtacgateway, Jan 10, 2008 9:01:12 AM
**** Complaint / Symptoms: ****
ENGINE RUNNIG ROUGH, ENGINE LIGHT COMMING ON. LOW POWER

**** Operating Conditions: ****
ONROAD SCHOOL BUS

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****
BLUEBIRD SCHOOL BUS

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****
ECU, 646.02 WASTEGATE CONTROL ERROR AND ENGINE DERATE

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****
CHECK AIR INTAKE SYSTEM. FOUND ENGINE OIL IN INTAKE SYSTEM AND IN BOTH SID ES OF TURBO

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****
CTM300

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****
RE532788

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H299840

Process

PIN:RG6081H299840 **Model:**6081

Customer: [redacted]

FONTANA, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 22FEB08 BASIC EXPIRATION DATE: 22FEB13 OR 100,000 MILES

Engine Emission: EXP DATE: 20FEB13 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 10192519

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 350293.0 **Units:** Miles **PIN:** RG6081H298121 **Part Number:** NA

Problem: BROKEN SHAFT ON TURBO. BUS# 0140

Case Text:

Haugebak, Robert 21 January 2008 13:58 Central Standard Time

Contacted Pete and authorized repairs as stated. Also advised this engine is not registered to the end user . RMA request sent to Honeywell. Thank You Bob Haugebak

184771 (51389), dtacgateway, Jan 21, 2008 12:48:16 PM
**** Complaint / Symptoms: ****
Broken shaft on exhaust side of turbo oil saturation in exhaust and intake. Intake and exhaust piping nee ds to be removed and cleand. Also charged air cooler full of oil removed and sent out to be cleaned and i nspected.
new turbo # kkm44613
old turbo # kcm00520
bus mil. 350293, engine mil 313780., repower mil. 36513.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298121

Process

PIN:RG6081H298121 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13JUN07 BASIC EXPIRATION DATE: 13JUL12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 11JUN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10193947

Dealer: [179055] FLINT EQUIPMENT CO. **City:** MACON **State:** GA

Contact: NA **Phone:** 4782621166 **Email:** TDORETY@METRAC.COM

Usage: 10.0 **Units:** Miles **PIN:** RG6081H300629 **Part Number:** NA

Problem: TURBO FAILURE

Case Text:

179080(5324), 30 January 2008 12:20 Central Standard Time

Yes, the Dealer has submitted a Request for Feedback Survey that reports that he was able to resolve th e case with the information provided
Haugebak, Robert 28 January 2008 16:27 Central Standard Time

Tom, the RMA has been attached to this case. Thank You Bob Haugebak
Haugebak, Robert 28 January 2008 10:09 Central Standard Time

Completed RMA request and updated failure report. Bob Haugebak
179080 (5324), dtacgateway, Jan 22, 2008 3:09:37 PM
**** Complaint / Symptoms: ****
CUSTOMER COMPLIANED ENGINE WARNING LIGHT ON AND OIL DRIPPING FROM TAIL P IPE.

**** Operating Conditions: ****
ON ROAD SCHOOL BUS

**** DTAC Solutions (#s) utilized: ****
BLUEBIRD SCHOOL BUS

**** Make, Model and/or size of Implement or Attachment(s): ****
ECU 646.02

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****
REMOVED AIR AND EXHAUST TUBES FOUND TURBO SHAFT BROKEN AND IMPELLER M ISSING ON EXHAUST SIDE.

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****
CTM300

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****
TURBO PN. RE532788 SN.KIM27019

**** Key Part Numbers:

(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

[redacted]

4/21/2012

PIN: RG6081H300629

Process

PIN: RG6081H300629 **Model:** 6081

Customer: [redacted]

ORANGE, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 30469

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 20MAR08 BASIC EXPIRATION DATE: 21MAR13 OR 100,000 MILES

Engine Emission: EXP DATE: 19MAR13 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 10219956

Dealer: [184880] VALLEY POWER SYSTEMS INC **City:** FRESNO **State:** CA

Contact: NA **Phone:** 559-486-6900 **Email:** duane.nabors@valleypsi.com

Usage: 2809.0 **Units:** Miles **PIN:** RG6081H298794 **Part Number:** NA

Problem: Using oil/Wastegate failure/oil out turbo pipe to charge cooler (DJN)

Case Text:

Gienau, Dennis 05 March 2008 17:11 Central Standard Time

Called Duane and Manual, I will have them do a leakdown check for all 6 cylinders. When that is compl eted and the oil sample is back reopen case. Thank You Dennis Gienau

184880 (51424), dtacgateway, Mar 5, 2008 3:09:28 PM
--Reopen Case as Report Only--
Removed turbo drain put in a bucket ran bus still the same, disconnected air comp discharge line still th e same ,did compression test +300 psi on all cylinder detac said to take oil sample and email results ba ck for further instructions

Gienau, Dennis 03 March 2008 13:58 Central Standard Time

Called Manual, I will have him take a oil sample and attach it to the DTAC case. When you get the resul ts back then reopen the case. Thank You Dennis Gienau

Gienau, Dennis 25 February 2008 10:34 Central Standard Time

Please ignore the piston,liner and head replacement change I had the wrong case. Thank You Dennis Gie nau

Gienau, Dennis 25 February 2008 10:32 Central Standard Time

Called Duane Nabors, I will have them pull a couple main caps and rod caps for inspection of the bearin gs. I will have them replace the #5 and #6 piston and liners, along with the cylinder head. I will send a R GA for the return of the failed parts. Thank You Dennis Gienau

Gienau, Dennis 22 February 2008 11:55 Central Standard Time

Called Duane Nabors, I will have them check to see if blow-
by goes down when the oil return line is removed from the engine and drained into a bucket. When you determine if the turbo is causing the high blow-by then reopen the case. Thank You Dennis Gienau

184880 (51424), dtacgateway, Feb 21, 2008 4:32:07 PM
**** Complaint / Symptoms: ****
Customer complaint using oil last time we there. They had changed oil and filters and added correct amo unt of oil to make sure dipstick was reading correct. They complained about milky oil around filler & cr

ank case filter. They had cleaned up everything before we had got there so we could not inspect. We let t hem run for a couple days. Then we inspected it. Checked codes it had three codes 000646.02, 000100.1 8, 001569.31, checked out. Removed air intake pipping found oil film in pipe. Checked crank case press ures at dipstick tube. Two inches of blow by @ idle. Over ten inches @ MNL. Called Matt Dixon. He sa id, to open DTAC.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298794

Process

PIN: RG6081H298794 **Model:** 6081

Customer: [redacted]

SANTA CRUZ, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: YES

Last Reported Hours: 127681

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 10JUL07 BASIC EXPIRATION DATE: 10JUL12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 08JUL12 OR 3000 HOURS

Expected Use Date: 09APR08

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10238901

Dealer: [184774] W.W. WILLIAMS SOUTHWEST INC **City:** PHOENIX **State:** AZ

Contact: NA **Phone:** 602-257-0561 x 211 **Email:** NA

Usage: 88727.0 **Units:** Miles **PIN:** RG6081H269837 **Part Number:** NA

Problem: TURBO PIP QUESTION

Case Text:

Gienau, Dennis 17 March 2008 9:25 Central Standard Time

Called John Alexopoulos, I left a message for him that this engine has been updated with the turbo PIP 0 7RG196 and that there is a new software for you to download. Thank You Dennis Gienau

184774 (51391), dtacgateway, Mar 13, 2008 4:00:19 PM
**** Complaint / Symptoms: ****
We are in process of performing PIP 07RG196 with DTAC solution 77727 for one of our customers. In checking the serial # of each bus and processing it through the "machine information" it shows that this unit is NOT included in the PIP. It is the ONLY one that does not have an open PIP for the mandatory t urbo replacement. We checked the unit and found that it DOES have the OLD STYLE turbo on it. The serial # on the old style turbo is IFM-
000506. Can you please indicate if this unit not being included for the PIP was an oversight and we sho uld change it to the new style. Regards, John

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****
77727

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H269837

Process

PIN:RG6081H269837 **Model:**6081
Customer [redacted]
PHOENIX, AZ [redacted]

Phone: [redacted]
Settlement Date:
Previous Owner:NO
Sold As:USED
Open PIPS:NO
Claim History:YES
Last Reported Hours:0
Rent Status:MACHINE NEVER RENTED
Rent Days:000

Warranty Information

BASIC START DATE: 16JAN06 BASIC EXPIRATION DATE: 17JAN08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 15JAN11 OR 3000 HOURS **Expected Use Date:** 16JAN06

Dealer Information

Selling Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339
Responsible Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Case ID: 10260925

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: NA **Phone:** 626-934-6125 **Email:** sergio.gil@valleypsi.com

Usage: 18423.0 **Units:** Miles **PIN:** RG6081H295550 **Part Number:** NA

Problem: turbo up date /07rg196

Case Text:

Gienau, Dennis 07 April 2008 17:23 Central Standard Time

Called Gil. He will finish the PIP 07RG196 on this engine. Thank You Dennis Gienau

184779 (49725), dtacgateway, Apr 7, 2008 4:56:54 PM
**** Complaint / Symptoms: ****
per bulletin 07rg196 turbo up date.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****
removed all items for turbo up date kit per bullentin/07rg196

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****
turbo up date kit mprg32137

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H295550

Process

PIN:RG6081H295550 **Model:**6081

Customer: [redacted]

LOS ANGELES, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 04SEP07 BASIC EXPIRATION DATE: 04SEP12 OR 100,000 MILES

Engine Emission: EXP DATE: 02SEP12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Responsible Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Case ID: 10265871

Dealer: [188414] BUS WEST (LA TRUCK CTR LLC) **City:** CARSON **State:** CA

Contact: NA **Phone:** 562-577-3192 **Email:** NA

Usage: 23145.0 **Units:** Miles **PIN:** RG6081H263848 **Part Number:** NA

Problem: TURBO PASSING OIL

Case Text:

Haugebak, Robert 11 April 2008 12:27 Central Standard Time

Confirmed with Miguel that the inlet side of the turbo is dry, the ccv has been serviced and the compress or side is wet with oil. I will attach and RGA for the turbo to this case. Thank You Bob Haugebak

188414 (51425), dtacgateway, Apr 11, 2008 9:47:30 AM
**** Complaint / Symptoms: ****
TURBO SEAL LEAKING OIL INTO INTAKE SYSTEM AND CHARGE AIR COOLER. NEED AU THORIZATION TO REPLACE TURBO AND GASKETS. ALSO, OIL COOLER LEAKING FROM GASKET AND O-RINGS.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc, inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

[redacted]

PIN: RG6081H263848

Process

PIN:RG6081H263848 **Model:**6081

Customer: [redacted]

AZUSA, CA [redacted]

Phone:626-963-4100

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 30JUN05 BASIC EXPIRATION DATE: 01JUL10 OR 100,000 MILES

Engine Emission: EXP DATE: 29JUN10 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 10266044

Dealer: [177958] PAPE MACHINERY, INC. **City:** SACRAMENTO **State:** CA

Contact: NA **Phone:** 916-922-7181 **Email:** dgreen@papemachinery.com

Usage: NA **Units:** NA **PIN:** NA **Part Number:** NA

Problem: USED TURBO SENT FOR MPRG32137

Case Text:

Schmelzer, David 14 April 2008 14:32 Central Standard Time

PDC Stock check MPRG32137. Pip Kits do not have d/c's however i found 4 parts in inventory that wer e cleary marked as rebuilt turbochargers. These have been pulled from inventory and rejected. Dealer ad vised to reorder.

StkChk CD 13:21

DIRLAM, MIKE 14 April 2008 13:11 Central Standard Time

stkchk ci 13:12
DIRLAM, MIKE 14 April 2008 13:10 Central Standard Time

Please check stock on part number MPRG32137, this dealer has received two kits now and they have us ed turbochargers in the kits, the first one has the workorder number on it the second had the hours on it a nd the used gasket and everything, please check stock as dealer really needs one asap.
177958 (49280), dtacgateway, Apr 14, 2008 1:03:50 PM
--Reopen Case as Urgent--
We received the 2nd PIP kit today, it has a used turbo in it as well.

DIRLAM, MIKE 11 April 2008 11:28 Central Standard Time

Order new kit and contact returns department for return of the opened pip kit, give them this case numbe r so that they have a record of what is going on. If they have any questions or concerns ask them to conta ct me! Sorry for the problem.
177958 (49280), dtacgateway, Apr 11, 2008 11:07:33 AM
**** Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****
Ordered MPRG32137 for PIP #07RG196. The turbo that came in the crate is used. It still has the old dea ler work order written on the shipping crate. Need new PIP kit ASAP. Pictures will be attached. Case fo rwarded to MPSO Kevin Drake.

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or descripti on for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include -
Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

Case ID: 10268778

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: NA **Phone:** 626-934-6125 **Email:** SERGIO.GIL@VALLEYPSI.COM

Usage: 153620.0 **Units:** Miles **PIN:** RG6081H272603 **Part Number:** NA

Problem: TURBO UPDATE CAM PAIGN #07RG196

Case Text:

Gienau, Dennis 15 April 2008 9:21 Central Standard Time

Called Sergio Gil, He will complete the turbo PIP for this engine. Also please download the updated soft ware for this engine and send a return file to SDS. Thank You Dennis Gienau

184779 (49725), dtacgateway, Apr 15, 2008 8:57:59 AM
**** Complaint / Symptoms: ****
TURBO UPDATE DTAC SOLUTION 77727

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****
REMOVED ALL ITEMS TO R&R TURBO FOR UP DATE

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****
TURBO UP DATE PART # MPRG32137 KIT

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H272603

Process

PIN:RG6081H272603 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 30JUN05 BASIC EXPIRATION DATE: 30JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 29JUN10 OR 3000 HOURS **Expected Use Date:** 30JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10272599

Dealer: [184885] W.W. WILLIAMS **City:** ATLANTA **State:** GA

Contact: NA **Phone:** 800-545-7116 **Email:** bcreech@wwwilliams.com

Usage: 64411.0 **Units:** Miles **PIN:** RG6081H294860 **Part Number:** NA

Problem: Engine smoking, Posible turbo

Case Text:

Haugebak, Robert 17 April 2008 13:57 Central Standard Time

Contacted Bill, codes registered prior to reprogram/
(no 724.31 code) indicate damage was done before reprogram. Turbo damage from piston debris on exh aust side. Authorized will require 6 kits, one head, one turbo, bearings damaged from metal and one Ueg o sensor damaged from oil. Will report as a cylinder head replacement.

184885 (52053), dtacgateway, Apr 17, 2008 1:04:02 PM
**** Complaint / Symptoms: ****
engine knocking and smoking

**** Operating Conditions: ****
City Transit Bus

**** DTAC Solutions (#s) utilized: ****
78693

**** Make, Model and/or size of Implement or Attachment(s): ****
Newflyer Bus, Model C40LF, Vin# 5FYC4FZ146C[redacted] 40 passenger Marta unit# 2435

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****
drove to job site, removed piping and exhaust found turbo damaged from foreign material in exhaust, oil in exhaust and intake, engine hnocking around #1 cylinder. Had unit towed to shop, suspect piston probl em. At shop removed oil pan found #1 piston scored, checked codes found code 001569.31 but no code 724.31, removed head and kit found piston is burned from lean condition. This unit was programed to lat est software to prevent piston burn if Uego fails but has suford enough lean runing to damage piston bef ore programing. Unit has not logged code 724.31 and should have, code 001569.31 has been logged at le ast 126 counts. This is a Uego software failure due to damage before programing. Unit will require 6 kits , one head, one turbo, bearings damaged from metal and one Uego sensor damaged from oil.

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc, inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****
re519691

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294860

Process

PIN: RG6081H294860 **Model:** 6081

Customer [redacted]

ATLANTA, GA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 288381

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 05FEB07 BASIC EXPIRATION DATE: 05FEB09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04FEB12 OR 3000 HOURS **Expected Use Date:** 05FEB07

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10308216

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 428516.0 **Units:** Miles **PIN:** RG6081H294857 **Part Number:** NA

Problem: TURBO FAILURE BUS #0011

Case Text:

Gienau, Dennis 19 May 2008 16:31 Central Standard Time

Called Pete M., I will have you replace the turbo with a new one. Please have the updated software dow nloaded to protect our engine from a UEGO sensor failure. If the customer has anymore engines that nee d the updated software please do this ASAP. Thank You Dennis Gienau

184771 (51389), dtacgateway, May 19, 2008 3:30:13 PM
**** Complaint / Symptoms: ****
Turbo failure, excessive oil comming out of air discharge side of turbo.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294857

Process

PIN:RG6081H294857 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 04NOV06 BASIC EXPIRATION DATE: 11APR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 03NOV11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10324005

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 427345.0 **Units:** Miles **PIN:** RG6081H290883 **Part Number:** NA

Problem: TURBO FAILURE UNIT # 0023

Case Text:

Gienau, Dennis 03 June 2008 10:47 Central Standard Time

Called Pete M., He will replace the turbo and clean all of the oil from the system. Removing the oil from the air to air cooler, lines and intake/exhaust manifolds so that we do not fail a new UEGO sensor when we start up the engine. He will also update the software for the UEGO sensor protection. Thank You De nnis Gienau

184771 (51389), dtacgateway, Jun 2, 2008 6:11:17 PM
**** Complaint / Symptoms: ****
Turbo failure broken shaft on exhaust side oil saturation in air intake and charge air cooler. Also damage to uego.
PHOTOS WERE TAKEN
OLD TURBO # KEM 36666
NEW TURBO# KHM 27053

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290883

Process

PIN:RG6081H290883 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05DEC06 BASIC EXPIRATION DATE: 05DEC11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04DEC11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10327250

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 422585.0 **Units:** Miles **PIN:** RG6081H291283 **Part Number:** NA

Problem: TURBO FAILURE BUS# 0014

Case Text:

Gienau, Dennis 05 June 2008 14:11 Central Standard Time

Called Pete M.. I have attached the photo's that you sent to the case. He will replace the turbo, clean up a nd replace other nessasary part to repair this bus. If you come across anything else please reopen the cas e. Please update the software for the UEGO sensor protection to this ECU before you return the bus to th e customer. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jun 4, 2008 4:11:04 PM
**** Complaint / Symptoms: ****
Turbo failure/Fire damage. Broken shaft on turbo, Fire damage to sensor wire, exhaust-
blanket and oil saturation in intake system.
old turbo #kem 54878
new turbo # klm 22725
PHOTOS WERE TAKEN AND SEND.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:

(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H291283

Process

PIN:RG6081H291283 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29NOV05 BASIC EXPIRATION DATE: 01JUL11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28NOV10 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155



Case ID: 10334001

Dealer: [184225] JOHNSON & TOWERS **City:** LANDOVER **State:** MD

Contact: NA **Phone:** 301-832-9110 **Email:** ddeener@johnsontruckcenter.com

Usage: 75482.0 **Units:** Miles **PIN:** RG6081H282199 **Part Number:** NA

Problem: Turbo failures

Case Text:

Gienau, Dennis 11 June 2008 8:25 Central Standard Time

Called Dennis Deener. They will replace the failed turbo with a new one along with parts and the UEGO sensor. Thank You Dennis Gienau

184225 (51361), dtacgateway, Jun 11, 2008 6:39:42 AM
**** Complaint / Symptoms: ****
Turbo locked up on this unit and 2 other units with turbo failures

**** Operating Conditions: ****
hiway and short trip transit bus

**** DTAC Solutions (#s) utilized: ****
This case

**** Make, Model and/or size of Implement or Attachment(s): ****
40 orion WMATA 2680

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****
Went to location found turbo locked up and also found 2 other units being towed in for turbo failure.
unit 2680 was reprogrammed 5/30/08 at 74761 miles now 75482 miles
unit 2639 was reprogrammed 6/02/08 at 72130 miles now 73759 miles
unit 2658 was reprogrammed 5/30/08 at 73269 miles now 74420 miles

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****
RE532788 Turbocharger
RE61721 Euago
R63551 Washer

[redacted] 4/21/2012

R105346	Gasket
R503722	Nut

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****
Attached is a copy of the reprogramming file.

[redacted]

PIN: RG6081H282199

Process

PIN: RG6081H282199 **Model:** 6081

Customer: [redacted]

HYATTSVILLE, MD [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 17APR06 BASIC EXPIRATION DATE: 17APR08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 16APR11 OR 3000 HOURS **Expected Use Date:** 17APR06

Dealer Information

Selling Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Responsible Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Case ID: 10337656

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: NA **Phone:** 626-934-6125 **Email:** sergio.gil@valleypsi.com

Usage: 20487.0 **Units:** Miles **PIN:** RG6081H295553 **Part Number:** NA

Problem: turbo update

Case Text:

Gienau, Dennis 13 June 2008 12:00 Central Standard Time

Called Gil. He will perform the turbo PIP 07RG196 per solution 77727 on this engine and install the ne w software update for the UEGO sensor protection. Thank You Dennis Gienau

184779 (49725), dtacgateway, Jun 13, 2008 11:10:06 AM
**** Complaint / Symptoms: ****
dtac solution # 77727

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H295553

Process

PIN: RG6081H295553 **Model:** 6081

Customer: [redacted]

LOS ANGELES, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 09SEP07 BASIC EXPIRATION DATE: 09SEP09 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.

Engine Emission: EXP DATE: 07SEP12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Responsible Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Case ID: 10351115

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 423637.0 **Units:** Miles **PIN:** RG6081H290862 **Part Number:** NA

Problem: TURBO FAILURE BUS# 0008

Case Text:

Gienau, Dennis 25 June 2008 16:22 Central Standard Time

Called Pete M., He will replace the turbo and the UEGO sensor for this engine. He has already updated t he software for the UEGO sensor protection. I will send a RGA for the return of the turbo. Thank You D ennis Gienau

184771 (51389), dtacgateway, Jun 25, 2008 3:35:45 PM
**** Complaint / Symptoms: ****
Excessive oil leakage out discharge side of turbo and air intake.
new turbo # lam 26889
old turbo # kem 36715

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290862

Process

PIN:RG6081H290862 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05JAN07 BASIC EXPIRATION DATE: 05JAN12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04JAN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10352819

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 179641.0 **Units:** Miles **PIN:** RG6081H272061 **Part Number:** NA

Problem: TURBO FAILURE ON BUS 0191

Case Text:

Gienau, Dennis 27 June 2008 13:31 Central Standard Time

Called Pete M., I will have him replace the turbo, clean the oil from the air to air and replace the UEGO sensor. He will also update the PIP information. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jun 26, 2008 5:30:20 PM
--Reopen Case as Normal--
OLD TURBO # 11406-02

184771 (51389), dtacgateway, Jun 26, 2008 5:21:48 PM
**** Complaint / Symptoms: ****
Turbo failure oil cumming out of aircharge/compressor side of turbo. Compressor wheel hitting housing.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H272061

Process

PIN:RG6081H272061 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Sold As:USED **Previous Owner:**NO

Claim History:YES **Open PIPS:**NO

Rent Status:MACHINE NEVER RENTED **Last Reported Hours:**0

Rent Days:000

Warranty Information

BASIC START DATE: 22JUN05 BASIC EXPIRATION DATE: 22JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 21JUN10 OR 3000 HOURS **Expected Use Date:** 22JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10352829

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 196897.0 **Units:** Miles **PIN:** RG6081H271111 **Part Number:** NA

Problem: FAILED TURBO ON BUS # 178

Case Text:

Gienau, Dennis 27 June 2008 13:43 Central Standard Time

Called Pete M., I will have him replace the turbo, clean the oil from the air to air and replace the UEGO sensor. He will also update the PIP information. Thank You Dennis Gienau
184771 (51389), dtacgateway, Jun 26, 2008 5:28:45 PM
**** Complaint / Symptoms: ****
Turbo failure compressor wheel hitting housing.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc, inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

[redacted]

PIN: RG6081H271111

Process

PIN:RG6081H271111 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 07JUN05 BASIC EXPIRATION DATE: 07JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 06JUN10 OR 3000 HOURS **Expected Use Date:** 07JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10358608

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 439334.0 **Units:** Miles **PIN:** RG6081H294444 **Part Number:** NA

Problem: TURBO FAILURE BU# 0035

Case Text:

Haugebak, Robert 03 July 2008 9:44 Central Standard Time

Updated failure report.
Haugebak, Robert 03 July 2008 9:38 Central Standard Time

Contacted Pete for Turbo Serial # and attached RGA.
184771 (51389), dtacgateway, Jul 2, 2008 5:27:31 PM
**** Complaint / Symptoms: ****
Turbo failure broken shaft, oil saturation in exhaust and intake system.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294444

Process

PIN: RG6081H294444 **Model:** 6081
Customer: [redacted]
BAKERSFIELD, CA [redacted]

Phone [redacted]
Settlement Date:
Previous Owner: YES
Sold As: USED
Open PIPS: NO
Claim History: YES
Last Reported Hours: 0
Rent Status: MACHINE NEVER RENTED
Rent Days: 000

Warranty Information

BASIC START DATE: 28FEB07 BASIC EXPIRATION DATE: 29FEB12 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.
Engine Emission: EXP DATE: 27FEB12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10370824

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: NA **Phone:** 626-934-6125 **Email:** SERGIO.GIL@VALLEYPSI.COM

Usage: 37.0 **Units:** Miles **PIN:** RG6081H299584 **Part Number:** NA

Problem: TURBO FAILURE

Case Text:

Gienau, Dennis 15 July 2008 13:59 Central Standard Time

Called Sergio Gil, He will replace the turbo and I will send a RGA for the return of the old turbo. Thank You Dennis Gienau

184779 (49725), dtacgateway, Jul 15, 2008 12:48:38 PM
**** Complaint / Symptoms: ****
NO POWER

**** Operating Conditions: ****
FOUND TURBO SHAFT BENT WHEEL RUBING ON HOUSINGS BOTH

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) ****
REMOVED ALL NESS ITEMS TO R&R TURBO

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****
1-JDR63551
1-38RE532788
1-JDR105346
1-JDRE505151

**** Other Relevant Information:

(Describe any other tests and results performed on problem machine) ****

[redacted]

4/21/2012

PIN: RG6081H299584

Process

PIN:RG6081H299584 **Model:**6081

Customer: [redacted]

LOS ANGELES, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 30JUL08 BASIC EXPIRATION DATE: 31JUL10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 29JUL13 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Responsible Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Case ID: 10382539

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 447248.0 **Units:** Miles **PIN:** RG6081H291025 **Part Number:** NA

Problem: TURBO FAILURE BUS # 0017

Case Text:

Gienau, Dennis 25 July 2008 11:11 Central Standard Time

Called Pete M., He will replace the failed turbo, UEGO sensor and clean up the oil that went through the intake and exhaust. I will send a RGA for the return the failed ECU. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jul 24, 2008 4:51:58 PM
**** Complaint / Symptoms: ****
Broken shaft in turbo, oil saturation in exhaust and intake pipes also charge air cooler full of oi. Photos were taken.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H291025

Process

PIN:RG6081H291025 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29JAN07 BASIC EXPIRATION DATE: 19JAN12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28JAN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10386130

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: NA **Phone:** 626-786-0114 **Email:** carlos.cornejo@valleypsi.com

Usage: 31904.0 **Units:** Miles **PIN:** RG6081H298176 **Part Number:** NA

Problem: Turbo oil return tube gasket leaking

Case Text:

Gienau, Dennis 29 July 2008 9:48 Central Standard Time

Called Carlos, He has replaced the turbo oil return line gasket R105346 and fixed the leak. Thank You D ennis Gienau

184779 (49725), dtacgateway, Jul 29, 2008 9:10:09 AM
**** Complaint / Symptoms: ****
Oil leaking out of the turbo oil return tube gasket.

**** Operating Conditions: ****
normal operating conditions

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****
N/A

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****
R105346 Gasket

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298176

Process

PIN:RG6081H298176 **Model:**6081

Customer: [redacted]

SANTA CRUZ, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**141520

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 17MAY07 BASIC EXPIRATION DATE: 17MAY09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 15MAY12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10390102

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 421993.0 **Units:** Miles **PIN:** RG6081H291992 **Part Number:** NA

Problem: TURBO FAILURE BUS # 0025

Case Text:

Gienau, Dennis 31 July 2008 16:56 Central Standard Time

Called Pete M., He will replace the turbo, UEGO sensor and clean the oil that went through the air to air. I will send a RGA for the return of the turbo. He will do the PIP 07RG196 to replace the turbo and turn the clean up under the warranty. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jul 31, 2008 3:36:48 PM
**** Complaint / Symptoms: ****
Intake compressor wheel hitting housing. Oil in both intake and exhaust system oil saturation in charge a ir cooler.
new # klm06011
old # kdm09345

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H291992

Process

PIN:RG6081H291992 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29SEP06 BASIC EXPIRATION DATE: 29SEP08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28SEP11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10395297

Dealer: [184880] VALLEY POWER SYSTEMS INC **City:** FRESNO **State:** CA

Contact: NA **Phone:** 5592847050 **Email:** NA

Usage: 14883.0 **Units:** Miles **PIN:** RG6081H300376 **Part Number:** NA

Problem: Failed turbo

Case Text:

Gienau, Dennis 06 August 2008 11:55 Central Standard Time

Called Art Baker. He will install a new turbo RE532788 and I will send a RGA for the return of the faile d turbo. Thank You Dennis Gienau

184880 (51424), dtacgateway, Aug 6, 2008 10:31:33 AM
**** Complaint / Symptoms: ****
Good morning. Arthur Baker here. I have a unit here w/ a failed turbo. The shaft broke and the compress or side scrapped on the housing and damaged it. I have a turbo on the truck pt.#RE532788 can i use this turbo and how much progresive dammage do i look for? Thanks A.Baker

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H300376

Process

PIN:RG6081H300376 **Model:**6081

Customer: [redacted]

SANTA CRUZ, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**146824

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05DEC07 BASIC EXPIRATION DATE: 05DEC09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 03DEC12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10397290

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 160998.0 **Units:** Miles **PIN:** RG6081H272034 **Part Number:** NA

Problem: TURBO FAILURE BUS# 0197

Case Text:

Gienau, Dennis 07 August 2008 15:21 Central Standard Time

Pete will also replace the UEGO sensor.
Gienau, Dennis 07 August 2008 15:11 Central Standard Time

Called Pete M., He will replace the failed turbo and clean up the oil that went through the intake and exh aust manifolds. I will send a RGA for the return of the old turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Aug 7, 2008 1:22:57 PM
**** Complaint / Symptoms: ****
Turbo failure oil saturation in intake and exhaust.
New turbo # ldm21169
Old turbo # kfm54892

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H272034

Process

PIN:RG6081H272034 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 06JUL05 BASIC EXPIRATION DATE: 07JUL07 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 05JUL10 OR 3000 HOURS **Expected Use Date:** 06JUL05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10414425

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 429299.0 **Units:** Miles **PIN:** RG6081H290859 **Part Number:** NA

Problem: TURBO FAILURE BUS # 0036

Case Text:

Gienau, Dennis 25 August 2008 10:41 Central Standard Time

Pete M. will also replace the UEGO sensor and clean oil that went through the intake and exhaust syste m.
Gienau, Dennis 25 August 2008 10:29 Central Standard Time

Called Pete M., He will replace the failed turbo with the new turbo and update the turbo PIP for this engi ne. I will send a RGA for the return of this turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Aug 22, 2008 6:52:00 PM
**** Complaint / Symptoms: ****
No power unit towed in. Turbo seize oil in the intake and exhaust.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290859

Process

PIN:RG6081H290859 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner:YES

Sold As:USED

Open PIPS:YES

Claim History:YES

Last Reported Hours:0

Rent Status:MACHINE NEVER RENTED

Rent Days:000

Warranty Information

BASIC START DATE: 14FEB07 BASIC EXPIRATION DATE: 16FEB12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13FEB12 OR 3000 HOURS

Expected Use Date: 16FEB07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10414427

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** NA

Usage: 446160.0 **Units:** Miles **PIN:** RG6081H291276 **Part Number:** NA

Problem: TURBO FAILURE BUS# 0029

Case Text:

Gienau, Dennis 25 August 2008 10:50 Central Standard Time

Called Pete M., He will replace the failed turbo, UEGO sensor and clean the oil that went through the int ake and exhaust system. I will send a RGA for the return of the old turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Aug 22, 2008 6:59:10 PM
**** Complaint / Symptoms: ****
Turbo failure oil leaking into discharge side of turbo also compressor wheel hitting housing and leaking from oil supply to turbo.
Old turbo # kem 04948
New turbo # klm08046

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

[redacted] 4/21/2012

PIN: RG6081H291276

Process

PIN:RG6081H291276 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13OCT06 BASIC EXPIRATION DATE: 13OCT11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 12OCT11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10418640

Dealer: [184880] VALLEY POWER SYSTEMS INC **City:** FRESNO **State:** CA

Contact: NA **Phone:** 5592847050 **Email:** vpsi31@gmail.com

Usage: 19584.0 **Units:** Miles **PIN:** RG6081H299406 **Part Number:** NA

Problem: turbo passing oil

Case Text:

Gienau, Dennis 28 August 2008 16:07 Central Standard Time

Called Art Baker, He will have the OEM replace there failed air to air system, clean up the oil that went through the engine and replace the UEGO sensor. Thank You Dennis Gienau

184880 (51424), dtacgateway, Aug 27, 2008 10:10:52 PM
--Reopen Case as Urgent--
As per your instructions the CAC and related pipeing was pressure tested and the CAC is cracked intern aly and won't hold 15 psi for more then 3-
5 seconds. The radiator packege will be replaced as well as the uego. Thanks for the head up.

Gienau, Dennis 27 August 2008 13:14 Central Standard Time

Called Art Baker, With oil coming from the compressor side of the turbo, I need you to inspect the air to air for leaks. If none found then reopen the case with your findings. You will also have to clean the air t o air of all oil that went through it and replace the UEGO sensor. Thank You Dennis Gienau

184880 (51424), dtacgateway, Aug 27, 2008 11:49:38 AM
**** Complaint / Symptoms: ****
turbo is passing oil on the compressor side and is causing uego codes 724.31 oil is starting to fill intake piping with oil. is turbo change necessary?

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H299406

Process

PIN: RG6081H299406 **Model:** 6081

Customer: [redacted]

SANTA CRUZ, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: YES

Last Reported Hours: 134808

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 11JUL07 BASIC EXPIRATION DATE: 19FEB13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 09JUL12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10422088

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 429932.0 **Units:** Miles **PIN:** RG6081H291300 **Part Number:** NA

Problem: BUS #0012 - TURBO FAILURE BROKEN SHAFT

Case Text:

Gienau, Dennis 29 August 2008 17:08 Central Standard Time

Called Pete M.. He will replace the turbo, UEGO sensor, clean the air to air system of oil. I will send a R GA for the return of the turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Aug 29, 2008 4:34:39 PM
**** Complaint / Symptoms: ****
TURBO FAILURE BROKEN SHAFT EXHAUST SIDE WITH EXCESSIVE OIL IN EXHAUST AN D INTAKE, UEGO SENSOR SATURATED WITH OIL

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H291300

Process

PIN:RG6081H291300 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Sold As:USED

Claim History:YES

Rent Status:MACHINE NEVER RENTED

Previous Owner:NO

Open PIPS:NO

Last Reported Hours:0

Rent Days:000

Warranty Information

BASIC START DATE: 01AUG06 BASIC EXPIRATION DATE: 01AUG11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 31JUL11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10433670

Dealer: [188414] BUS WEST (LA TRUCK CTR LLC) **City:** CARSON **State:** CA

Contact: NA **Phone:** (562)577-3192 **Email:** m.vilches@hotmail.com

Usage: 473.0 **Units:** Miles **PIN:** RG6081H299848 **Part Number:** NA

Problem: LOW POWER AND TURBO NOISE

Case Text:

WATSON, NORM 10 September 2008 16:31 Central Standard Time

Clean all debris from intake air system. Check the oil pressure and possible turbo oil pressure restriction. Oil the turbo inlet prior to installation to protect the bearings at start up.
188414 (51425), dtacgateway, Sep 10, 2008 4:17:15 PM
**** Complaint / Symptoms: ****
CHECKED UNIT AND FOUND TURBO FAILED. NO FOREIGN MATERIAL WENT THROUGH F INS. TURBO BEARINGS APPERAR TO BE THE FAILURE.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc, inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H299848

Process

PIN:RG6081H299848 **Model:**6081
Customer: [redacted]
SUN VALLEY, CA [redacted]

Phone: [redacted]
Settlement Date:
Previous Owner:NO
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29APR08 BASIC EXPIRATION DATE: 30APR13 OR 100,000 MILES
Engine Emission: EXP DATE: 28APR13 OR 3000 HOURS **Expected Use Date:**

Dealer Information
Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502
Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 10444717

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 443067.0 **Units:** Miles **PIN:** RG6081H290854 **Part Number:** NA

Problem: BUS #0041, TURBO FAILURE

Case Text:

Gienau, Dennis 19 September 2008 17:48 Central Standard Time

Pete change the UEGO sensor
Gienau, Dennis 19 September 2008 17:45 Central Standard Time

Called Pete Medeiros, I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Sep 19, 2008 5:11:58 PM
**** Complaint / Symptoms: ****
ROAD SERVICE TO WEST VALLEY OMNITRANS, TURBO FAILURE COMPRESSOR WHEEL HITTING HOUSING WITH EXCESSIVE OIL IN INTAKE AND EXHAUST

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290854

Process

PIN:RG6081H290854 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 17NOV06 BASIC EXPIRATION DATE: 17NOV11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 16NOV11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10447577

Dealer: [184880] VALLEY POWER SYSTEMS INC **City:** FRESNO **State:** CA

Contact: NA **Phone:** 5592847050 **Email:** NA

Usage: 29126.0 **Units:** Miles **PIN:** RG6081H300380 **Part Number:** NA

Problem: Leaking turbo

Case Text:

Haugebak, Robert 30 September 2008 9:56 Central Standard Time

RGA attached to this case for turbo charger.
184880 (51424), dtacgateway, Sep 23, 2008 2:16:16 PM
--Reopen Case as Urgent--
Here is the info you requested SR.# KM 26981

Haugebak, Robert 23 September 2008 11:38 Central Standard Time

Contacted Art and advised the turbo oil seal is a warrantable defect. Art will update case with serial # for RGA & failure report.
184880 (51424), dtacgateway, Sep 23, 2008 11:25:25 AM
**** Complaint / Symptoms: ****
Good morning, I have a leaking turbo (oil) and as per our conversation a few months ago I pressure teste d the CAC and all related pipeing. it is holding 25 psi and not leaking for the past 10-
15 min. Is this a warrentable failure? I also have codes for the UEGO signal false as well 27X's

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:

(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H300380

Process

PIN:RG6081H300380 **Model:**6081

Customer: [redacted]

SANTA CRUZ, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05DEC07 BASIC EXPIRATION DATE: 05DEC09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 03DEC12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10459059

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 423571.0 **Units:** Miles **PIN:** RG6081H298842 **Part Number:** NA

Problem: BUS #0109, TURBO FAILURE

Case Text:

Gienau, Dennis 02 October 2008 17:18 Central Standard Time

Called Pete Medeiros, He will replace the failed turbo, UEGO sensor and clean oil from the air system. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Oct 2, 2008 10:43:32 AM
**** Complaint / Symptoms: ****
TOWED IN FROM WEST VALLEY YARD, TURBO FAILURE, BROKEN SHAFT WITH OIL SAT URATION IN INTAKE AND EXHAUST SYSTEMS, OIL LEAKING FROM HOSE GOING TO AIR COMPRESSOR

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298842

Process

PIN:RG6081H298842 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 20JUN13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS **Expected Use Date:** 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10459114

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 455290.0 **Units:** Miles **PIN:** RG6081H290856 **Part Number:** NA

Problem: #0024, TURBO FAILURE

Case Text:

Gienau, Dennis 02 October 2008 17:31 Central Standard Time

Called Pete Medeiros, He will replace the failed turbo, UEGO sensor and clean oil from the air system. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Oct 2, 2008 10:52:48 AM
**** Complaint / Symptoms: ****
BUS TOWED FROM EAST VALLEY YARD, TURBO FAILURE, BROKEN SHAFT , COMPRESS OR WHEEL CAME APART WITH OIL SATURATION

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

[redacted]

PIN: RG6081H290856

Process

PIN:RG6081H290856 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 19DEC06 BASIC EXPIRATION DATE: 19DEC08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 18DEC11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10468856

Dealer: [184880] VALLEY POWER SYSTEMS INC **City:** FRESNO **State:** CA

Contact: NA **Phone:** 5592847050 **Email:** NA

Usage: 8425.0 **Units:** Miles **PIN:** RG6081H299465 **Part Number:** NA

Problem: turbo leak

Case Text:

Gienau, Dennis 10 October 2008 13:49 Central Standard Time

Called Art Baker. He will replace the turbo, clean the air system of any oil and replace the UEGO sensor . I will send a RGA for the return of the old turbo. Thank You Dennis Gienau

184880 (51424), dtacgateway, Oct 10, 2008 11:29:34 AM
**** Complaint / Symptoms: ****
I found a turbo passing oil. I tested the intake system and CAC system and all is tight. Is it a failed turbo or should i look for an other problem?

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H299465

Process

PIN: RG6081H299465 **Model:** 6081

Customer: [redacted]

SANTA CRUZ, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: YES

Last Reported Hours: 93793

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 11SEP07 BASIC EXPIRATION DATE: 11SEP09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 09SEP12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10472599

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 459006.0 **Units:** Miles **PIN:** RG6081H294854 **Part Number:** NA

Problem: BUS #0020, TURBO FAILURE

Case Text:

Haugebak, Robert 14 October 2008 16:05 Central Standard Time

Contacted Pete and updated failure report, also attach RGA for turbo KHM 00853.

184771 (51389), dtacgateway, Oct 14, 2008 3:44:51 PM
**** Complaint / Symptoms: ****
EXHAUST WHEEL AND COMPRESSOR WHEEL HITTING HOUSING, OIL SATURATION IN T HE INTAKE AND THE EXHAUST

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294854

Process

PIN:RG6081H294854 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 19APR07 BASIC EXPIRATION DATE: 19APR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 17APR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10475056

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 424509.0 **Units:** Miles **PIN:** RG6081H300363 **Part Number:** NA

Problem: BUS 0118, TURBO FAILURE

Case Text:

Haugebak, Robert 16 October 2008 13:28 Central Standard Time

Contacted Pete and advised I would attach RGA for Ser# KIM06219 Turbo Charger.
184771 (51389), dtacgateway, Oct 16, 2008 10:32:48 AM
**** Complaint / Symptoms: ****
TURBO FAILURE OIL SATURATION IN THE EXHAUST

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

[redacted]

PIN: RG6081H300363

Process

PIN:RG6081H300363 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 15NOV07 BASIC EXPIRATION DATE: 04MAY13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13NOV12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10475074

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 369660.0 **Units:** Miles **PIN:** RG6081H294428 **Part Number:** NA

Problem: BUS #0141, TURBO FAILURE & Cracked FlyWheel

Case Text:

Haugebak, Robert 16 October 2008 13:17 Central Standard Time

Contacted Pete and discussed failure/he makes warranty call based on his inspection. He will attach pict ures of compressor inlet to case. RGA attached for cracked flywheel and turbo ser.# KEM36712.

184771 (51389), dtacgateway, Oct 16, 2008 10:41:04 AM
**** Complaint / Symptoms: ****
TURBO FAILURE, COMPRESSOR WHEEL HITTING THE HOUSING, ALSO RATTLING NOISE UPON START UP DUE TO CRACKED FLYWHEEL

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294428

Process

PIN:RG6081H294428 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 03APR07 BASIC EXPIRATION DATE: 03APR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01APR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10477281

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 315139.0 **Units:** Miles **PIN:** RG6081H290862 **Part Number:** NA

Problem: BUS 0007, TURBO FAILURE

Case Text:

Gienau, Dennis 17 October 2008 17:19 Central Standard Time

Called Pete Medeiros, He will replace the failed turbo and I will send a RGA for the return of the old tur bo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Oct 17, 2008 4:28:59 PM
**** Complaint / Symptoms: ****
TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE,OLD TURBO SERIAL NUMBER KEM3668 2

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290862

Process

PIN:RG6081H290862 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05JAN07 BASIC EXPIRATION DATE: 05JAN12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04JAN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10483159

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 472630.0 **Units:** Miles **PIN:** RG6081H294795 **Part Number:** NA

Problem: BUS 0038, TURBO FAILURE

Case Text:

Gienau, Dennis 23 October 2008 12:50 Central Standard Time

Called Pete Medeiros, He will replace the turbo, UEGO sensor and clean the oil from the air system. Th ank You Dennis Gienau

184771 (51389), dtacgateway, Oct 23, 2008 10:35:12 AM
**** Complaint / Symptoms: ****
TURBO FAILURE BROKEN SHAFT

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294795

Process

PIN:RG6081H294795 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]

Phone: [redacted]
Settlement Date: **Previous Owner:**YES
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 01MAY07 BASIC EXPIRATION DATE: 01MAY12 OR 150,000 MILES
Engine Emission: EXP DATE: 29APR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10493982

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 440879.0 **Units:** Miles **PIN:** RG6081H291292 **Part Number:** NA

Problem: BUS #0019, TURBO FAILURE/Cracked Flywheel see pics

Case Text:

184771 (51389), dtacgateway, Nov 4, 2008 11:46:50 AM
--Reopen Case as Normal--
INSPECTED FLYWHEEL, FLYWHEEL CRACKED

Haugebak, Robert 03 November 2008 16:15 Central Standard Time

Contacted Pete, will attach RGA and update turbo failure report serial# KFM54872.
184771 (51389), dtacgateway, Nov 3, 2008 1:03:43 PM
**** Complaint / Symptoms: ****
TURBO FAILURE BROKEN SHAFT EXHAUST SIDE

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H291292

Process

PIN:RG6081H291292 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 22SEP06 BASIC EXPIRATION DATE: 22SEP11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 21SEP11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10495920

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 454349.0 **Units:** Miles **PIN:** RG6081H291300 **Part Number:** NA

Problem: BUS 0012, TURBO FAILURE, CRACKED FLYWHEEL

Case Text:

Gienau, Dennis 05 November 2008 17:38 Central Standard Time

Called Pete Medeiros, I will have him replace the turbo, UEGO sensor, flywheel, clean the air to air and check run out on the damper, .040 inch. We would like to have the damper removed after run out check and a new one installed. I will send a RGA for the return of the turbo, flywheel and damper. Thank You Dennis Gienau

184771 (51389), dtacgateway, Nov 4, 2008 5:44:46 PM
**** Complaint / Symptoms: ****
TURBO FAILURE WITH OIL SATURATION IN INTAKE AND EXHAUST, ALSO INSPECTED F LYWHEEL, FLYWHEEL CRACKED

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H291300

Process

PIN:RG6081H291300 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 01AUG06 BASIC EXPIRATION DATE: 01AUG11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 31JUL11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10501075

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 542926.0 **Units:** Miles **PIN:** RG6081H290859 **Part Number:** NA

Problem: BUS 0036, TURBO FAILURE

Case Text:

Haugebak, Robert 10 November 2008 13:59 Central Standard Time

RGA for turbo charger attached and e mailed/failure report updated.
184771 (51389), dtacgateway, Nov 10, 2008 12:27:06 PM
**** Complaint / Symptoms: ****
TURBO FAILURE - BROKEN SHAFT WITH OIL SATURATION IN INTAKE

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290859

Process

PIN: RG6081H290859 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner: YES

Sold As: USED

Open PIPS: YES

Claim History: YES

Last Reported Hours: 0

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 14FEB07 BASIC EXPIRATION DATE: 16FEB12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13FEB12 OR 3000 HOURS

Expected Use Date: 16FEB07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10502451

Dealer: [184605] AUTO SAFETY HOUSE **City:** TUCSON **State:** AZ

Contact: NA **Phone:** 520-889-9551 **Email:** mmullins@autosafetyhouse.com

Usage: 18634.0 **Units:** Miles **PIN:** RG6081H298763 **Part Number:** NA

Problem: Turbocharger Oil

Case Text:

Gienau, Dennis 06 April 2009 17:42 Central Standard Time

Called Mark Mullins, I e-mailed you the RGA for the turbo. Thank You Dennis Gienau

184605 (5524), dtacgateway, Apr 6, 2009 5:00:31 PM
--Reopen Case as Report Only--
Dennis,
We repaired this several months ago. I still have the old turbocharger here. Did you ever send a RGA f or this one?

Thanks,

Mark Mullins
Auto Safety House
Tucson, AZ

Gienau, Dennis 12 November 2008 13:52 Central Standard Time

Called Mark Mullins, He will pressure check the air to air system if there are no leaks then he will replac e the turbo, clean oil from the air to air system, replace the UEGO sensor and calibrate the UEGO sensor . Thank You Dennis Gienau

184605 (5524), dtacgateway, Nov 12, 2008 10:27:28 AM
--Reopen Case as Normal--
Removed and visual insp CCV hose. No oil or moisture in line. Removed Turbo air inlet boot. No oil present in turbo inlet. Shaft and bearings OK.

Gienau, Dennis 11 November 2008 13:56 Central Standard Time

Called Mark Mullins, I will e-
mail you information on how the Closed Crankcase Ventilation system is supposed to be installed, this would be Thomas Bus installation. Thank You Dennis Gienau

184605 (5524), dtacgateway, Nov 11, 2008 12:56:09 PM
**** Complaint / Symptoms: ****

Removed charge air cooler for a separate issue. Noted that charge air cooler boot was full of oil on the t urbo inlet side.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

[redacted] 4/21/2012

PIN: RG6081H298763

Process

PIN: RG6081H298763 **Model:** 6081

Customer: [redacted]

TUCSON, AZ [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: NO

Last Reported Hours: 65197

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 23AUG07 BASIC EXPIRATION DATE: 23AUG12 OR 100,000 MILES

Engine Emission: EXP DATE: 21AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 10505647

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 375536.0 **Units:** Miles **PIN:** RG6081H298072 **Part Number:** NA

Problem: BUS #136, TURBO FAILURE

Case Text:

Gienau, Dennis 13 November 2008 16:50 Central Standard Time

Called Pete Medeiros, I will have you replace the turbo and send a RGA for the return of the old turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Nov 13, 2008 3:58:58 PM
**** Complaint / Symptoms: ****
TURBO FAILURE, COMPRESSOR WHEEL HITTING HOUSING

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298072

Process

PIN:RG6081H298072 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**246584

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 26JUN07 BASIC EXPIRATION DATE: 26JUN12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 24JUN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10515090

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 139645.0 **Units:** Miles **PIN:** RG6081H298958 **Part Number:** NA

Problem: BUS 0106, TURBO FAILURE

Case Text:

Haugebak, Robert 24 November 2008 13:05 Central Standard Time

updated failure report

Haugebak, Robert 24 November 2008 13:04 Central Standard Time

Authorized repair minor fire damage/2 power steering hoses/ CCV hose/ and air compressor supply line. RGA for turbo attached.
184771 (51389), dtacgateway, Nov 24, 2008 12:36:04 PM
**** Complaint / Symptoms: ****
TURBO FAILURE BROKEN SHAFT ON COMPRESSOR WHEEL SIDE, FIRE DAMAGE

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298958

Process

PIN:RG6081H298958 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 10JUN13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS **Expected Use Date:** 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10517447

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 404660.0 **Units:** Miles **PIN:** RG6081H298121 **Part Number:** NA

Problem: BUS 140, TURBO FAILURE

Case Text:

Haugebak, Robert 26 November 2008 14:23 Central Standard Time

Contacted by Pete and supplied me with serial # for RGA attached to case.
184771 (51389), dtacgateway, Nov 26, 2008 10:37:12 AM
**** Complaint / Symptoms: ****
TURBO FAILURE, BROKEN SHAFT

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298121

Process

PIN:RG6081H298121 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13JUN07 BASIC EXPIRATION DATE: 13JUL12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 11JUN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10520523

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 433439.0 **Units:** Miles **PIN:** RG6081H283487 **Part Number:** NA

Problem: BUS 0032, TURBO FAILURE

Case Text:

Gienau, Dennis 01 December 2008 17:33 Central Standard Time

Called Pete Medeiros, He will clean all of the oil that went through the air to air, intake and exhaust man ifold, replace the failed turbo, exhaust blanket and UEGO sensor. Thank You Dennis Gienau

184771 (51389), dtacgateway, Dec 1, 2008 3:55:09 PM
**** Complaint / Symptoms: ****
TURBO FAILURE

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H283487

Process

PIN:RG6081H283487 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 28APR06 BASIC EXPIRATION DATE: 29APR11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 27APR11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10521927

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: NA **Phone:** 6269346125 **Email:** SERGIO.GIL@VALLEYPSI.COM

Usage: 3543.0 **Units:** Hours **PIN:** RG6081H295547 **Part Number:** NA

Problem: TURBO NOISE

Case Text:

Gienau, Dennis 02 December 2008 17:52 Central Standard Time

Called Sergio Gil, He will replace the failed part for this engine per his update and make needed repairs.
Thank You Dennis Gienau gienaudennisd@johndeere.com

184779 (49725), dtacgateway, Dec 2. 2008 5:35:28 PM
**** Complaint / Symptoms: ****
EXHAUST LEAK @ #1 MANIFOLD TO HEAD

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****
REMOVED ALL ITEMS TO REPLACE EXHAUST MANIFOLD GASKETS PIPPING OIL & COOL ANT LINES BRACKETS
CLAMPS & R& R PARTS

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****
1JDRE505151 2-JDR503820
2-JDRE62776 2-JDR503821
2-JDRE62777 4-JDR63551
2-JDR503718 1-NLR105346
2-JDR503722

[redacted]

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

[redacted]

PIN: RG6081H295547

Process

PIN: RG6081H295547 **Model:** 6081

Customer: [redacted]

LOS ANGELES, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: YES

Last Reported Hours: 0

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 09APR07 BASIC EXPIRATION DATE: 09APR09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 07APR12 OR 3000 HOURS

Expected Use Date: 09APR07

Dealer Information

Selling Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Responsible Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Case ID: 10525278

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 389160.0 **Units:** Miles **PIN:** RG6081H298069 **Part Number:** NA

Problem: BUS 0139, TURBO FAILURE

Case Text:

Gienau, Dennis 05 December 2008 16:14 Central Standard Time

Called Pete Medeiros, I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Dec 5, 2008 1:38:14 PM
**** Complaint / Symptoms: ****
COMPRESSOR WHEEL HITTING HOUSING
TURBO SERIAL NUMBER KCM 00470

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

[redacted]

PIN: RG6081H298069

Process

PIN:RG6081H298069 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**248528

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 31AUG07 BASIC EXPIRATION DATE: 31AUG12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 29AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10533703

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 444813.0 **Units:** Miles **PIN:** RG6081H291992 **Part Number:** NA

Problem: BUS 0025, TURBO FAILURE

Case Text:

Gienau, Dennis 16 December 2008 15:25 Central Standard Time

Called Pete Medeiros. He will replace the turbo, clean air intake and exhaust of oil and replace UEGO se nsor and calibrate. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Dec 16, 2008 2:17:42 PM
--Reopen Case as Normal--
OLD TURBO SERIAL NUMBER KLM06011

184771 (51389), dtacgateway, Dec 16, 2008 2:16:52 PM
**** Complaint / Symptoms: ****
TURBO FAILURE BROKEN SHAFT WITH OIL SATURATION IN THE INTAKE AND EXHAUST

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

[redacted] .. 4/21/2012

PIN: RG6081H291992

Process

PIN:RG6081H291992 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29SEP06 BASIC EXPIRATION DATE: 29SEP08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28SEP11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10540232

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 27625.0 **Units:** Miles **PIN:** RG6081H298861 **Part Number:** NA

Problem: BUS 0125, TURBO FAILURE

Case Text:

Haugebak, Robert 29 December 2008 14:54 Central Standard Time

Failure report updated.

Haugebak, Robert 29 December 2008 14:52 Central Standard Time

Thanks Pete, RGA Attached and E mailed for turbo. Happy New Year-Bob Haugebak
184771 (51389), dtacgateway, Dec 29, 2008 2:45:52 PM
**** Complaint / Symptoms: ****
TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN INTAKE AND EXHAUST

FAILED TURBO SERIAL NUMBER KEM04925

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:

[redacted]

(Describe any other tests and results performed on problem machine) ****

[redacted]

4/21/2012

PIN: RG6081H298861

Process

PIN:RG6081H298861 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**145071

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 23JUL08 BASIC EXPIRATION DATE: 24JUL13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 22JUL13 OR 3000 HOURS **Expected Use Date:** 23JUL08

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10542777

Dealer: [184397] NEW ENGLAND DDA **City:** PORTLAND **State:** ME

Contact: NA **Phone:** 207-415-3094 **Email:** jjacques@gpmetrobus.com

Usage: 101089.0 **Units:** Miles **PIN:** RG6081H280763 **Part Number:** NA

Problem: engine smokes..turbo ng

Case Text:

Gienau, Dennis 19 February 2009 9:35 Central Standard Time

Called Rick Bovino, I have updated the software for SE6081H289501. Thank You Dennis Gienau

184397 (52136), dtacgateway, Feb 19, 2009 7:20:12 AM
--Reopen Case as Report Only--
installed engine..finished on 2-11-
09...havent updated the software yet..reman engine serial number is SE6081H289501...model number is SE501567....call me if you have any questions...thanks....rick bovino

Gienau, Dennis 13 January 2009 12:21 Central Standard Time

Called Rick Bovino, He will call Regen and order a reman engine SE501567. Please reopen the case wh en you have installed the engine so I can update the software. Thank You Dennis Gienau

184397 (52136), dtacgateway, Jan 13, 2009 11:37:55 AM
--Reopen Case as Normal--
dropped oil pan, dropped 3 main bearings...
(#2,#3 and #5)..bearings are starting to peel off...#2 crankshaft journal looks like some of bearing materi al is on crankshaft ....grooves in crankshaft...stopped right there...will wait to hear from you

Gienau, Dennis 08 January 2009 10:51 Central Standard Time

Called Rick Bovino, He will pull a couple main and rod bearings and report back. It will be ok to heli-coil that hole if we decide to go that way. Thank You Dennis Gienau

184397 (52136), dtacgateway, Jan 8, 2009 9:57:14 AM
--Reopen Case as Urgent--
removed cylinder head, head bolt #8 was loose, inspected further and found threads in block for #8 head bolt pulled out causing the coolant to enter the base, dont know if there is any way to repair block with a n insert....seems that there is an awful lot of torque on these bolts to try to put an insert in there...stopped working on it...didnt take the pan down yet because there is a crossmember in the way and I dont want t o waste too much more time till il hear from you

Gienau, Dennis 07 January 2009 11:02 Central Standard Time

Called Rick Bovino, He found coolant in the oil and will remove cylinder head, replace the head gasket, inspect the cylinder head for cracks, replace the turbo, inspect a couple main and rod bearing for damage and reopen the case with results. Thank You Dennis Gienau

184397 (52136), dtacgateway, Jan 7, 2009 9:40:46 AM
--Reopen Case as Normal--
we checked the records on this bus and found that coolant has been added to this bus about once every 4 to 7 days

184397 (52136), dtacgateway, Jan 7, 2009 9:22:02 AM
--Reopen Case as Normal--
removed all plugs and did a leakdown test on engine..all good...havent done anything with the turbo yet.. .noticed some moisture on the dipstick...plus ccv filter is full of goop again

Gienau, Dennis 05 January 2009 15:20 Central Standard Time

Called Rick Bovino, He will install another turbo and do a compression check along with a leak down te st. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184397 (52136), dtacgateway, Jan 5, 2009 11:59:34 AM
**** Complaint / Symptoms: ****
engine smokes, turbo failed again

**** Operating Conditions: ****
normal route

**** DTAC Solutions (#s) utilized: ****
none

**** Make, Model and/or size of Implement or Attachment(s): ****
orion 35 ft transit bus

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****
na

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****
na

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****
na

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:

(Describe any other tests and results performed on problem machine) ****
turbo was replaced 12-9-08 along with ccv filter which was clogged with goop...
(98059 miles)...turbo was replaced before that on 11-10-
08 along with ccv filter which was clogged with goop..
(94768 miles)..each time all the tubes were cleaned out...ccv housing was removed and cleaned out each time...noticed that oil is coming out of the oil fill making me think that base pressure is high..

[redacted] 4/21/2012

PIN: RG6081H280763

Process

PIN: RG6081H280763 **Model:** 6081

Customer: [redacted]

AUGUSTA, ME

Phone: [redacted]

Settlement Date:

Previous Owner: YES

Sold As: USED

Open PIPS: NO

Claim History: YES

Last Reported Hours: 0

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 06JAN06 BASIC EXPIRATION DATE: 21AUG09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 05JAN11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Responsible Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Case ID: 10544485

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 198357.0 **Units:** Miles **PIN:** RG6081H271860 **Part Number:** NA

Problem: BUS 0186, TURBO FAILURE

Case Text:

Gienau, Dennis 06 January 2009 18:05 Central Standard Time

Called Pete Medeiros, He will replace the turbo, clean oil from the intake and exhaust system, replace th e UEGO sensor and recalibrate the sensor. I will send a RGA for the return of the failed turbo. Thank Yo u Dennis Gienau

184771 (51389), dtacgateway, Jan 6, 2009 5:12:57 PM
**** Complaint / Symptoms: ****
TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN INTAKE AND EXHAUST

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H271860

Process

PIN: RG6081H271860 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 27JUN05 BASIC EXPIRATION DATE: 28JUN07 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 26JUN10 OR 3000 HOURS **Expected Use Date:** 27JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10552959

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 246913.0 **Units:** Miles **PIN:** RG6081H271978 **Part Number:** NA

Problem: BUS 190, TURBO FAILURE

Case Text:

Gienau, Dennis 15 January 2009 16:06 Central Standard Time

Called Pete Medeiros, He will replace the turbo and I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jan 15, 2009 2:12:25 PM
**** Complaint / Symptoms: ****
FAILURE CAUSED BY DEBRIS FROM CCV DAMAGING COMPRESSOR WHEEL OF TURBO, I NSTRUCTED BY BOB HAUGEBACK TO REPLACE TURBO, FAILED TURBO SERIAL NUMBE R KFM54883, PHOTOS TO FOLLOW

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H271978

Process

PIN:RG6081H271978 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 20JUN05 BASIC EXPIRATION DATE: 20JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 19JUN10 OR 3000 HOURS **Expected Use Date:** 20JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10553800

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 461690.0 **Units:** Miles **PIN:** RG6081H294863 **Part Number:** NA

Problem: BUS 0043, TURBO FAILURE

Case Text:

Gienau, Dennis 16 January 2009 11:36 Central Standard Time

Called Pete Medeiros. He will install a new turbo, clean the air to air system of oil and replace the UEG O sensor. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jan 16, 2009 11:05:39 AM
**** Complaint / Symptoms: ****
EXCESSIVE OIL COMING FROM TURBO ON DISCHARGE SIDE, FAILED TURBO SERIAL NU MBER KEM36693

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294863

Process

PIN:RG6081H294863 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 17MAY07 BASIC EXPIRATION DATE: 17MAY12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 15MAY12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10555086

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 418075.0 **Units:** Miles **PIN:** RG6081H299684 **Part Number:** NA

Problem: BUS 0104, TURBO

Case Text:

Gienau, Dennis 19 January 2009 13:42 Central Standard Time

Called Pete Medeiros, He will replace the failed turbo, clean the oil from air sytem, replace the UEGO s ensor and make repairs from the fire, I will send a RGA for the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jan 19, 2009 12:13:40 PM
**** Complaint / Symptoms: ****
TURBO FAILURE WITH OIL SATURATION IN INTAKE AND EXHAUST BROKEN SHAFT

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H299684

Process

PIN:RG6081H299684 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 04APR08 BASIC EXPIRATION DATE: 05APR13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 03APR13 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10560206

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 456852.0 **Units:** Miles **PIN:** RG6081H290656 **Part Number:** NA

Problem: BUS 0013, TURBO FAILURE

Case Text:

Gienau, Dennis 26 January 2009 10:32 Central Standard Time

Called Pete Medeiros. He found that the flywheel was cracked and he will replace it. Thank You Dennis Gienau

Gienau, Dennis 23 January 2009 14:02 Central Standard Time

Called Pete Medeiros, I will send a RGA for the return of the failed turbo and he will clean the oil from t he air system. He will replace the UEGO sensor. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jan 23, 2009 12:26:43 PM
**** Complaint / Symptoms: ****
TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN INTAKE AND EXHAUST
TURBO SERIAL NUMBER KBM001231

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:

(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290656

Process

PIN:RG6081H290656 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 27NOV06 BASIC EXPIRATION DATE: 27NOV11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 26NOV11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10561921

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 436643.0 **Units:** Miles **PIN:** RG6081H299698 **Part Number:** NA

Problem: BUS 0102, TURBO FAILURE

Case Text:

Gienau, Dennis 26 January 2009 17:29 Central Standard Time

Called Pete Medeiros. He will clean the oil from the air system, install a new turbo and UEGO sensor. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jan 26, 2009 4:30:26 PM
**** Complaint / Symptoms: ****
TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN INTAKE AND EXHAUST
FAILED TURBO SERIAL NUMBER KGM028407

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H299698

Process

PIN:RG6081H299698 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 25JUL08 BASIC EXPIRATION DATE: 26JUL13 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.

Engine Emission: EXP DATE: 24JUL13 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10568964

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 416121.0 **Units:** Miles **PIN:** RG6081H299685 **Part Number:** NA

Problem: BUS 0101, TURBO FAILURE

Case Text:

Gienau, Dennis 03 February 2009 16:30 Central Standard Time

Called Pete Medeiros. He will install a new turbo and clean oil from the air system. I will send a RGA fo r the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Feb 3, 2009 10:15:39 AM
**** Complaint / Symptoms: ****
BROKEN SHAFT WITH OIL SATURATION IN INTAKE AND EXHAUST

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H299685

Process

PIN:RG6081H299685 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]

Phone: [redacted]
Settlement Date: **Previous Owner:**NO
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05OCT07 BASIC EXPIRATION DATE: 02FEB13 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.
Engine Emission: EXP DATE: 03OCT12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10568976

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 439261.0 **Units:** Miles **PIN:** RG6081H299688 **Part Number:** NA

Problem: BUS 0127, TURBO FAILURE

Case Text:

Gienau, Dennis 03 February 2009 16:35 Central Standard Time

Called Pete Medeiros, He will install a new turbo and clean oil from the air system. I will send a RGA fo r the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Feb 3, 2009 10:21:15 AM
**** Complaint / Symptoms: ****
BROKEN SHAFT WITH OIL SATURATION IN INTAKE AND EXHAUST, FAILED TURBO SERI AL NUMBER KGM028406

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H299688

Process

PIN:RG6081H299688 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 02JUL08 BASIC EXPIRATION DATE: 03JUL13 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.

Engine Emission: EXP DATE: 01JUL13 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10570398

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 544345.0 **Units:** Miles **PIN:** RG6081H299016 **Part Number:** NA

Problem: BUS 0116, TURBO FAILURE

Case Text:

Haugebak, Robert 04 February 2009 11:44 Central Standard Time

Contacted Pete, Serial # of failed turbo is KEM 05022. Failure report updated RGA sent.
184771 (51389), dtacgateway, Feb 4, 2009 10:35:12 AM
**** Complaint / Symptoms: ****
TURBO FAILURE BROKEN SHAFT WITH OIL SATURATION IN INTAKE AND EXHAUST

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H299016

Process

PIN:RG6081H299016 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**220048

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 19APR13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10570932

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 222732.0 **Units:** Miles **PIN:** RG6081H272603 **Part Number:** NA

Problem: BUS 0196, TURBO FAILURE

Case Text:

Gienau, Dennis 04 February 2009 17:07 Central Standard Time

Called Pete Medeiros, He will replace the failed turbo, clean the oil from the air system and replace the UEGO sensor. I will send a RGA for the return of the old turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Feb 4, 2009 3:53:30 PM
**** Complaint / Symptoms: ****
TURBO FAILURE, OIL SATURATION IN INTAKE AND EXHAUST

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H272603

Process

PIN:RG6081H272603 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 30JUN05 BASIC EXPIRATION DATE: 30JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 29JUN10 OR 3000 HOURS **Expected Use Date:** 30JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10572275

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 402379.0 **Units:** Miles **PIN:** RG6081H300360 **Part Number:** NA

Problem: BUS 0105, TURBO FAILURE, CRACKED FLYWHEEL

Case Text:

Gienau, Dennis 05 February 2009 17:02 Central Standard Time

Called Pete Medeiros, He will replace the turbo, clean all of the oil from the air system, replace the flyw heel and UEGO sensor. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Feb 5, 2009 4:16:28 PM
**** Complaint / Symptoms: ****
TURBO FAILURE WITH OIL SATURATION IN THE INTAKE AND EXHAUST, CRACKED FLY WHEEL

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H300360

Process

PIN:RG6081H300360 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 15NOV07 BASIC EXPIRATION DATE: 31MAY13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13NOV12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10574621

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 472495.0 **Units:** Miles **PIN:** RG6081H290637 **Part Number:** NA

Problem: BUS 0031, FLYWHEEL AND TURBO

Case Text:

Gienau, Dennis 09 February 2009 16:18 Central Standard Time

Called Pete Medeiros, He will replace the turbo and the flywheel. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Feb 9, 2009 3:52:38 PM
**** Complaint / Symptoms: ****
TURBO FAILURE COMPRESSOR WHEEL HITTING HOUSING, CRACKED FLYWHEEL

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290637

Process

PIN:RG6081H290637 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 17NOV06 BASIC EXPIRATION DATE: 17NOV11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 16NOV11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10575533

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 320148.0 **Units:** Miles **PIN:** RG6081H290308 **Part Number:** NA

Problem: BUS 0002, TURBO

Case Text:

Gienau, Dennis 10 February 2009 15:37 Central Standard Time

Called Pete Medeiros, He will replace the turbo, UEGO sensor and clean the oil that went through the en gine. I will send a RGA for the return of the turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Feb 10, 2009 1:03:21 PM
**** Complaint / Symptoms: ****
TURBO FAILURE BROKEN SHAFT WITH OIL SATURATION IN INTAKE AND EXHAUST

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290308

Process

PIN:RG6081H290308 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED Open PIPS:YES

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 01AUG06 BASIC EXPIRATION DATE: 01AUG11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 31JUL11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10581598

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 567157.0 **Units:** Miles **PIN:** RG6081H290859 **Part Number:** NA

Problem: BUS 0036. TURBO FAILURE

Case Text:

Gienau, Dennis 17 February 2009 15:10 Central Standard Time

Called Pete Medeiros, He will install a new turbo, clean oil from the air system and replace the UEGO s ensor. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Feb 17, 2009 10:38:40 AM
**** Complaint / Symptoms: ****
TURBO FAILURE WITH OIL SATURATION IN INTAKE AND EXHAUST

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H290859

Process

PIN:RG6081H290859 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]

Phone: [redacted]
Settlement Date:
Previous Owner:YES
Sold As:USED
Open PIPS:YES
Claim History:YES
Last Reported Hours:0
Rent Status:MACHINE NEVER RENTED
Rent Days:000

Warranty Information

BASIC START DATE: 14FEB07 BASIC EXPIRATION DATE: 16FEB12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13FEB12 OR 3000 HOURS
Expected Use Date: 16FEB07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10592866

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 210597.0 **Units:** Miles **PIN:** RG6081H272034 **Part Number:** NA

Problem: BUS 0195, TURBO FAILURE

Case Text:

Gienau, Dennis 04 March 2009 17:41 Central Standard Time

Called Pete Medeiros, He will install a new cylinder head, all 6 piston/liner kits and check oil cooler for debris. Thank You Dennis Gienau

184771 (51389), dtacgateway, Mar 4, 2009 1:15:25 PM
--Reopen Case as Normal--
ATTENTION: DENNIS GIANEAU, AFTER INSTALLATION OF TURBO RAN ENGINE, LOUD N OISE TOP END OF ENGINE, REMOVED OIL PAN AND FOUND PISTON DEBRIS IN PAN, REM OVED CYLINDER HEAD AND FOUND #3 EXHAUST VALVE SNAPPED AT THE BASE OF VA LV CAUSING PROGRESSIVE DAMAGE, PICTURES TO FOLLOW

Gienau, Dennis 02 March 2009 16:36 Central Standard Time

Called Pete Medeiros, He will install a new turbo, clean oil from the air system and change the UEGO s ensor. Thank You Dennis Gienau

184771 (51389), dtacgateway, Mar 2, 2009 1:48:06 PM
**** Complaint / Symptoms: ****
TURBO FAILURE WITH OIL IN INTAKE AND EXHAUST, FAILED TURBO SERIAL NUMBER J KM4034

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H272034

Process

PIN:RG6081H272034 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 06JUL05 BASIC EXPIRATION DATE: 07JUL07 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 05JUL10 OR 3000 HOURS **Expected Use Date:** 06JUL05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10595616

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 431363.0 **Units:** Miles **PIN:** RG6081H298061 **Part Number:** NA

Problem: BUS 0135, TURBO FAILURE

Case Text:

Haugebak, Robert 04 March 2009 11:29 Central Standard Time

RGA e mailed for failed turbo, failure report updated.
184771 (51389), dtacgateway, Mar 4, 2009 11:10:11 AM
**** Complaint / Symptoms: ****
TURBO FAILURE WITH OIL SATURATION, FAILED TURBO SERIAL NUMBER KLM22736

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298061

Process

PIN: RG6081H298061 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:** NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 06JUL07 BASIC EXPIRATION DATE: 06JUL12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04JUL12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10602531

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 480012.0 **Units:** Miles **PIN:** RG6081H294444 **Part Number:** NA

Problem: BUS 0035, TURBO FAILURE & Cracked Flywheel

Case Text:

Haugebak, Robert 12 March 2009 11:21 Central Standard Time

Thanks Jay we will add this to the data base.
184771 (51389), dtacgateway, Mar 12, 2009 11:02:48 AM
--Reopen Case as Normal--
CRACKED FLYWHEEL

Haugebak, Robert 11 March 2009 10:31 Central Standard Time

Contacted Jay, Turbo SN# KLM 06050 RGA attached and e mailed. Failure report updated.
184771 (51389), dtacgateway, Mar 11, 2009 10:17:45 AM
**** Complaint / Symptoms: ****
TURBO FAILURE, BROKEN SHAFT

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

[redacted]

PIN: RG6081H294444

Process

PIN: RG6081H294444 **Model:** 6081

Customer: [redacted]

BAKERSFIELD, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: YES

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 28FEB07 BASIC EXPIRATION DATE: 29FEB12 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.

Engine Emission: EXP DATE: 27FEB12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10609374

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 453025.0 **Units:** Miles **PIN:** RG6081H299670 **Part Number:** NA

Problem: BUS 0117, TURBO FAILURE

Case Text:

Gienau, Dennis 18 March 2009 17:18 Central Standard Time

Called Pete, I will send a RGA for the return of the failed Turbo. He will clean the oil from the air syste m. Thank You Dennis Gienau

184771 (51389), dtacgateway, Mar 18, 2009 10:43:34 AM
**** Complaint / Symptoms: ****
TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN INTAKE AND EXHAUST

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H299670

Process

PIN: RG6081H299670 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:** NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 190978

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 05OCT07 BASIC EXPIRATION DATE: 15MAY13 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.

Engine Emission: EXP DATE: 03OCT12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10613915

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 461010.0 **Units:** Miles **PIN:** RG6081H294859 **Part Number:** NA

Problem: BUS 0044, TURBO FAILURE

Case Text:

Gienau, Dennis 23 March 2009 14:09 Central Standard Time

Called Pete Medeiros. I will send a RGA for the return of the failed turbo and he will update the softwar e for the UEGO sensor protection. Thank You Dennis Gienau

184771 (51389), dtacgateway, Mar 23, 2009 11:29:46 AM
**** Complaint / Symptoms: ****
TURBO FAILURE, COMPRESSOR WHEEL HITTING HOUSING

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294859

Process

PIN:RG6081H294859 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 22MAR07 BASIC EXPIRATION DATE: 22MAR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 20MAR12 OR 3000 HOURS **Expected Use Date:** 22MAR07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10617418

Dealer: [177964] PAPE MACHINERY, INC. **City:** FOWLER **State:** CA

Contact: NA **Phone:** 559-834-4774 **Email:** NA

Usage: 17225.0 **Units:** Hours **PIN:** RG6081H295857 **Part Number:** NA

Problem: Damaged turbo.

Case Text:

Gienau, Dennis 26 March 2009 11:18 Central Standard Time

Called Andy Soto, The photo's show signs of debris going through the turbo. There are 3 possible, dust f rom a dirty air filter, oil from the Closed Crankcase Ventilation system or when the OEM welded any fit ting on the pipe between the air filter and the turbo the tubing would have some metal flaking that could have fallen off and went through the turbo. Please get a oil sample and attach to the case, we want to kno w if we have a high silicon level that could lead to the engine dusting. Thank You Dennis Gienau

177964 (49285), dtacgateway, Mar 25, 2009 5:06:40 PM
**** Complaint / Symptoms: ****
Bluebird bus has damaged turbo impeller blades. Air filter and ducting are in place and seem to be in go od working order. Are there any other sources of foreign object damage?
Including pictures.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

[redacted]

PIN: RG6081H295857

Process

PIN:RG6081H295857 **Model:**6081

Customer: [redacted]

REEDLEY, CA [redacted]

Phone [redacted]

Settlement Date

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 20SEP07 BASIC EXPIRATION DATE: 20SEP13 OR 100,000 MILES

Engine Emission: EXP DATE: 18SEP12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 10620211

Dealer: [184605] AUTO SAFETY HOUSE **City:** TUCSON **State:** AZ

Contact: NA **Phone:** 520-889-9551 **Email:** mmullins@autosafetyhouse.com

Usage: 14929.0 **Units:** Miles **PIN:** RG6081H298578 **Part Number:** NA

Problem: DUSTED TURBO/KINKED CCV HOSE/OIL LEAKS

Case Text:

Gienau, Dennis 27 March 2009 16:50 Central Standard Time

Called Brandon, I will have him take photo's of the turbo blades, get a oil sample and take a compressio n test of all 6 cylinder. If the compression test comes back low you will have to pull the cylinder head to check for liner dusting. Also change the oil after you take the oil sample. Thank You Dennis Gienau

Service_ADVISOR_ORIGIN : Mar 27, 2009 3:34

****Complaint / Symptoms:****

VISUAL INSPECTION OF ENGINE AND FOUND CCV FILTER CANISTER COMPLETLY COVE RED IN OIL
(DIRT BUILD UP OVER WHOLE CANISTER) AND FOUND CCV HOSE KINKED AT INTAKE T UBE.ALSO HAS OIL BUILD UP ON INTAKE BOOTS.AND SIGNS OF OIL SEEPING OUT OF IN TAKE INLET GASKETS.ALSO FOUND TURBO BOOT FROM AIR INTAKE NOT ON ALL THE WAY AND ENGINE HAS BEEN SUCKING IN UNFILTERED AIR.TURBO BADLY DUSTED AN D TURBO FINS BADLY DAMAGED.

****Operating Conditions:****

79 DEGREES TUCSON ARIZONA

****DTAC Solutions (#s) utilized:****

****Make, Model and/or size of Implement or Attachment(s):****

****List all affected Control Units and the Diagnostic Trouble Codes (if applicable):****

???, N/A
ECU, ECU - Engine Control Unit (Level 8)

000159.18, Natural Gas Pressure Lower Than Expected, ECU - Engine Control Unit (Level 8)
000724.31, UEGO Sensor Signal is False, ECU - Engine Control Unit (Level 8)
001569.31, Fuel Derate, ECU - Engine Control Unit (Level 8)
524281.18, Natural Gas Tank Pressure Lower Than Expected, ECU - Engine Control Unit (Level 8)

****Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide de tail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable)****

****Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title)****

****Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed)
****

****Other Relevant Information:
(Describe any other tests and results performed on problem machine****

PIN: RG6081H298578

Process

PIN:RG6081H298578 **Model:**6081

Customer: [redacted]

TUCSON, AZ [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**51293

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 23AUG07 BASIC EXPIRATION DATE: 23AUG12 OR 100,000 MILES

Engine Emission: EXP DATE: 21AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 10635553

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 270676.0 **Units:** Miles **PIN:** RG6081H291978 **Part Number:** NA

Problem: BUS 0016, TURBO FAILURE Wheel missing fins shaft not broken

Case Text:

Haugebak, Robert 13 April 2009 15:33 Central Standard Time

Called Pete, turbine wheel missing fins/compressor wheel rubbing housing and oil leaking into exhaust. RGA for Turbo Ser# KEM 36724 sent!

184771 (51389), dtacgateway, Apr 13, 2009 2:19:54 PM
**** Complaint / Symptoms: ****
TURBO FAILURE, OIL IN INTAKE, MULTIPLE UEGO CODES

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H291978

Process

PIN:RG6081H291978 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29NOV05 BASIC EXPIRATION DATE: 15AUG11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28NOV10 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10638800

Dealer: [184605] AUTO SAFETY HOUSE **City:** TUCSON **State:** AZ

Contact: NA **Phone:** 520-889-9551 **Email:** mmullins@autosafetyhouse.com

Usage: 31154.0 **Units:** Miles **PIN:** RG6081H298588 **Part Number:** NA

Problem: Turbocharger and Ex manifold

Case Text:

Gienau, Dennis 15 April 2009 17:42 Central Standard Time

Called Mark Mullins, I will have you replace the Turbo, UEGO sensor, repair the broken exhaust stud, c lean the oil from the air system, program the ECU and I will send a RGA for the return of the failed turb o. Thank You Dennis Gienau

Service_ADVISOR_ORIGIN : Apr 15, 2009 3:36

****Complaint / Symptoms:****

Noted oil present on turbocharger and air cooler boots. Removed turbo intake air boot. Dry. Excessive play on turbocharger shaft. Oil present in air cooler and engine air intake. Also have broken No. 1 exha ust manifold stud. 126 counts UEGO sensor signal false.

****Operating Conditions:****

****DTAC Solutions (#s) utilized:****

****Make, Model and/or size of Implement or Attachment(s):****

****List all affected Control Units and the Diagnostic Trouble Codes (if applicable):****

???, N/A
ECU, ECU - Engine Control Unit (Level 8)

000159.16, Natural Gas Pressure Higher Than Expected, ECU - Engine Control Unit (Level 8)
000724.31, UEGO Sensor Signal is False, ECU - Engine Control Unit (Level 8)
001119.00, Exhaust Extremely Lean, ECU - Engine Control Unit (Level 8)
001119.16, Exhaust Moderately Lean, ECU - Engine Control Unit (Level 8)
001569.31, Fuel Derate, ECU - Engine Control Unit (Level 8)

****Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide de tail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable)****

****Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title)****

****Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed)
****

****Other Relevant Information:
(Describe any other tests and results performed on problem machine****

PIN: RG6081H298588

Process

PIN: RG6081H298588 **Model:** 6081

Customer: [redacted]

TUCSON, AZ [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: NO **Last Reported Hours:** 42020

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 23AUG07 BASIC EXPIRATION DATE: 23AUG12 OR 100,000 MILES

Engine Emission: EXP DATE: 21AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 10644687

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 458249.0 **Units:** Miles **PIN:** RG6081H298853 **Part Number:** NA

Problem: BUS 0120, TURBO FAILURE, CRACKED FLYWHEEL

Case Text:

Haugebak, Robert 22 April 2009 11:44 Central Standard Time

Turbine shaft broke off and is missing.
Haugebak, Robert 22 April 2009 11:26 Central Standard Time

Contacted Pete for turbo failure and serial #. Updated failure sheets and RGA for failed turbo attached a nd e mailed.
184771 (51389), dtacgateway, Apr 21, 2009 1:32:01 PM
**** Complaint / Symptoms: ****
TURBO FAILURE AND CRACKED FLYWHEEL

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298853

Process

PIN:RG6081H298853 **Model:**6081

Customer:[redacted]

SAN BERNARDINO, CA [redacted]

Phone:[redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 21AUG13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS **Expected Use Date:** 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10645877

Dealer: [184605] AUTO SAFETY HOUSE **City:** TUCSON **State:** AZ

Contact: NA **Phone:** 520-889-9551 **Email:** mmullins@autosafetyhouse.com

Usage: 20617.0 **Units:** Miles **PIN:** RG6081H298963 **Part Number:** NA

Problem: Turbocharger/ Ex Manifold stud

Case Text:

Haugebak, Robert 22 April 2009 10:55 Central Standard Time

Discussed situation with Mark. He is very knowledgeable and recommends UEGO replacement/&recal, CCV modification, clean CAC and replace exhaust manifold with DTAC supplied test manifold. Exhaus t manifold shipped from 578.

Service_ADVISOR_ORIGIN : Apr 22, 2009 10:07

****Complaint / Symptoms:****

Visibile oil on turbocharger/air cooler boots. Remove air piping. Oil at turbo outlet. Inlet clean. Vis in spect air cooler. Oil present. Noted 1 broken exhaust manifold stud on # 1 exhaust port. 126 counts UE GO sensor signal false.

****Operating Conditions:****

****DTAC Solutions (#s) utilized:****

****Make, Model and/or size of Implement or Attachment(s):****

****List all affected Control Units and the Diagnostic Trouble Codes (if applicable):****

???, N/A
ECU, ECU - Engine Control Unit (Level 8)

000724.31, UEGO Sensor Signal is False, ECU - Engine Control Unit (Level 8)
001569.31, Fuel Derate, ECU - Engine Control Unit (Level 8)

****Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide de

tail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable)****

****Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title)****

****Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed)
****

****Other Relevant Information:
(Describe any other tests and results performed on problem machine****

PIN: RG6081H298963

Process

PIN:RG6081H298963 **Model:**6081

Customer: [redacted]

TUCSON, AZ [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05SEP07 BASIC EXPIRATION DATE: 05SEP12 OR 100,000 MILES

Engine Emission: EXP DATE: 03SEP12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 10646289

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 335439.0 **Units:** Miles **PIN:** RG6081H294794 **Part Number:** NA

Problem: BUS 0026, TURBO FAILURE

Case Text:

Haugebak, Robert 22 April 2009 15:31 Central Standard Time

Will RGA failed turbo and update failure report.
184771 (51389), dtacgateway, Apr 22, 2009 1:08:56 PM
--Reopen Case as Normal--
FAILED TURBO SERIAL NUMBER KKM32169

184771 (51389), dtacgateway, Apr 22, 2009 1:08:16 PM
**** Complaint / Symptoms: ****
TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN INTAKE AND EXHAUST

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294794

Process

PIN:RG6081H294794 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:NEW **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13MAR07 BASIC EXPIRATION DATE: 13MAR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 11MAR12 OR 3000 HOURS **Expected Use Date:** 13MAR07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10649142

Dealer: [184880] VALLEY POWER SYSTEMS INC **City:** FRESNO **State:** CA

Contact: NA **Phone:** 559-284-7050 **Email:** NA

Usage: 38116.0 **Units:** Miles **PIN:** R6081H299472 **Part Number:** NA

Problem: turbo's turbine wheel blade broken

Case Text:

Gienau, Dennis 24 April 2009 11:20 Central Standard Time

Called Oscar, He will install a new turbo and I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184880 (51424), dtacgateway, Apr 24, 2009 10:17:45 AM
**** Complaint / Symptoms: ****
turbine wheel blade broke, The broken pc is stuck in turbine housing. No other pcs in exhaust. Inlet whe el was scraping the housing, but no major damage to inlet wheel blade's. remove exhaust, inspected vale s no damage. removed spark plugs inspected no damage. should i be looking for other possible failures, or is this just turbo failure?
please advice on how I should proceed.

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H299472

Process

PIN:RG6081H299472 **Model:**6081

Customer: [redacted]

SANTA CRUZ, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**135367

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 11SEP07 BASIC EXPIRATION DATE: 11SEP09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 09SEP12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10652993

Dealer: [184605] AUTO SAFETY HOUSE **City:** TUCSON **State:** AZ

Contact: NA **Phone:** 520-889-9551 **Email:** mmullins@autosafetyhouse.com

Usage: 30358.0 **Units:** Miles **PIN:** RG6081H298584 **Part Number:** NA

Problem: Exhaust manifold studs/ Turbocharger

Case Text:

Haugebak, Robert 29 April 2009 9:50 Central Standard Time

Contacted Mark, found Thomas installed intake boot caused turbo damage. He also charges Thomas to modify CCV. John Deere will pay to fix exhaust studs, modify exhaust manifold and replace UEGO sen sor.

Haugebak, Robert 28 April 2009 14:25 Central Standard Time

Left message.
Service_ADVISOR_ORIGIN : Apr 28, 2009 11:42

****Complaint / Symptoms:****

Customer sent bus in for 2 broken exhaust manifolds studs. Driver noted intermittent check engine light . Visual inspection notes oil on turbo boots. Hooked up Service Advisor. Stored codes for UEGO sens or and FPP1 voltage. Adjusted FPP sensor. Have 126 counts 724.31 aned 1569.31. I have oil present i n air intake piping. Visible damage to turbocharger inlet blades.

****Operating Conditions:****

****DTAC Solutions (#s) utilized:****

****Make, Model and/or size of Implement or Attachment(s):****

****List all affected Control Units and the Diagnostic Trouble Codes (if applicable):****

???, N/A
ECU, ECU - Engine Control Unit (Level 8)

000091.04, Foot Pedal Position 1 Input Voltage Low, ECU - Engine Control Unit (Level 8)
000091.13, Foot Pedal Position 1 Learned Value Error, ECU - Engine Control Unit (Level 8)

000724.31, UEGO Sensor Signal is False, ECU - Engine Control Unit (Level 8)
001569.31, Fuel Derate, ECU - Engine Control Unit (Level 8)
299752.13, Foot Pedal Position 2 Learned Value Error, ECU - Engine Control Unit (Level 8)

****Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide de tail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable)****

****Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title)****

****Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed)
****

****Other Relevant Information:
(Describe any other tests and results performed on problem machine****

PIN: RG6081H298584

Process

PIN:RG6081H298584 **Model:**6081

Customer: [redacted]

TUCSON, AZ [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**68928

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 15AUG07 BASIC EXPIRATION DATE: 15AUG12 OR 100,000 MILES

Engine Emission: EXP DATE: 13AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 10664931

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 449667.0 **Units:** Miles **PIN:** RG6081H299692 **Part Number:** NA

Problem: BUS 0123, TURBO FAILURE

Case Text:

Gienau, Dennis 08 May 2009 10:04 Central Standard Time

Called Pete Medeiros, He will install a new turbo and I will send a RGA for the return of the old turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, May 7, 2009 5:49:01 PM
**** Complaint / Symptoms: ****
TURBO FAILURE, FAILED TURBO SERIAL NUMBER KKM44605

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H299692

Process

PIN:RG6081H299692 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05OCT07 BASIC EXPIRATION DATE: 26MAR13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 03OCT12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10667682

Dealer: [188414] BUS WEST (LA TRUCK CTR LLC) **City:** CARSON **State:** CA

Contact: NA **Phone:** 5624048700 **Email:** NA

Usage: NA **Units:** NA **PIN:** RG6081H227864 **Part Number:** NA

Problem: Looking for inspection plate near turbocharger?

Case Text:

Escajeda, Jill 15 May 2009 15:57 Central Standard Time

Left msg with dlr on 5/11/09 to get a pic. have not heard back from dlr. closing case until dlr notifies.
DIRLAM, MIKE 11 May 2009 12:26 Central Standard Time

There is a previous case on this from just a couple days ago, the factory is requesting a picture of what th e dealer is talking about, please have the dealer take a picture and attach it to the case. Thank you
Escajeda, Jill 11 May 2009 12:18 Central Standard Time

Looking for inspection plate near turbocharger? Dlr states there is a plate on the turbo side of the block t hat if you unscrew the plate and remove it you can see into the engine. Dlr wants to order this plate. Ple aes advise if this is possible and what the p/n is. Thanks, JME dydpac.

PIN: RG6081H227864

Process

PIN:RG6081H227864 **Model:**6081

Customer: [redacted]

HESPERIA, CA [redacted]

Phone: [redacted]

Settlement Date:29SEP03 **Previous Owner:**YES

Sold As:NEW **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 23DEC03 BASIC EXPIRATION DATE: 16JAN09 OR 100,000 MILES

Engine Emission: EXP DATE: 21DEC08 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-4600-COLTON, CA **Phone:** 951-781-7188

Case ID: 10676220

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 437802.0 **Units:** Miles **PIN:** RG6081H294855 **Part Number:** NA

Problem: BUS 0137, TURBO FAILURE

Case Text:

Gienau, Dennis 19 May 2009 10:24 Central Standard Time

Called Pete Medeiros, I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, May 18, 2009 3:28:18 PM
**** Complaint / Symptoms: ****
TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H294855

Process

PIN:RG6081H294855 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**264533

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 06JUN07 BASIC EXPIRATION DATE: 06JUN12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04JUN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10680854

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 461409.0 **Units:** Miles **PIN:** RG6081H298835 **Part Number:** NA

Problem: BUS 0113, TURBO FAILURE

Case Text:

Gienau, Dennis 21 May 2009 15:53 Central Standard Time

Called Pete Medeiros, He will install a new turbo and clean the oil from the air system. Thank You Den nis Gienau

184771 (51389), dtacgateway, May 21, 2009 3:08:23 PM
**** Complaint / Symptoms: ****
TURBO FAILURE, COMPRESSOR WHEEL HITTING HOUSING WITH OIL COMING OUT OF DI SCHARGE SIDE OF TURBO

**** Operating Conditions: ****

**** DTAC Solutions (#s) utilized: ****

**** Make, Model and/or size of Implement or Attachment(s): ****

**** List all affected Control Units and the Diagnostic Trouble Codes (if applicable): ****

**** Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide d etail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable) ****

**** Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. inclu de section group and title) ****

**** Key Part Numbers:
(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed) ****

**** Other Relevant Information:
(Describe any other tests and results performed on problem machine) ****

PIN: RG6081H298835

Process

PIN: RG6081H298835 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: NO

Last Reported Hours: 230879

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 07JUN13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS

Expected Use Date: 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10690984

Dealer: [188414] BUS WEST (LA TRUCK CTR LLC) **City:** CARSON **State:** CA

Contact: NA **Phone:** (562)577-3192 **Email:** m.vilches@hotmail.com

Usage: 13093.0 **Units:** Miles **PIN:** RG6081H299925 **Part Number:** NA

Problem: UNIT LOST POWER AND OIL COMING OUT OF TURBO

Case Text:

Gienau, Dennis 01 June 2009 16:08 Central Standard Time

Called Miguel, I will have you clean the air to air system, replace the turbo and reprogram the ECU. I wi ll send a RGA for the return of the failed turbo. Thank You Dennis Gienau

188414 (51425), dtacgateway, Jun 1, 2009 2:49:03 PM
**** Complaint / Symptoms: (Required field) ****
WE CHECKED UNIT AND FOUND OIL COMING OUT OF THE TURBO COMPRESSOR SIDE. T HE TURBO IS PUSHING OIL. ON THE PREVIOUS REPAIR WE INSTALLED THE CCV PIPE MO DIFCATION AND CAC CLEANING FOR THE UEGO SENSOR FAULT 000724.31. TURBO SERI AL #KHM53806 AND PART# RE532788.

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H299925

Process

PIN:RG6081H299925 **Model:**6081

Customer: [redacted]

SUN VALLEY, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:NEW **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 09JUL08 BASIC EXPIRATION DATE: 10JUL13 OR 100,000 MILES

Engine Emission: EXP DATE: 08JUL13 OR 3000 HOURS **Expected Use Date:** 09JUL08

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-8414-CARSON, CA **Phone:** 562-404-8700

Case ID: 10692126

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 436716.0 **Units:** Miles **PIN:** RG6081H298121 **Part Number:** NA

Problem: BUS 0140, TURBO FAILURE

Case Text:

Gienau, Dennis 02 June 2009 17:47 Central Standard Time

Pete will also replace the UEGO sensor.
Gienau, Dennis 02 June 2009 17:31 Central Standard Time

Called Pete Medeiros, He will install a new turbo and clean the air to air system. I will send a RGA for t he return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jun 2, 2009 10:49:52 AM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, OIL SATURATION IN INTAKE AND EXHAUST SYSTEM

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298121

Process

PIN:RG6081H298121 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13JUN07 BASIC EXPIRATION DATE: 13JUL12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 11JUN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10693674

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent

Usage: 469236.0 **Units:** Miles **PIN:** RG6081H298817 **Part Number:** NA

Problem: BUS 0107, TURBO FAILURE

Case Text:

Gienau, Dennis 03 June 2009 16:42 Central Standard Time

Called Pete Medeiros. He will install a new turbo, clean oil from the intake and exhaust system and insta ll a new UEGO sensor. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jun 3, 2009 10:39:56 AM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN INTAKE AND EXHAUST

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

PIN: RG6081H298817

Process

PIN: RG6081H298817 **Model:** 6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: NO **Last Reported Hours:** 120980

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 26AUG08 BASIC EXPIRATION DATE: 27AUG13 OR 100,000 MILES

Engine Emission: EXP DATE: 25AUG13 OR 3000 HOURS **Expected Use Date:** 26AUG08

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10695537

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 483715.0 **Units:** Miles **PIN:** RG6081H290854 **Part Number:** NA

Problem: BUS 0041, TURBO FAILURE

Case Text:

Gienau, Dennis 08 June 2009 18:07 Central Standard Time

Called Pete Medeiros, He will install a new flywheel, capscrews and diamond washer. Thank You Denni s Gienau

184771 (51389), dtacgateway, Jun 8, 2009 5:05:09 PM
--Reopen Case as Normal--
CRACKED FLYWHEEL

WATSON, NORM 04 June 2009 14:40 Central Standard Time

Pete,
Replace the turbo, clean the exhaust and CAC replace heat balnkets as needed. then update the CCV syst em.
I have sent an E-
mail with pictures of the installation at Atlanta, this is a New Flyer bus installation. I am inclosing an R GA and the pictures with this case so you should get them in one way or another.
Norm
184771 (51389), dtacgateway, Jun 4, 2009 12:51:27 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE WITH OIL SATURATION IN INTAKE AND EXHAUST
FAILED TURBO SERIAL NUMBER KLM06027

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290854

Process

PIN:RG6081H290854 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]

Phone: [redacted]
Settlement Date: **Previous Owner:**NO
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 17NOV06 BASIC EXPIRATION DATE: 17NOV11 NO MILEAGE LIMIT
Engine Emission: EXP DATE: 16NOV11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10707776

Dealer: [178641] MARTIN EQUIPMENT OF IL, INC. **City:** ROCK ISLAND **State:** IL

Contact: NA **Phone:** 309-787-6108 **Email:** khoffman@meoi.com

Usage: NA **Units:** NA **PIN:** NA **Part Number:** NA

Problem: RG6081H131675 Turbo oil line.

Case Text:

Cone, Justin 16 June 2009 12:21 Central Standard Time

Thank you for the report. You will not be charged a restock fee on this item. Just reference this case number in your return. Please go to Pathways, under parts, under forms and fill out the catalog error reporting form. Thank You, Justin Cone, DYDTAC.
178641 (5239), dtacgateway, Jun 16, 2009 11:26:00 AM
**** Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****
RG6081H131675 Model#6081HFN03 Turbo build code is 6501. According to the information provided the parts book tells me to order part#RE502442. I ordered that for my customer and it was too short. He took off his oil line and it had a tag on it that showed part#RE509232. I have ordered him the later part #, and will have to return the RE502442. I would like to do so with no re-
stocking charges, but more importantly I would like to see the parts book problem corrected so this doesn't happen again.

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-
conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include -
Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

PIN: RG6081H131675

Process

PIN: RG6081H131675 **Model:** 6081

Customer: [redacted]

MOLINE, IL

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 120830

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 28JAN02 BASIC EXPIRATION DATE: 28JAN05 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 27JAN07 OR 3000 HOURS **Expected Use Date:** 28JAN02

Dealer Information

Selling Dealer: **Phone:**

Responsible Dealer: **Phone:**

Case ID: 10714701

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 473830.0 **Units:** Miles **PIN:** RG6081H291283 **Part Number:** NA

Problem: McCray Enterprises - San Bernadino, CA - Engine (turbo failure)

Case Text:

Malcolm, Wade 22 June 2009 14:57 Central Standard Time

Dealer Account Number : 184771
Model/Type : 6081HFN04
PIN : RG6081H291283
Usage : 473830
Usage Type : Miles

Reported By Phone : 319-292-5402
Reported By : Dennis Gienau
Customer Name : [redacted]
Customer Address : [redacted]
City, State, Zip : SAN BERNARDINO,
Customer Phone : [redacted]
Date Of Incident : 22 Jun 2009
Report Date : 22 Jun 2009
Location Of Incident : SAN BERNARDINO

Age of product if no PIN number is available :
Operating status of machine when fire occurred (in the field working, in the field parked, in the shed, etc) : city bus on it's route
Type of work machine was doing (most recently) : picking up passenger
Area of machine where fire or residue was (first) observed : turbo
General description "fact based" of the extent of damage to the machine : turbo shaft broke and oil from the turbo seals went through the engine
Any factual circumstances surrounding the event :
Anything damaged other than the machine itself : unkown
Factual narrative of what happened : turbo shaft broke
Key part numbers involved : RE532788
Source of Report : eMail

PIN: RG6081H291283

Process

PIN:RG6081H291283 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]

Phone: [redacted]
Settlement Date: **Previous Owner:**NO
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29NOV05 BASIC EXPIRATION DATE: 01JUL11 NO MILEAGE LIMIT
Engine Emission: EXP DATE: 28NOV10 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10716491

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 461607.0 **Units:** Miles **PIN:** RG6081H299688 **Part Number:** NA

Problem: BUS 0127, TURBO FAILURE

Case Text:

Gienau, Dennis 23 June 2009 17:58 Central Standard Time

Called Pete Medeiros, He will install a new turbo and I will send a RGA. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jun 23, 2009 4:48:41 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, COMPRESSOR WHEEL HITTING HOUSING, EXTREMELY EXCESSIVE SH AFT PLAY

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H299688

Process

PIN:RG6081H299688 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 02JUL08 BASIC EXPIRATION DATE: 03JUL13 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.

Engine Emission: EXP DATE: 01JUL13 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10720303

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 504877.0 **Units:** Miles **PIN:** RG6081H298065 **Part Number:** NA

Problem: BUS 0040, TURBO FAILURE

Case Text:

Gienau, Dennis 26 June 2009 10:49 Central Standard Time

Called Pete Medeiros, I will send a RGA for the return of the failed turbo. He will clean the air system o f oil, install a new turbo and replace UEGO sensor if needed. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jun 26, 2009 10:27:56 AM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE WITH EXCESSIVE OIL COMING FROM DISCHARGE SIDE OF TURBO

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

PIN: RG6081H298065

Process

PIN: RG6081H298065 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 21AUG07 BASIC EXPIRATION DATE: 21AUG12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 19AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10720607

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 591089.0 **Units:** Miles **PIN:** RG6081H298810 **Part Number:** NA

Problem: BUS 0115. TURBO FAILURE

Case Text:

Gienau, Dennis 26 June 2009 16:57 Central Standard Time

Called Pete Medeiros, He will install a new turbo, clean the air system of oil and install a UEGO sensor. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jun 26, 2009 4:48:38 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN THE INTAKE AND EXHAUS T, FAILED TURBO KEM04977

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298810

Process

PIN:RG6081H298810 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 07JUN13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS **Expected Use Date:** 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10723329

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 256933.0 **Units:** Miles **PIN:** RG6081H271354 **Part Number:** NA

Problem: BUS 0181, TURBO FAILURE

Case Text:

Haugebak, Robert 01 July 2009 10:41 Central Standard Time

Turbo Ser#JKM40410 will send RGA.
Haugebak, Robert 01 July 2009 10:13 Central Standard Time

Called Pete to request turbo serial # for RGA and CNG failure report.
Koeff, Tony 30 June 2009 18:09 Central Standard Time

Called Pete, he will plan to replace Turbo and Air throttle, and clean Air cooler, CCV is not causing the oil carry over,report back if need to,
184771 (51389), dtacgateway, Jun 30, 2009 10:28:12 AM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, EXCESSIVE OIL DISCHARGING ON COMPRESSOR SIDE OF TURBO AND AIR THROTTLE STUCK OPEN

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

PIN: RG6081H271354

Process

PIN:RG6081H271354 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED

Open PIPS:YES

Claim History:YES

Last Reported Hours:0

Rent Status:MACHINE NEVER RENTED

Rent Days:000

Warranty Information

BASIC START DATE: 17JUN05 BASIC EXPIRATION DATE: 17JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 16JUN10 OR 3000 HOURS

Expected Use Date: 17JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10726967

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 443681.0 **Units:** Miles **PIN:** RG6081H298064 **Part Number:** NA

Problem: BUS 0138, TURBO FAILURE

Case Text:

WATSON, NORM 03 July 2009 8:05 Central Standard Time

Pete,
Thanks for the help yesterday, I will issue an RGA for the Turbo, clean the CAC and return to service.
184771 (51389), dtacgateway, Jul 2, 2009 7:00:10 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, COMPRESSOR WHEEL HITTING HOUSING AND AN EXTREME AMUONT OF OIL BEING DISCHARGED INTO THE CHARGE AIR COOLER AND ALL OF THE INTAKE S YSTEM, FAILED TURBO KCM00522

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298064

Process

PIN:RG6081H298064 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**253276

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 14AUG07 BASIC EXPIRATION DATE: 14AUG12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 12AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10729189

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 585165.0 **Units:** Miles **PIN:** RG6081H298852 **Part Number:** NA

Problem: BUS 0110, TURBO FAILURE

Case Text:

Gienau, Dennis 06 July 2009 17:11 Central Standard Time

Called Pete Medeiros, I will have him install a new turbo, clean the oil from the air system and replace t he UEGO sensor. I will send a RGA for the return of the old turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jul 6, 2009 4:25:23 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN THE INTAKE AND EXHAUS T

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

PIN: RG6081H298852

Process

PIN:RG6081H298852 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Sold As:USED **Previous Owner:**NO

Claim History:NO **Open PIPS:**NO

Rent Status:MACHINE NEVER RENTED **Last Reported Hours:**0

Rent Days:000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 23JUL13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS **Expected Use Date:** 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10743035

Dealer: [078121] RANCHERS TRACTOR CO., INC. **City:** MERCED **State:** CA

Contact: NA **Phone:** 209-722-8031 EXT 16 **Email:** NA

Usage: 3004.0 **Units:** Hours **PIN:** RG6081H284757 **Part Number:** NA

Problem: TURBO FAILURE AFTER MOD 07RG184 COMPLETED (DENNIS GIENOU)

Case Text:

Gienau, Dennis 20 July 2009 9:47 Central Standard Time

Called Bob Braun, I will have you turn the turbo and 1 hour labor for programming the ECU with the U EGO sensor protection in under a special allowance. Thank You Dennis Gienau

078121 (16622), dtacgateway, Jul 18, 2009 11:39:53 AM
**** Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****
RG6081H284757, RE532788 NEW TURBO INSTALLED 13MAR08 PER PIP 07RG184. THIS TURB O NOW HAS TURBO FANS RUBBING ON THE HOUSING. REPLACING TURBO UNDER EMIS SION WARRANTY PER DENNIS GIENOU. JOHN DEERE

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or descripti on for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include -
Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

PIN: RG6081H284757

Process

PIN:RG6081H284757 **Model:**6081

Customer [redacted]

MERCED, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 23MAR06 BASIC EXPIRATION DATE: 23MAR08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 22MAR11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Responsible Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Case ID: 10750504

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 497600.0 **Units:** Miles **PIN:** RG6081H294854 **Part Number:** NA

Problem: BUS 0020, TURBO AND CRACKED FLYWHEEL

Case Text:

Gienau, Dennis 24 July 2009 18:02 Central Standard Time

Called Pete Medeiros, He will install a new a new turbo, clean the air system, and install a new flywheel , capscrew and diamond washer. I have sent a RGA for the old turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jul 24, 2009 3:21:50 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE BROKEN SHAFT, CRACKED FLYWHEEL

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H294854

Process

PIN:RG6081H294854 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 19APR07 BASIC EXPIRATION DATE: 19APR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 17APR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10770275

Dealer: [188414] BUS WEST (LA TRUCK CTR LLC) **City:** CARSON **State:** CA

Contact: NA **Phone:** (562)577-3192 **Email:** m.vilches@hotmail.com

Usage: 37028.0 **Units:** Miles **PIN:** RG6081H268983 **Part Number:** NA

Problem: BLOWN TURBO

Case Text:

Gienau, Dennis 18 August 2009 17:07 Central Standard Time

Called Miguel, Do to the turbo failure and the large amount of oil that went through the exhaust pipe we will have to replace the muffler at a price of about $5,000.00 because it can not be clean up completely. Thank You Dennis Gienau

188414 (51425), dtacgateway, Aug 18, 2009 4:17:46 PM
--Reopen Case as Normal--
WE HAVE REPLACED THE TURBO. WE GOT THE TURBINE WHEEL FROM THE MUFFLER. THE EXHAUST MUFFLER HAS EXCESSIVE OIL IN IT. WE DRILLED A HOLE IN IT TO DRAI N IT. WE GOT OVER A GALLON. THE MUFFLER STILL HAS MORE OIL IN IT AND SMOKES EXCESSIVE. I RECOMMEND REPLACING THE MUFFLER.

Gienau, Dennis 13 August 2009 16:35 Central Standard Time

Called Miguel, I will have him install a new turbo, clean all of the oil from the intake and exhaust syste m and install a new UEGO sensor. I will send a RGA for the return of the old turbo. Thank You Dennis Gienau

188414 (51425), dtacgateway, Aug 13, 2009 1:50:56 PM
**** Complaint / Symptoms: (Required field) ****
THE TURBO HAS FAILED ON UNIT. THE MUFFLER IS FULL OF OIL. PLEASE ADVISE ON RE PAIR

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H268983

Process

PIN: RG6081H268983 **Model:** 6081

Customer: [redacted]

HUNTINGTON BEACH, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: YES

Last Reported Hours: 0

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 04OCT05 BASIC EXPIRATION DATE: 05OCT10 OR 100,000 MILES

Engine Emission: EXP DATE: 03OCT10 OR 3000 HOURS

Expected Use Date: 04OCT05

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 10774470

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 236743.0 **Units:** Miles **PIN:** RG6081H272614 **Part Number:** NA

Problem: BUS 0195, TURBO FAILURE

Case Text:

Gienau, Dennis 18 August 2009 17:00 Central Standard Time

Called Pete Medeiros. He will install a new turbo and I will send a RGA for the old one. He will also cle an the air system of all oil. Thank You Dennis Gienau

184771 (51389), dtacgateway, Aug 18, 2009 11:50:14 AM
--Reopen Case as Normal--
TURBO SERIAL NUMBER KLM22717

184771 (51389), dtacgateway, Aug 18, 2009 11:44:29 AM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE WITH OIL SATURATION IN INTAKE AN D EXHAUST

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H272614

Process

PIN:RG6081H272614 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]

Phone: [redacted]
Settlement Date:
Previous Owner:NO
Sold As:USED
Open PIPS:NO
Claim History:YES
Last Reported Hours:0
Rent Status:MACHINE NEVER RENTED
Rent Days:000

Warranty Information

BASIC START DATE: 27JUN05 BASIC EXPIRATION DATE: 27JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 26JUN10 OR 3000 HOURS
Expected Use Date: 27JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251
Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 10776220

Dealer: [170305] COASTLINE EQUIPMENT COMPANY **City:** LONG BEACH **State:** CA

Contact: NA **Phone:** 562-244-9189 **Email:** NA

Usage: NA **Units:** NA **PIN:** RG6081H143455 **Part Number:** NA

Problem: TURBO RE532788

Case Text:

Gienau, Dennis 19 August 2009 15:41 Central Standard Time

Called Sergio Pastor, I have in Case Attachment information on checking end play on a turbo. You will not have to remove the compressor housing to check this. It is normal to have some side to side movement on the compressor wheel of the turbo, as long as you do not have contact between the wheel and housing. He will return one of the new turbo's to parts and should receive a complete refund and no restocking fee. Thank You Dennis Gienau

Whittemore, Nathan 19 August 2009 14:38 Central Standard Time

No previous cases reported. Sold over 260. Dealer has a customer that has 2 of these turbos (RE532788) that has some play on the intake fan and they were wondering if this should be cause for concern?

Thanks for any input. nate dydpac
170305 (5072), dtacgateway, Aug 19, 2009 2:09:30 PM
**** Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****
CUSTOMER HAS BOUGHT 2 OF THESE TURBOS RE532788.THIS TURBO HAS A LITTLE PLAY ON THE INTAKE FAN SHOULD THIS BE THAT WAY.CUSTOMER AND OUR SERVICE DEPT THINK THAT THEIR SHOULD BE NO PLAY AT ALL.PLEASE LET US KNOW WHAT TO DO.

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

PIN: RG6081H143455

Process

PIN:RG6081H143455 **Model:**6081

Customer [redacted]

SANTA MONICA, CA [redacted]

Phone: [redacted]

Settlement Date:23NOV01 **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**1

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 01JAN02 BASIC EXPIRATION DATE: 01JAN06 OR 150,000 MILES

Engine Emission: EXP DATE: 31DEC06 OR 3000 HOURS **Expected Use Date:** 01JAN02

Dealer Information

Selling Dealer: 18-0881-TULSA, OK **Phone:** 918-836-1651

Responsible Dealer: 18-0881-TULSA, OK **Phone:** 918-836-1651

Case ID: 10777708

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 473701.0 **Units:** Miles **PIN:** RG6081H283487 **Part Number:** NA

Problem: BUS 0032, TURBO FAILURE

Case Text:

Gienau, Dennis 20 August 2009 14:28 Central Standard Time

Called Pete Medeiros. He will install a new turbo, clean the oil out of the air system and install a new U EGO sensor. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Aug 20, 2009 1:58:29 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, BROKEN SHAFT, OIL SATURATION IN INTAKE AND EXHAUST

FAILED TURBO SERIAL NUMBER KKM32172

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H283487

Process

PIN:RG6081H283487 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 28APR06 BASIC EXPIRATION DATE: 29APR11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 27APR11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10785128

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 504797.0 **Units:** Miles **PIN:** RG6081H290865 **Part Number:** NA

Problem: BUS 0034, TURBO FAILURE

Case Text:

Gienau, Dennis 27 August 2009 14:14 Central Standard Time

Called Pete Medeiros, He will install a new turbo and clean the oil from the air system. Thank You Den nis Gienau

184771 (51389), dtacgateway, Aug 27, 2009 12:19:46 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, OIL IN THE INTAKE

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290865

Process

PIN:RG6081H290865 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 12DEC06 BASIC EXPIRATION DATE: 12DEC11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 11DEC11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10789886

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 507417.0 **Units:** Miles **PIN:** RG6081H294864 **Part Number:** NA

Problem: BUS 0039, TURBO FAILURE

Case Text:

Gienau, Dennis 01 September 2009 15:35 Central Standard Time

Called Pete Medeiros, I will have you install a new turbo and send a RGA for the return of the failed tur bo. He will also clean the oil from the air system and replace the UEGO sensor. Thank You Dennis Gien au

184771 (51389), dtacgateway, Sep 1, 2009 12:46:23 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE WITH EXCESSIVE OIL IN THE INTAKE AND EXHAUST, FAILED TURBO S ERIAL NUMBER LGN00740

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H294864

Process

PIN:RG6081H294864 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 09MAY07 BASIC EXPIRATION DATE: 09MAY12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 07MAY12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10797961

Dealer: [184601] A-Z BUS SALES, INC. **City:** SACRAMENTO **State:** CA

Contact: NA **Phone:** 916-399-2947 **Email:** RBENNETT@A-ZBUS.COM

Usage: 33000.0 **Units:** Miles **PIN:** RG6081H295370 **Part Number:** NA

Problem: TURBO CRACKED

Case Text:

Gienau, Dennis 09 September 2009 13:11 Central Standard Time

Called Rachel Bennett. This engine is under warranty and I will have you install a new turbo. I will send a RGA for the return of the failed turbo. I also need you do program the ECU with the software for the UEGO sensor protection. After the ECU has been programmed please test drive the engine and check to see if the UEGO sensor code appears, if it does please reopen the case. Thank You Dennis Gienau

184601 (5520), dtacgateway, Sep 9, 2009 11:47:09 AM
**** Complaint / Symptoms: (Required field) ****
CUSTOMER SAYS TURBO HAS A CRACK ON ONE OF THE FINS ON THE INLET SIDE OF TH E TURBO. UNIT IS DOWN. CUSTOMER WAS TOLD THAT THIS UNIT WAS NOT COVERED U NDER WARRANTY.PLEASE ADVISE. THANKS.

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H295370

Process

PIN:RG6081H295370 **Model:**6081

Customer: [redacted]

CLOVIS, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**69849

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 07SEP07 BASIC EXPIRATION DATE: 07SEP12 OR 100,000 MILES

Engine Emission: EXP DATE: 05SEP12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 10799456

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: NA **Phone:** 626-934-6125 **Email:** SERGIO.GIL@VALLEYPSI.COM

Usage: 39818.0 **Units:** Hours **PIN:** RG6081H295808 **Part Number:** NA

Problem: TURBO

Case Text:

Gienau, Dennis 10 September 2009 14:27 Central Standard Time

Called Sergio Gil, He installed a new turbo and cleaned the air system of all oil. I will send a RGA for th e return of the failed turbo. Thank You Dennis Gienau

184779 (49725), dtacgateway, Sep 10, 2009 11:20:30 AM
**** Complaint / Symptoms: (Required field) ****
OIL OUT OF TURBO TO MUFFLER NEEDT TO BE REPLACE
UNDER EMISSIONS WARRANTY.

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****
REMVED EXHAUST PIPES FOUND OIL OUT OF TURBO

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****
JDRE505151 GASKET-1
JDR6551 RUBBER SEAL-4
NLR105346 GASKET-1
R38RE532788-TURBO-1

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H295808

Process

PIN:RG6081H295808 **Model:**6081

Customer: [redacted]

LOS ANGELES, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 27APR07 BASIC EXPIRATION DATE: 27APR09 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.

Engine Emission: EXP DATE: 25APR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Responsible Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Case ID: 10812419

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 361878.0 **Units:** Miles **PIN:** RG6081H290862 **Part Number:** NA

Problem: BUS 0007, TURBO FAILURE

Case Text:

Watson, Norm 23 September 2009 9:09 Central Standard Time

Pete,
Follow the instructions in the solution I attached, I will attach an RGA for the turbo charger.
Norm
184771 (51389), dtacgateway, Sep 22, 2009 2:40:52 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, BROKEN SHAFT ON EXHAUST SIDE, OIL SATURATION IN INTAKE AND EXHAUST, UEGO ALSO SATURATED WITH OIL

FAILED TURBO SERIAL NUMBER LDM21167

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290862

Process

PIN:RG6081H290862 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05JAN07 BASIC EXPIRATION DATE: 05JAN12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04JAN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10818581

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 518566.0 **Units:** Miles **PIN:** RG6081H298861 **Part Number:** NA

Problem: BUS 0125, TURBO FAILURE

Case Text:

Gienau, Dennis 28 September 2009 17:05 Central Standard Time

Called Pete Medeiros, I will have him install a new turbo. clean the oil from the air system and install a new UEGO sensor. Thank You Dennis Gienau

184771 (51389), dtacgateway, Sep 28, 2009 1:10:16 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN THE INTAKE AND EXHAUS
T

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298861

Process

PIN: RG6081H298861 **Model:** 6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: NO **Last Reported Hours:** 145071

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 23JUL08 BASIC EXPIRATION DATE: 24JUL13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 22JUL13 OR 3000 HOURS **Expected Use Date:** 23JUL08

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10838580

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 484590.0 **Units:** Miles **PIN:** RG6081H294856 **Part Number:** NA

Problem: BUS 0006, TURBO FAILURE

Case Text:

Gienau, Dennis 16 October 2009 9:31 Central Standard Time

Called Pete Medeiros, I will have him install a new turbo, UEGO sensor and clean the oil from the air sy stem. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Oct 15, 2009 3:16:16 PM
**** Complaint / Symptoms: (Required field) ****
FAULT CODES 724.31 126 CTS, 646.02 11 CTS, 1569.31 126 CTS, COMPRESSOR WHEEL HITTI NG HOUSING

FAILED TURBO SERIAL NUMBER KKM44617

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H294856

Process

PIN:RG6081H294856 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 16APR07 BASIC EXPIRATION DATE: 16APR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 14APR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10859045

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 498826.0 **Units:** Miles **PIN:** RG6081H294859 **Part Number:** NA

Problem: BUS 0044, TURBO FAIURE, CRACKED FLYWHEEL

Case Text:

Gienau, Dennis 04 November 2009 11:58 Central Standard Time

Called Pete Medeiros, He reported that the turbo shaft broke and oil went into the air system. He will rep lace the turbo, flywheel, diamond washer, capscrews and clean the oil from the air system. Turbo serial number KLM22739. Thank You Dennis Gienau

184771 (51389), dtacgateway, Nov 4, 2009 11:31:53 AM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE, CRACKED FLYWHEEL

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H294859

Process

PIN: RG6081H294859 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: YES

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 22MAR07 BASIC EXPIRATION DATE: 22MAR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 20MAR12 OR 3000 HOURS **Expected Use Date:** 22MAR07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10860652

Dealer: [184880] VALLEY POWER SYSTEMS INC **City:** FRESNO **State:** CA

Contact: NA **Phone:** 559-284-7050 **Email:** NA

Usage: 62787.0 **Units:** Miles **PIN:** RG6081H300380 **Part Number:** NA

Problem: turbo leaking oil

Case Text:

Gienau, Dennis 05 November 2009 16:39 Central Standard Time

Called Oscar, I had him check for leaks in the air to air system and he reported that he found one small l eak. I will send a RGA for the turbo that he removes to be brought back here for inspection. Thank You Dennis Gienau

184880 (51424), dtacgateway, Nov 5, 2009 12:55:42 PM
**** Complaint / Symptoms: (Required field) ****
check eng. lite and derate. Codes 724.31, 1568.31, 646.02 . turbo is staring to leak oil out seal. The blad es have no damage on them. I've sent pic's of the turbo to your E-
mail. let me know what you would like me to do .

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H300380

Process

PIN:RG6081H300380 **Model:**6081

Customer [redacted]

SANTA CRUZ, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05DEC07 BASIC EXPIRATION DATE: 05DEC09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 03DEC12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10869206

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 512544.0 **Units:** Miles **PIN:** RG6081H292037 **Part Number:** NA

Problem: BUS 0010, TURBO FAILURE

Case Text:

Gienau, Dennis 13 November 2009 13:51 Central Standard Time

Called Pete Medeiros, I will have him install a new turbo, UEGO sensor and clean the oil from the air sy stem. I will send a RGA for the failed turbo. The miles for this turbo should be 136,467 miles. There wa s a new turbo back in 1 May 2007 installed. Thank You Dennis Gienau

184771 (51389), dtacgateway, Nov 13, 2009 11:41:31 AM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, OIL SATURATION IN THE EXHAUST AND INTAKE

TURBO SERIAL NUMBERS
FAILED JKM40379
NEW MIM30303

MILEAGE AT REPOWER 344280
MILEAGE AT REPAIRS 512544
ACTUAL MILEAGE 168264

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H292037

Process

PIN:RG6081H292037 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 06SEP06 BASIC EXPIRATION DATE: 06SEP11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 05SEP11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10876891

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 465642.0 **Units:** Miles **PIN:** RG6081H298121 **Part Number:** NA

Problem: BUS 0140, TURBO FAILURE

Case Text:

Gienau, Dennis 20 November 2009 16:06 Central Standard Time

Called Pete Medeiros, I will have him install a new turbo and clean the oil from the air system. Thank Y ou Dennis Gienau

184771 (51389), dtacgateway, Nov 20, 2009 1:25:40 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, BROKEN SHAFT WITH EXCESSIVE OIL IN THE INTAKE AND EXHAUST

MILEAGE AT REPOWER 313789
MILEAGE AT REPAIRS 465642
ACTUAL MILEAGE 151853

FAILED TURBO SERIAL NUMBER MBM10374

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298121

Process

PIN:RG6081H298121 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13JUN07 BASIC EXPIRATION DATE: 13JUL12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 11JUN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10903296

Dealer: [184600] A-Z BUS SALES,INC **City:** COLTON **State:** CA

Contact: NA **Phone:** 951-781-1817 **Email:** mmiller@a-zbus.com

Usage: NA **Units:** NA **PIN:** NA **Part Number:** NA

Problem: Turbo Coolant lines not listed in PC8402 parts catalog for HFN04 6081

Case Text:

Jacobi, Lola 22 December 2009 12:52 Central Standard Time

RE507493 Key#19 in Catalog: 8402 | Section: 780 | Section Title : AIR COMPRESSOR | Page: 3 Optio n 7803 is described in Spec as Turbo Coolant Inlet Line.
Whittemore, Nathan 22 December 2009 11:56 Central Standard Time

Dealer looking for Turbo coolant line (water inlet line) as part of turbo RE509038. Dealer states the line they are looking for is not shown in the catalog and is the water inlet line (copper) Can you please assis t in finding the part number for this line?

THanks for any info, Nate dydpac
184600 (5519), dtacgateway, Dec 22, 2009 10:38:55 AM
**** Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****
Customer is looking for replacement turbo coolant lines for a 6081 CNG engine HFN04. Parts catalog o nly shows the oil drain line and the coolant outlet hose; no coolant inlet hose is shown.

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) **** parts catalog PC8402... unable to get into John Deere web site with DTAC open

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or descripti on for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

Case ID: 10912660

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** mccrayent@mccrayent.com

Usage: 504697.0 **Units:** Miles **PIN:** RG6081H299677 **Part Number:** NA

Problem: BUS 0114, TURBO FAILURE, CRACKED FLYWHEEL

Case Text:

Gienau, Dennis 08 January 2010 12:54 Central Standard Time

Called Pete Medeiros, I will have install a new turbo, flywheel, capscrews, diamond washer, repair exha ust leak and clean the oil from the air system (intake and exhaust). I will send a RGA for the return of th e turbo. Thank You Dennis Gienau

184771 (51389), dtacgateway, Jan 8, 2010 12:40:12 PM
**** Complaint / Symptoms: (Required field) ****
TURBO FAILURE, CRACKED FLYWHEEL, EXHAUST LEAK #1 AND #2 CYLINDERS

MILEAGE AT REPOWER 484301
MILEAGE AT REPAIRS 504697
ACTUAL MILEAGE 20396

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field) ****

**** What specific questions(s) need to be answered? (Required field) ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable) ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H299677

Process

PIN:RG6081H299677 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05OCT07 BASIC EXPIRATION DATE: 25APR13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 03OCT12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10922422

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 156779.0 **Units:** Miles **PIN:** RG6081H290644 **Part Number:** NA

Problem: BUS 0008, TURBO FAILURE AND CRACKED FLYWHEEL

Case Text:

System.(-1), 09 Jun 2011 00:58 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 19 Jan 2010 22:06 GMT

Called Pete Mederois, I sent a RGA for the return of the failed turbo. I will have him install a new UEGO sensor, turbo, flywheel, capscrews and diamond washer. He will clean the air system of oil, intake and exhaust. Thank You Dennis Gienau

Yabuno, Chris, 19 Jan 2010 20:06 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, CRACKED FLYWHEEL

FAILED TURBO SERIAL NUMBER KHM22729

MILEAGE AT REPOWER 339521, MILEAGE AT REPAIRS 496300, ACTUAL MILEAGE 156779

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290644

Process

PIN:RG6081H290644 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 27OCT06 BASIC EXPIRATION DATE: 27OCT11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 26OCT11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10943282

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 95038.0 **Units:** Miles **PIN:** RG6081H298958 **Part Number:** NA

Problem: BUS 0106, TURBO FAILURE & CRACKED FLYWHEEL

Case Text:

Haugebak, Robert, 09 Feb 2010 17:07 GMT

Thanks Pete. I will update failure report. Please close this case.

Bob

Yabuno, Chris, 09 Feb 2010 17:01 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE WITH OIL SATURATION IN THE INTAKE AND THE EXHAUST - FAILED TURBO SERIAL NUMBER LAM26890

FLYWHEEL CRACKED

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298958

Process

PIN: RG6081H298958 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: YES

Last Reported Hours: 0

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 10JUN13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS

Expected Use Date: 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA 527 **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA 527 **Phone:** 661-397-9155

Case ID: 10947277

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 180291.0 **Units:** Miles **PIN:** RG6081H300360 **Part Number:** NA

Problem: BUS 0105, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 00:51 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 12 Feb 2010 21:06 GMT

Called Pete Medeiros, I will have him clean all of the oil from the air system (intake and exhaust), install a new turbo and UEGO sensor. Thank You Dennis Gienau

Yabuno, Chris, 12 Feb 2010 16:51 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, FAILED TURBO SERIAL NUMBER KKM32140

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H300360

Process

PIN:RG6081H300360 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 15NOV07 BASIC EXPIRATION DATE: 31MAY13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13NOV12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10951320

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 104766.0 **Units:** Miles **PIN:** RG6081H298861 **Part Number:** NA

Problem: BUS 0125, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 00:51 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 17 Feb 2010 20:45 GMT

He will clean the oil from the air system (intake and exhuast).

Gienau, Dennis, 17 Feb 2010 20:45 GMT

Called Pete Medeiros. He is waiting on turbo from Honeywell that could take us into early March. I will send a RGA for the return of the failed turbo. Thank You Dennis Gienau

Yabuno, Chris, 17 Feb 2010 19:05 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT ON THE EXHAUST SIDE WITH OIL SATURATION IN THE INTAKE AND EXHAUST

FAILED TURBO SERIAL NUMBER MHM00288

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298861

Process

PIN: RG6081H298861 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: [redacted]

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: NO **Last Reported Hours:** 145071

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 23JUL08 BASIC EXPIRATION DATE: 24JUL13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 22JUL13 OR 3000 HOURS **Expected Use Date:** 23JUL08

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10955492

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 101215.0 **Units:** Miles **PIN:** RG6081H298835 **Part Number:** NA

Problem: BUS 0113, TURBO FAILURE/Turbine Shaft Broke

Case Text:

System.(-1), 13 Jun 2011 00:51 GMT

Aged case - closed by DTAC Admin

Haugebak, Robert, 22 Feb 2010 19:43 GMT

Contacted Pete and requested photographs/RGA provided.

Yabuno, Chris, 22 Feb 2010 17:45 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE WITH THERMAL EVENT, OIL SATURATION IN THE EXHAUST AND INTAKE, DAMAGE TO POWER STEERING LINES AND OIL SATURATION TO ENTIRE EXHAUST BLANKET

FAILED TURBO SERIAL NUMBER LAM26998

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

PIN: RG6081H298835

Process

PIN: RG6081H298835 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: NO

Last Reported Hours: 230879

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 07JUN13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS

Expected Use Date: 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10955524

Dealer: [184600] A-Z BUS SALES,INC **City:** COLTON **State:** CA

Contact: NA **Phone:** 951-781-1812 **Email:** psuarez@a-zbus.com

Usage: NA **Units:** NA **PIN:** NA **Part Number:** NA

Problem: SE501670 Reman Turbo Verse RE532788 New Turbo

Case Text:

System.(-1), 13 Jun 2011 00:51 GMT

Aged case - closed by DTAC Admin

Cone, Justin, 22 Feb 2010 18:07 GMT

Mark please contact warranty direct at 866-866-1212 opt. 1 then opt. 1 for warranty information. Thank You. Justin Cone. DYDTAC.

Miller, Mark, 22 Feb 2010 18:00 GMT

****Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****

John Deere has no availability on the NEW RE532788 turbo chargers. The on-line parts catolog shows that the SE501670 reman turbo can be used in place of the new turbo; however John Cable our service tech is telling us that John Deere will not warranty the reman turbo and void the engine warranty. Our customer has buses down and needs to get turbos are the warranty issues correct or can we supply them with the reman equivelents?

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

Case ID: 10957529

Dealer: [184600] A-Z BUS SALES,INC **City:** COLTON **State:** CA

Contact: Miller, Mark **Phone:** 951-781-1817 **Email:** mmiller@a-zbus.com

Usage: NA **Units:** NA **PIN:** NA **Part Number:** NA

Problem: SE501670 Reman Turbo Verses RE532788 New Turbo

Case Text:

System.(-1), 13 Jun 2011 00:51 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 24 Feb 2010 22:47 GMT

Called Mark Miller, The reman turbo is not a recommended replacement for the RE532788 turbo. The reman has a nut connecting the compressor wheel to the shaft of the turbo wheel. The borless turbo has a strong shaft holding the compressor wheel to the shaft of the turbo wheel. Thank You Dennis Gienau

Whittemore, Nathan, 24 Feb 2010 18:14 GMT

Per parts catalog, SE501670 shows to be the reman replacement for RE532788. Can the factory verify this should work fine? Dealer has someone saying....

"John Cable says that the reman cannot handle the application and if used there will be no warranty and that using that turbo may void the engine warranty. We're trying to get clearification on this matter"

Thank you for verifying that this reman turbo should work fine or not.

Nate dydpac

Miller, Mark, 24 Feb 2010 18:06 GMT

I talked to Jo Anne Allison at John Deere Warranty and she told me that using John Deere Reman parts does not void John Deere engine warranty as long as the reman component is comparable to the new part. So what remains to be answered is "is the reman turbo comperable to the new turbo?"

Whittemore, Nathan, 24 Feb 2010 00:04 GMT

Mark please contact warranty direct at 866-866-1212 opt. 1 then opt. 1 for warranty information. Thank You, Nate

If they are unable to assist let us know.

Miller, Mark, 23 Feb 2010 23:59 GMT

This is in Transit Buses

Whittemore, Nathan, 23 Feb 2010 23:52 GMT

Please provide complete engine serial number and also what machine/application this engine is used in

for proper assistance.

Thank you. Nate dydpac

Miller, Mark, 23 Feb 2010 23:45 GMT

****Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****

Omni Trans is down a number of buses waiting for RE532788 turbos which are on back order. According to the on-line parts catalog; the SE501670 can be used in place of the new turbos. John Cable says that the reman cannot handle the application and if used there will be no warranty and that using that turbo may void the engine warranty. We're trying to get clearification on this matter.

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

Case ID: 10984152

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 163691.0 **Units:** Miles **PIN:** RG6081H291283 **Part Number:** NA

Problem: BUS 0015, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 00:51 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 22 Mar 2010 22:17 GMT

Called Pete Medeiros, I will have him clean all of the oil from the air system and install a new turbo. Thank You Dennis Gienau

Yabuno, Chris, 22 Mar 2010 20:36 GMT

**** Complaint / Symptoms: (Required field)****

Turbo failure - failed turbo serial number KLM06012

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H291283

Process

PIN:RG6081H291283 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29NOV05 BASIC EXPIRATION DATE: 01JUL11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28NOV10 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10994211

Dealer: [184880] VALLEY POWER SYSTEMS INC **City:** FRESNO **State:** CA

Contact: Nabors, Duane **Phone:** 559-284-7057 **Email:** duane.nabors@valleypsi.com

Usage: 83285.0 **Units:** Miles **PIN:** RG6081H299457 **Part Number:** NA

Problem: turbo turbine wheel broke off #2218

Case Text:

System.(-1), 13 Jun 2011 00:51 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 31 Mar 2010 21:02 GMT

Called Duane Nabors. He will install a new turbo, John Deere harness if needed, clean all of the oil from the intake and exhaust system, also replace the UEGO sensor. I will send a RGA. Thank You Dennis Gienau

Nabors, Duane, 31 Mar 2010 18:08 GMT

**** Complaint / Symptoms: (Required field)****

turbine wheel broke off dumpping oil into the exhuast system. I removed the turbo and inspected . There is no sign of anything going through the compressor side. the impeller blades did scrape the housing, but after the turbine wheel broke off. The broken pc puncture a hole on the exhaust side. soaking the inside of the heat blanket with oil. Cuasing a fire. the bus driver had to set off the fire sapretion.

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

warranty question. would all non JD parts be cover under warranty do to the turbo failure. is there any other possible failure I should be looking for. Please advise

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

172.03x1, 724.02x1, 724.31x7, 299745.04x1, 1569.31x8

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

the fire burn some wire and hose near area,will need to replace. Cac and exhuast system will need to be clean out I would also like to replace the complete heat blanket.

[redacted]

4/21/2012

PIN: RG6081H299457

Process

PIN: RG6081H299457 **Model:** 6081

Customer: [redacted]

SANTA CRUZ, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: NO **Last Reported Hours:** 177640

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 11SEP07 BASIC EXPIRATION DATE: 11SEP12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 09SEP12 OR 3000 HOURS **Expected Use Date:** 12JUL08

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10994297

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 197660.0 **Units:** Miles **PIN:** RG6081H291300 **Part Number:** NA

Problem: BUS 0012, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 16 Apr 2010 19:39 GMT

have Attached the purchase order for the turbo which they purchased from another dealer for the failed turbo on this engine. Thank You Dennis Gienau

Gienau, Dennis, 31 Mar 2010 21:17 GMT

Called Pete Medeiros, I will have him install a new turbo, clean the oil from the air system and replace the UEGO. Thank You Dennis Gienau

Yabuno, Chris, 31 Mar 2010 17:14 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, FAILED TURBO SERIAL NUMBER MBM10390

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]. 4/21/2012

PIN: RG6081H291300

Process

PIN:RG6081H291300 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 01AUG06 BASIC EXPIRATION DATE: 01AUG11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 31JUL11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10999267

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 170853.0 **Units:** Miles **PIN:** RG6081H298061 **Part Number:** NA

Problem: BUS 0135. TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 16 Apr 2010 19:41 GMT

have Attached the purchase order for the turbo which they purchased from another dealer for the failed turbo on this engine. Thank You Dennis Gienau

Gienau, Dennis, 06 Apr 2010 22:11 GMT

Called Pete Medeiros, I will have him install a new turbo, clean all oil from the air system and UEGO. Thank You Dennis Gienau

Yabuno, Chris, 06 Apr 2010 17:35 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN THE INTAKE AND EXHAUST

FAILED TURBO SERIAL NUMBER KLM22737

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298061

Process

PIN:RG6081H298061 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 06JUL07 BASIC EXPIRATION DATE: 06JUL12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04JUL12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 10999453

Dealer: [184885] W.W. WILLIAMS **City:** ATLANTA **State:** GA

Contact: CREECH, BILLY **Phone:** 800-545-7116 **Email:** BCREECH@WWWILLIAMS.COM

Usage: 154614.0 **Units:** Miles **PIN:** RG6081H294862 **Part Number:** NA

Problem: SMOKING, OIL OUT TURBO

Case Text:

System.(-1), 13 Jun 2011 00:51 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 06 Apr 2010 21:41 GMT

Bill Creech, I will have you install a new turbo, 6 piston/liner kits, cylinder head, UEGO sensor and clean all oil from the air system. Thank You Dennis Gienau

CREECH, BILLY, 06 Apr 2010 19:16 GMT

**** Complaint / Symptoms: (Required field)****

ENGINE SMOKING, OIL OUT TURBO

**** Operating Conditions: (Required field) ****

40 PASSENGER CITY TRANSIT BUS MARTA UNIT 2423

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

HOW TO CORRECT UEGO FAILURES

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

NEW FLYER BUS VIN# 5FYC4FZ186C[redacted] MODEL C40LF 40 PASSENGER TRANSIT BUS

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

SEE ATTACHED

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

DROVE TO JOB SITE. CHECKED UNIT FOUND OIL COMMING OUT OF FRESH AIR SIDE OF TURBO GOING TO CAC AND CAC FULL OF OIL. CHECKED TURBO FOUND BEARINGS

NOT FAILED. RAN ENGINE FOUND VERY HIGH CRANKCASE PRESSURE AND ENGINE MISS FIRING. HAD UNIT TOWED TO SHOP. CHECKED COMPRESSION FOUND NO COMPRESSION ON #5 CYLINDER. CHECKED CODES FOUND UEGO SENSOR SIGNAL FALSE 126 COUNTS, EXHAUST EXTREMELY AND MODERATELY LEAN 64 AND 66 COUNTS. DRAINED COOLANT, REMOVED HEAD FOUND #5 PISTON BURNT AND CRACKED ALL THE WAY ACROSS CROWN, BURNING DAMAGE ON ALL OTHER PISTONS, CHECKED TURBO TURBIN WHEEL FOUND DAMAGED FROM METAL, CHECKED HEAD FOUND CRACKED PLUG HOLE TO VALVE SEAT. THIS IS A UEGO SENSOR FAILURE AND UNIT WILL REQUIRE 6 KITS, 1 HEAD, 1 TURBO, UEGO SENSOR AND REMOVAL AND CLEANING OF CAC.

**** Relevant Part Numbers (If Applicable) ****

RE519691

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H294862

Process

PIN: RG6081H294862 **Model:** 6081

Customer: [redacted]

ATLANTA, GA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 05FEB07 BASIC EXPIRATION DATE: 09JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04FEB12 OR 3000 HOURS **Expected Use Date:** 05FEB07

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 11000076

Dealer: [184885] W.W. WILLIAMS **City:** ATLANTA **State:** GA

Contact: CREECH, BILLY **Phone:** 800-545-7116 **Email:** BCREECH@WWWILLIAMS.COM

Usage: 192479.0 **Units:** Miles **PIN:** RG6081H295172 **Part Number:** NA

Problem: OIL OUT EXHAUST, SMOKING/ Turbo Ser#KEM36788

Case Text:

System.(-1), 13 Jun 2011 00:51 GMT

Aged case - closed by DTAC Admin

Haugebak, Robert, 07 Apr 2010 16:21 GMT

Approved repair & diagnosis and requested turbo RGA attached an e mailed. Please close case from your end. Thank You

Haugebak, Robert, 07 Apr 2010 13:56 GMT

Left message, need turbo ser#.

CREECH, BILLY, 07 Apr 2010 11:44 GMT

**** Complaint / Symptoms: (Required field)****

OIL OUT EXHAUST, SMOKING

**** Operating Conditions: (Required field) ****

40 PASSENGER CITY TRANSIT BUS

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

WHY DID TURBO BEARINGS FAIL

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

NEW FLYER BUS VIN# 5FYC4FZ156[redacted] MODEL C40LF MARTA UNIT 2446

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

SEE ATTACHED

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

DROVE TO JOB SITE. CHECKED UNIT FOUND TURBO BEARINGS FAILED AND CAC FULL

OF OIL. HAD UNIT TOWED TO SHOP. AT SHOP, DRAINED FLUIDS, PRINTED CODES AND REMOVED TURBO. INSPECTED TURBO FOUND BEARINGS FAILED AND CAC FULL OF OIL ALSO FOUND EXHAUST MANIFOLD STUD BROKEN, WILL HAVE TO REMOVE HEAD TO GAIN ACCESS TO STUD TO DRILL OUT. REMOVED HEAD CHECKED KITS FOUND OK BUT HEAD IS CRACKED PLUG HOLE TO VALVE SEAT. UNIT WILL NEED 1 HEAD UEGO SENSOR FOR OIL DAMAGE, TURBO AND REMOVE AND CLEAN CAC.

**** Relevant Part Numbers (If Applicable) ****

RE532788

**** Other Relevant Information (If Applicable) ****

[redacted] .. 4/21/2012

PIN: RG6081H295172

Process

PIN: RG6081H295172 **Model:** 6081

Customer [redacted]

ATLANTA, GA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:** NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 283050

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 21MAR07 BASIC EXPIRATION DATE: 21MAR09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 19MAR12 OR 3000 HOURS **Expected Use Date:** 21MAR07

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 11001328

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 144232.0 **Units:** Miles **PIN:** RG6081H298068 **Part Number:** NA

Problem: BUS 0134, TURBO / CRACKED FLYWHEEL

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 16 Apr 2010 19:40 GMT

have Attached the purchase order for the turbo which they purchased from another dealer for the failed turbo on this engine. Thank You Dennis Gienau

Gienau, Dennis, 14 Apr 2010 21:29 GMT

Called Pete Medeiros, I will have him install 6 piston/liner kits and a new cylinder head. He was able to purchase his turbo from another John Deere Dealer and a copy of that bill will be Attached to the case. Thank You Dennis Gienau

Yabuno, Chris, 14 Apr 2010 21:01 GMT

ENGINE FAILURE MELTED PISTON #5 AND #6 CYLINDERS WITH PROGRESSIVE DAMAGE TO CYLINDERS 4 AND 3, SEVERE DAMAGE TO CYLINDER HEAD - PHOTOS TO FOLLOW

Gienau, Dennis, 07 Apr 2010 23:12 GMT

Called Pete Medeiros, I will have you install a new flywheel, capscrews, diamond washer, turbo and clean any oil. Thank You Dennis Gienau

Yabuno, Chris, 07 Apr 2010 21:00 GMT

**** Complaint / Symptoms: (Required field)****

FAILED TURBO WITH OIL SATURATION IN THE INTAKE AND EXHAUST, CRACKED FLYWHEEL

FAILED TURBO SERIAL NUMBER MIM13013

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

PIN: RG6081H298068

Process

PIN: RG6081H298068 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: YES

Sold As: NEW

Open PIPS: NO

Claim History: YES

Last Reported Hours: 0

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 28SEP07 BASIC EXPIRATION DATE: 28SEP12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 26SEP12 OR 3000 HOURS

Expected Use Date: 17MAY07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11001336

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 169209.0 **Units:** Miles **PIN:** RG6081H290850 **Part Number:** NA

Problem: BUS 0033, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 16 Apr 2010 19:41 GMT

have Attached the purchase order for the turbo which they purchased from another dealer for the failed turbo on this engine. Thank You Dennis Gienau

Gienau, Dennis, 07 Apr 2010 23:04 GMT

Called Pete Medeiros, I will have you install a new turbo, clean the oil from the air system and U EGO sensor. Thank You Dennis Gienau

Yabuno, Chris, 07 Apr 2010 21:06 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, OIL DISCHARGE BETWEEN CENTER BODY AND EXHAUST HOUSING OF TURBO, FAILED TURBO SERIAL NUMBER MIM13016

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290850

Process

PIN: RG6081H290850 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: YES

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 16FEB07 BASIC EXPIRATION DATE: 17FEB12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 15FEB12 OR 3000 HOURS **Expected Use Date:** 16FEB07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11006068

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 101606.0 **Units:** Miles **PIN:** RG6081H299688 **Part Number:** NA

Problem: BUS 0127, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 16 Apr 2010 19:37 GMT

I have Attached the purchase order for the turbo which they purchased from another dealer for the failed turbo on this engine. Thank You Dennis Gienau

Gienau, Dennis, 12 Apr 2010 22:50 GMT

Called Pete Medeiros, I will have him install a new turbo and send a RGA for the return of the failed turbo. Thank You Dennis Gienau

Yabuno, Chris, 12 Apr 2010 22:08 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, COMPRESSOR WHEEL HITTING HOUSING

FAILED TURBO SERIAL NUMBER MBM10375

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H299688

Process

PIN:RG6081H299688 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]

Phone [redacted]
Settlement Date:
Sold As:USED
Claim History:NO
Rent Status:MACHINE NEVER RENTED

Previous Owner:NO
Open PIPS:NO
Last Reported Hours:0
Rent Days:000

Warranty Information

BASIC START DATE: 02JUL08 BASIC EXPIRATION DATE: 03JUL13 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.
Engine Emission: EXP DATE: 01JUL13 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11017768

Dealer: [188218] Western Power Products, Inc. **City:** LONG BEACH **State:** CA

Contact: Mendoza, Mario **Phone:** 562-630-8399 **Email:** mmendoza@westernpowerproducts.net

Usage: NA **Units:** NA **PIN:** RG6081H267394 **Part Number:** NA

Problem: Need coolant lines for turbo option # 6590 6081HFN04

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 22 Apr 2010 22:52 GMT

Called Mario Mendoza. The parts are correct RE507492 would be the turbo outlet line and RE507493 would be the inlet line. In the photo I did not see a complete line and it was not painted so this could be a OEM line. Thank You Dennis Gienau

gienaudennisd@johndeere.com

Mendoza, Mario, 22 Apr 2010 21:04 GMT

Please transfer to KXTDAC. Thank you.

Jacobi, Lola, 22 Apr 2010 18:45 GMT

6081HFN04 Option 6590 line RE507492 is described in spec as Turbo Coolant Outlet Line. If that's not what they're needing, transfer case to KXDTAC.

Whittemore, Nathan, 21 Apr 2010 23:58 GMT

Will ask the factory for assistance....dealer has attached pictures of a coolant line they need for this engine. Previous case states RE507493 should be correct for this application. Dealer states that is not correct. Can you advise of any other part number that may work?

Thank you for any help, Nate dydpac

Mendoza, Mario, 21 Apr 2010 23:41 GMT

Email sent to you Nathan with pictures of coolant line in question. Thank you.

Whittemore, Nathan, 21 Apr 2010 23:22 GMT

Per previous case....

RE507493 Key#19 in Catalog: 8402 | Section: 780 | Section Title : AIR COMPRESSOR | Page: 3

Option 7803 is described in Spec as Turbo Coolant Inlet Line.

Thank you, Nate dydpac

Mendoza, Mario, 21 Apr 2010 22:41 GMT

****Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****

Customer is looking for coolant lines (not oil lines) that run to turbo option # 6590 on the above serial number. Catalog does not show coolant lines to turbo.

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

Turbo part # RE509038

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

Catolog 8402 section 650 page 4

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

I have three pictures of the lines in question but, am having trouble attaching the pictures to this case. Please send me an email and I can reply and attach pictures to the email. Thank you.

PIN: RG6081H267394

Process

PIN:RG6081H267394 **Model:**6081

Customer: [redacted]

NORWALK, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 23JUN05 BASIC EXPIRATION DATE: 24JUN10 OR 100,000 MILES

Engine Emission: EXP DATE: 22JUN10 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 11024103

Dealer: [170712] TOM GROWNEY EQUIPMENT, INC. **City:** ALBUQUERQUE **State:** NM

Contact: MAZURANICH, DEVIN **Phone:** 505-884-2900 **Email:** dmazuranich@growneyinc.com

Usage: NA **Units:** NA **PIN:** RG6081H112341 **Part Number:** NA

Problem: USED HFN04 PISTON KIT REQ SE500288 TURBO CAN ALTERNITIVE TURBO BE USED SE501670 OR MPRG32137?

Case Text:

MAZURANICH, DEVIN, 05 May 2010 16:06 GMT

Had already found the different's between the two. Thank you for the follow up. Devin

Haugebak, Robert, 30 Apr 2010 16:42 GMT

Devin, thanks for the update please close case from your end."The HFN01 turbo has a different compressor housing outlet; it's a larger diameter configuration. If the dealer wants to deal with that, I think everything else should be the same."

MAZURANICH, DEVIN, 30 Apr 2010 15:53 GMT

Case closed

MAZURANICH, DEVIN, 28 Apr 2010 20:01 GMT

We verified, the turbo's will not inner change between the HFN01 & HFN04. I need to close this case.

Haugebak, Robert, 28 Apr 2010 14:18 GMT

Called Devin, no problem with piston liner kit conversion/ will report on turbo interchangeability when we recieve information.

MAZURANICH, DEVIN, 28 Apr 2010 13:45 GMT

The piston liner kit installed is a RE516782, This engine is being updated to a HFN04. Origionally it was a HFN01.

Watson, Norm, 27 Apr 2010 21:42 GMT

Nate,

The first thing I question is the cylinder kit he installed, this is an HFN01 it takes a different cylinder kit doesn't it.

Whittemore, Nathan, 27 Apr 2010 19:40 GMT

please see dealer comments below...engine shows to be 6081HFN01 and per catalog requires Turbo SE500288, however its backordered. Dealer wants to know if Turbo SE501670 or MPRG32137 which includes Turbo RE532788 would work in its place?

Thanks for any info, Nate dydpac

[redacted]

MAZURANICH, DEVIN, 27 Apr 2010 17:38 GMT

****Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****

Installed HFN04 piston liner kits and requires SE500288 turbo. "Back-Ordered" We have SE501670 or MPRG32137 instock. Will one of these work?

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

PIN: RG6081H112341

Process

PIN:RG6081H112341 **Model:**6081HFN

Customer:[redacted]

SANTA FE, NM [redacted]

Phone:[redacted]

Settlement Date:28AUG00 **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**63090

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 14NOV00 BASIC EXPIRATION DATE: 14NOV02 NO MILEAGE LIMIT

Engine Emission: NO **Expected Use Date:** 14NOV00

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 11024212

Dealer: [188218] Western Power Products, Inc. **City:** LONG BEACH **State:** CA

Contact: Mendoza, Mario **Phone:** 562-630-8399 **Email:** mmendoza@westernpowerproducts.net

Usage: NA **Units:** NA **PIN:** RG6081H252885 **Part Number:** NA

Problem: Need turbo diaphram

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Whittemore, Nathan, 27 Apr 2010 19:20 GMT

For this particular Turbo, the diaphram is not available separately. Assembly must be ordered.

Thank you, Nate dydpac

Mendoza, Mario, 27 Apr 2010 18:25 GMT

****Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****

Need turbo diaprahm part number. Diaphram is show munted on turbo RE532788 but not listed seperatly. On turbo RE502311 found on models 6081HFN01 and HFN03 the diaphfram is listed seperatly. Is the diaphram available seperatly or is it on available by purchasing the complete turbo? Thanks.

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

Catalog 8402 section 650 page 4

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

PIN: RG6081H252885

Process

PIN:RG6081H252885 **Model:**6081

Customer: [redacted]

CITY OF INDUSTRY, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 21JAN05 BASIC EXPIRATION DATE: 22JAN10 OR 100,000 MILES

Engine Emission: EXP DATE: 20JAN10 OR 3000 HOURS **Expected Use Date:** 21JAN05

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 11029483

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 125418.0 **Units:** Miles **PIN:** RG6081H299692 **Part Number:** NA

Problem: BUS 0123, TURBO FAILURE AND CRACKED FLYWHEEL

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 30 Apr 2010 22:41 GMT

Called Pete Medeiros, I will send a RGA for the turbo and he will install a new turbo, clean the oil from the air system, install a new flywheel, capscrews and diamond washer. Thank you Dennis Gienau

Yabuno, Chris, 30 Apr 2010 21:49 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, OIL SATURATION IN THE INTAKE, COMPRESSOR WHEEL HITTING HOUSING AND CRACKED FLYWHEEL

FAILED TURBO LAM26941

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

4/21/2012

PIN: RG6081H299692

Process

PIN:RG6081H299692 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05OCT07 BASIC EXPIRATION DATE: 26MAR13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 03OCT12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11041886

Dealer: [188209] BELL POWER SYSTEMS, INC **City:** ESSEX **State:** CT

Contact: SANCA, CARL **Phone:** 860-767-7502 **Email:** carl@bellpower.com

Usage: NA **Units:** NA **PIN:** NA **Part Number:** NA

Problem: RE532788 TURBO PRICE CHANGE

Case Text:

Cox, Curtis, 12 May 2010 19:11 GMT

0100409159 cancelled on 11MAY2010 . Changed to MD 0100742761 on 11 MAY 2010 QTY 6.

DY00957644 cancelled on 11MAY2010. Changed to MD DY00880859 on 11 MAY2010 QTY 15.

0100627530 still on b/o from 05APR2010 QTY 10

0100601153 still on b/o from 26MAR2010 QTY 1

0100444531 still on b/o from 15JAN2010 QTY 4

Total of 36 turbos that were originally ordered before price change on 03MAY2010. Net price changed from $1749.28 to $1976.00 or an increase of $226.72 per part.

I am working with management on this issue and also the pricing group. This case will be closed and the issue will be addressed via email.

Thanks,

Curtis

DYDPAC

SANCA, CARL, 12 May 2010 14:48 GMT

****Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****

I've had RE532788 turbos on stock backorders going back to Dec. The only way to get any now is to change to MD. Here's the order numbers.

0100409159 cancelled . Changed to MD 0100742761

DY00957644 cancelled. Changed to MD DY00957644

0100627530 still on b/o

0100601153 still on b/o

0100444531 still on b/o

Can't go back to my customers after 5 months and tell them the price went up $250.00. Don't want to absorb the increase myself. Already absorbing the loss of the stock order discount and freight charges

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

[redacted]

Case ID: 11043530

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 250058.0 **Units:** Miles **PIN:** RG6081H294864 **Part Number:** NA

Problem: BUS 0039, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 13 May 2010 16:08 GMT

Called Pete Medeiros, I will send a RGA for the failed turbo, he will install a new turbo, clean any oil from the air system and replace the UEGO sensor. Thank You Dennis Gienau

Yabuno, Chris, 13 May 2010 15:46 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN THE EXHAUST AND INTAKE - FAILED TURBO S/N MBM103292

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H294864

Process

PIN:RG6081H294864 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]
Phone: [redacted]
Settlement Date: **Previous Owner:**YES
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 09MAY07 BASIC EXPIRATION DATE: 09MAY12 NO MILEAGE LIMIT
Engine Emission: EXP DATE: 07MAY12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11051913

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 197826.0 **Units:** Miles **PIN:** RG6081H294439 **Part Number:** NA

Problem: BUS 0131, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 21 May 2010 16:53 GMT

Called Pete Medeiros, He will clean oil from the air system, install new turbo, I will RGA back the old turbo and new UEGO sensor. Thank You Dennis Gienau

Yabuno, Chris, 20 May 2010 23:30 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT INTAKE SIDE WITH OIL SATURATION IN THE INTAKE AND EXHAUST

FAILED TURBO SERIAL NUMBER KEM36678

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

[redacted]

**** Other Relevant Information (If Applicable) ****

[redacted]. 4/21/2012

PIN: RG6081H294439

Process

PIN:RG6081H294439 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**YES

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 09MAR07 BASIC EXPIRATION DATE: 27FEB12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 07MAR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11054054

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 116315.0 **Units:** Miles **PIN:** RG6081H290823 **Part Number:** NA

Problem: BUS 0028, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Haugebak, Robert, 24 May 2010 17:32 GMT

Thanks Pete, RGA attached and e mailed to Chris. Failure report updated, please close case from your end.

Yabuno, Chris, 24 May 2010 16:04 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, COMPRESSOR WHEEL HITTING HOUSING, FAILED TURBO SERIAL NUMBER KFM54882

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290823

Process

PIN: RG6081H290823 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: YES

Claim History: YES

Last Reported Hours: 0

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 19JAN07 BASIC EXPIRATION DATE: 19JAN12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 18JAN12 OR 3000 HOURS

Expected Use Date: 19JAN07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11055697

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 141895.0 **Units:** Miles **PIN:** RG6081H298809 **Part Number:** NA

Problem: BUS 0103, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 25 May 2010 20:32 GMT

Called Pete Medeiros. He will install a new turbo, clean the oil from the air system and install a new UEGO sensor. Thank You Dennis Gienau

Yabuno, Chris, 25 May 2010 17:22 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN THE EXHAUST AND INTAKE - FAILED TURBO S/N KEM05057

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298809

Process

PIN:RG6081H298809 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 23MAY13 OR 100,000 MILES

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS **Expected Use Date:** 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11065814

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 190560.0 **Units:** Miles **PIN:** RG6081H290308 **Part Number:** NA

Problem: BUS 0002, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 03 Jun 2010 22:05 GMT

Called Pete Medeiros, I will have him install a new turbo, clean the oil from the air system and new UEGO sensor. Thank You Dennis Gienau

Yabuno, Chris, 03 Jun 2010 19:57 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, OIL SATURATION IN THE EXHAUST AND INTAKE, TURBO SERIAL NUMBER KLM22722

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290308

Process

PIN:RG6081H290308 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**YES

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 01AUG06 BASIC EXPIRATION DATE: 01AUG11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 31JUL11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11074852

Dealer: [184880] VALLEY POWER SYSTEMS INC **City:** FRESNO **State:** CA

Contact: Nabors, Duane **Phone:** 559-284-7050 **Email:** duane.nabors@valleypsi.com

Usage: 111342.0 **Units:** Miles **PIN:** RG6081H300356 **Part Number:** NA

Problem: code's 724.31 and 646.02, 126 times Turbo leaks oil pass seal

Case Text:

Gienau, Dennis, 08 Jul 2010 14:40 GMT

Duane Nabors. I have sent you the RGA for the return of the failed turbo. Thank You Dennis Gienau

Nabors, Duane, 07 Jul 2010 19:32 GMT

bob here's the damage turbo ser# kjm25134. Please send RGA to duane.nabors@valleypsi.com thank you

Haugebak, Robert, 07 Jul 2010 14:15 GMT

Left mesage, need turbo serial# to complete RGA. Please reopen with information and I will send RGA Thank You.

Nabors, Duane, 06 Jul 2010 20:31 GMT

dennis I have replace the turbo, and will need an RGA for the turbo. can you please send it to duane. thank you

Haugebak, Robert, 14 Jun 2010 16:19 GMT

Possible injector function or clean could cause this issue or a defective MAP sensor?

Haugebak, Robert, 14 Jun 2010 16:17 GMT

Discussed situation with Duane, he will contact Oscar for additional information and call back or reopen case. Advised not to take turbo's apart to check for residual oil. A recording of the event would also be helpful.

Haugebak, Robert, 14 Jun 2010 14:58 GMT

Left message.

Nabors, Duane, 12 Jun 2010 00:18 GMT

**** Complaint / Symptoms: (Required field)****

126 counts of 724.31&646.02 .I've done all the testing for 646.02. All test for 646.02 are good .What i did find was oil in the hose right before the mixer. I remove the snail housing of turbo, there is signs of oil all inside .The air inlet hose is clean, no oil from the ccv system getting by the filter. I ask shawn to take some pics. I'll be sending them to you when i get them. Using a boroscope i look down into the charge air cooler. there is signs of oil inside .

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

646.02x126, 724.31x126, 1119.00x1, 1119.16x1, 1569.31x126

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

wastegate solenoid ohm test 18ohm, actuator test using a digital gauge does not move with any thing under 12psi . check all wirring for any damage.

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

I've replace this turbo in september of 2009 . case#10793331 please let me know if you any additional information.

PIN: RG6081H300356

Process

PIN: RG6081H300356 **Model:** 6081

Customer [redacted]

SANTA CRUZ, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: YES

Last Reported Hours: 176389

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 05DEC07 BASIC EXPIRATION DATE: 05DEC09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 03DEC12 OR 3000 HOURS

Expected Use Date: 05DEC07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11086494

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 207207.0 **Units:** Miles **PIN:** RG6081H291300 **Part Number:** NA

Problem: BUS 0012, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 01:39 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 24 Jun 2010 17:46 GMT

Called Pete Medeiros. He will install a new turbo, UEGO sensor and clean oil from the air system. Thank You Dennis Gienau

Yabuno, Chris, 23 Jun 2010 17:16 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, OIL SATURATION IN THE INTAKE AND EXHAUST. BROKEN SHAFT EXHAUST SIDE

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H291300

Process

PIN:RG6081H291300 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 01AUG06 BASIC EXPIRATION DATE: 01AUG11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 31JUL11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11105827

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 199858.0 **Units:** Miles **PIN:** RG6081H290865 **Part Number:** NA

Problem: BUS 0034, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 02:15 GMT

Aged case - closed by DTAC Admin

Koeff, Tony, 13 Jul 2010 16:34 GMT

Called Chris, he will change Turbo, clean pipes ect, change blanket, change Uego sensor, add needed oil and other needed to get Engine up and running, he will report back if other issues show up during repair, RGA for RE509038 turbo is attached to case and I will Email as well.

Yabuno, Chris, 12 Jul 2010 21:24 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, OIL SATURATION IN THE INTAKE AND EXHAUST, EXHAUST BLANKET HEAVILY SATURATED WITH OIL

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290865

Process

PIN:RG6081H290865 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 12DEC06 BASIC EXPIRATION DATE: 12DEC11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 11DEC11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11114917

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 160196.0 **Units:** Miles **PIN:** RG6081H294858 **Part Number:** NA

Problem: BUS 0004, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 02:15 GMT

Aged case - closed by DTAC Admin

Holven, Nate, 20 Jul 2010 20:30 GMT

The dealer found the problem before the turbo shaft failed. The exhaust side of the turbo fins were beginning to melt/fail. The system did have some oil in the pipes but not in the cooler. The dealer will repair the unit and hold the turbo for possible RGA.

Thank Nate

Yabuno, Chris, 20 Jul 2010 19:32 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, LOW POWER, NO BOOST, FAILED TURBO SERIAL NUMBER LDM21148

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H294858

Process

PIN:RG6081H294858 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 21MAR07 BASIC EXPIRATION DATE: 22MAR13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 19MAR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11115193

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 123768.0 **Units:** Miles **PIN:** RG6081H298861 **Part Number:** NA

Problem: BUS 0125, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 02:15 GMT

Aged case - closed by DTAC Admin

Haugebak, Robert, 21 Jul 2010 16:44 GMT

Failure Report Updated.

Koeff, Tony, 20 Jul 2010 22:52 GMT

Called talked with Chris.,Pete will install a turbo, clean the oil from the air system and new UEGO sensor, RGA is attached to case for return, report back if needed or close case, Thanks Tony

Yabuno, Chris, 20 Jul 2010 22:13 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, OIL SATURATION IN THE INTAKE AND EXHAUST, FAILED TURBO SERIAL NUMBER NCM19453

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

PIN: RG6081H298861

Process

PIN: RG6081H298861 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: NO **Last Reported Hours:** 145071

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 23JUL08 BASIC EXPIRATION DATE: 24JUL13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 22JUL13 OR 3000 HOURS **Expected Use Date:** 23JUL08

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11137237

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 123623.0 **Units:** Miles **PIN:** RG6081H298958 **Part Number:** NA

Problem: BUS 0106, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 02:15 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 10 Aug 2010 19:08 GMT

Called Pete Medeiros, I will have him clean the oil from the air system, install a new turbo, UEGO sensor and fire blanket. Thank You Dennis Gienau

Yabuno, Chris, 10 Aug 2010 17:43 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN THE INTAKE AND EXHAUST ~ FAILED TURBO SERIAL NUMBER KGM028405

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298958

Process

PIN:RG6081H298958 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Sold As:USED **Previous Owner:**NO

Claim History:YES **Open PIPS:**NO

Rent Status:MACHINE NEVER RENTED **Last Reported Hours:**0

Rent Days:000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 10JUN13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS **Expected Use Date:** 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11137811

Dealer: [184880] VALLEY POWER SYSTEMS INC **City:** FRESNO **State:** CA

Contact: Nabors, Duane **Phone:** 559-284-7050 **Email:** duane.nabors@valleypsi.com

Usage: 62188.0 **Units:** Miles **PIN:** RG6081H299453 **Part Number:** NA

Problem: turbo impeller shaft broke

Case Text:

Nabors, Duane, 11 August 2010 20:22 GMT

yes

Gienau, Dennis, 11 Aug 2010 13:40 GMT

Duane Nabors, Thank you for the turbo serial number, you can close the case. Dennis Gienau

Nabors, Duane, 10 Aug 2010 22:47 GMT

Dennis here is the turbo ser number KEM16164

Gienau, Dennis, 10 Aug 2010 22:24 GMT

Called Duane Nabors, I will send a RGA for the return of the failed turbo. He will clean the oil from intake and exhaust, install a new turbo and UEGO sensor. I will need the turbo serial number. Thank You Dennis Gienau

Nabors, Duane, 10 Aug 2010 22:07 GMT

**** Complaint / Symptoms: (Required field)****

turbo shaft broke dumping oil into exhaust and intake system . I've inspected turbo there is no signs of any debri going through the compressor wheel. There is damage to wheel ends only. I have also inspected the inside of cylinders(no damage) . Will be need clean out both systems . I will also need an RGA for turbo. thank you. I'll replace the uego sensor

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement:

(If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H299453

Process

PIN: RG6081H299453 **Model:** 6081

Customer: [redacted]

SANTA CRUZ, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:** YES

Sold As: NEW **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 133528

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 20OCT08 BASIC EXPIRATION DATE: 21OCT13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 19OCT13 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-4880-FRESNO, CA **Phone:** 559-486-6900

Case ID: 11151085

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 191093.0 **Units:** Miles **PIN:** RG6081H291283 **Part Number:** NA

Problem: BUS 0014, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 02:15 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 23 Aug 2010 21:40 GMT

Called Pete Medeiros, The turbo had fins missing on the exhaust wheel and axial play. He will start including the miles on the turbo when it failed. Thank You Dennis Gienau

Yabuno, Chris, 23 Aug 2010 19:20 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, OIL SATURATION IN THE INTAKE AND EXHAUST ~ FAILED TURBO SERIAL NUMBER MIM30294

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H291283

Process

PIN:RG6081H291283 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29NOV05 BASIC EXPIRATION DATE: 01JUL11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28NOV10 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11161581

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 53754.0 **Units:** Miles **PIN:** RG6081H270918 **Part Number:** NA

Problem: BUS 18, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 02:15 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 01 Sep 2010 21:47 GMT

Called Pete Medeiros, He will install a new turbo, clean the oil from the air system and replace the UEGO sensor. I will send a RGA for the turbo that had the wheel contact the housing. Thank You Dennis Gienau

Yabuno, Chris, 01 Sep 2010 18:55 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, OIL SATURATION IN THE INTAKE AND EXHAUST - NEW TURBO SERIAL NUMBER NEM14458, FAILED TURBO SERIAL NUMBER ICM134483

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

4/21/2012

PIN: RG6081H270918

Process

PIN:RG6081H270918 **Model:**6081

Customer: [redacted]

COLTON, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 20MAR07 BASIC EXPIRATION DATE: 20MAR12 OR 100,000 MILES

Engine Emission: EXP DATE: 18MAR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 11174625

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 133640.0 **Units:** Miles **PIN:** RG6081H214018 **Part Number:** NA

Problem: BUS 54, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 02:15 GMT

Aged case - closed by DTAC Admin

Holven, Nate, 14 Sep 2010 18:47 GMT

Thanks for the update. Please update after repair is complete. Thanks Nate

Yabuno, Chris, 14 Sep 2010 18:31 GMT

NEW TURBO SERIAL NUMBER NEM14526

Holven, Nate, 14 Sep 2010 17:58 GMT

Failure description of the turbo: The turbo wheels are loose and has the wheels contacting the housing. Suspect internal bearing failure. Unit is putting oil into the exhaust system.

Turbo Ser # NEM11206

Engine Ser #RG6081H214018

Location & customer San Bernardino, CA. Thompson Bus, bus build year 2002 serial #1T7YL4F273[redacted]

Current miles 133640

Dealer will follow CTM and solutions to clean and repair system.

The dealer will make the repairs and then test drive the unit to ensure the oxygen sensor is functioning properly. The dealer will also take a short recording of the unit in operation and attach to the DTAC case. They will also update the case with the new serial number of the turbo installed and if any other parts are changed during the repair.

Thanks Nate

Please hold parts for RGA return.

Yabuno, Chris, 14 Sep 2010 17:19 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, EXCESSIVE OIL GOING THROUGH EXHAUST SIDE OF TURBO COMPRESSOR, WHEEL HITTING THE HOUSING. TURBO WAS JUST REPLACED ON

8/25/2010 AND MILEAGE READING WAS 132766, FAILED TURBO SERIAL NUMBER NEM11206

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H214018

Process

PIN:RG6081H214018 **Model:**6081
Customer: [redacted]
COLTON, CA [redacted]
Phone: [redacted]
Settlement Date:
Previous Owner:NO
Sold As:USED
Open PIPS:YES
Claim History:YES
Last Reported Hours:0
Rent Status:MACHINE NEVER RENTED
Rent Days:000

Warranty Information

BASIC START DATE: 28FEB03 BASIC EXPIRATION DATE: 29FEB08 OR 100,000 MILES
Engine Emission: EXP DATE: 27FEB08 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502
Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 11178826

Dealer: [184779] VALLEY POWER SYSTEMS INC **City:** CITY OF INDUSTRY **State:** CA

Contact: TINDAL, DAVE **Phone:** (626)786-7344 **Email:** david.tindal@valleypsi.com

Usage: 48210.0 **Units:** Miles **PIN:** RG6081H295547 **Part Number:** NA

Problem: Failed Turbocharger/Broken Shaft

Case Text:

System.(-1), 13 Jun 2011 02:15 GMT

Aged case - closed by DTAC Admin

Koeff, Tony, 25 Oct 2010 19:54 GMT

Dave,Thanks For update,

TINDAL, DAVE, 25 Oct 2010 19:31 GMT

10/25/10

Replaced (RE-519691) UEGO sensor was oil contaminated from Failed Turbo.

Also replaced (RE-508476) Humidity sensor due to active code 299745.03

Will submit under Emission Warranty

Thanks, Dave T.

Gienau, Dennis, 22 Oct 2010 15:27 GMT

Dave Tindal, thank you for the update, you can close the case. Dennis Gienau

TINDAL, DAVE, 22 Oct 2010 01:30 GMT

Sensors now at our Mira Loma Shop.

Will pick up and complete this repair tomorrow 10/22/10.

Thanks, Dave T.

TINDAL, DAVE, 19 Sep 2010 16:11 GMT

The Turbo SER# (KJM25130) PN (RE-532788)

I will send the failed core with RMA on 9/20/10.

Thanks, Dave T.

Gienau, Dennis, 17 Sep 2010 19:34 GMT

Called David Tindal. I will send a RGA for the return of the failed turbo but I will need the serial number off the turbo. Thank You Dennis Gienau

TINDAL, DAVE, 17 Sep 2010 15:37 GMT

**** Complaint / Symptoms: (Required field)****

Failed Turbo broke shaft and blew the hot weel and oil into the exhaust muffler.

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

Will replace the Turbocharger and Uego Sensor/ Submit Emmission Warranty.

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H295547

Process

PIN: RG6081H295547 **Model:** 6081

Customer: [redacted]

LOS ANGELES, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 09APR07 BASIC EXPIRATION DATE: 09APR09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 07APR12 OR 3000 HOURS **Expected Use Date:** 09APR07

Dealer Information

Selling Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Responsible Dealer: 18-0872-RIVERSIDE, CA **Phone:** 951-727-9339

Case ID: 11189953

Dealer: [184605] AUTO SAFETY HOUSE **City:** TUCSON **State:** AZ

Contact: Mullins, Mark **Phone:** 520-889-9551 **Email:** mmullins@autosafetyhouse.com

Usage: 65080.0 **Units:** Miles **PIN:** RG6081H298876 **Part Number:** NA

Problem: Turbocharger

Case Text:

System.(-1), 13 Jun 2011 02:15 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 30 Sep 2010 16:08 GMT

Called Mark Mullins. I have sent the RGA for the return of the failed turbo. Thank You Dennis Gienau

Mullins, Mark, 30 Sep 2010 14:07 GMT

Tony,

I still need an RGA for this. Could you email or attach it here?

Thanks,

M

Koeff, Tony, 29 Sep 2010 20:38 GMT

Great, thanks for update Mark,

Mullins, Mark, 29 Sep 2010 18:28 GMT

1) Turbo bearing failure. Shaft wobbly, turbine blades rub on housing.

2) LAM26929

3)RG6081H298876

4) TUSD 564

5) Tucson, AZ

6) Current mileage is 65080

Koeff, Tony, 28 Sep 2010 19:12 GMT

Mark,

Please complete this info concerning turbo.

1) Failure description (give specific reason - foreign object damage, will not rotate, turbine wheel blade missing, turbine wheel separated from shaft, etc.)
2) Turbo serial #
3) Engine serial #
4) Vehicle ID #
5) Vehicle location/customer location
6) Miles and date @ time of this particular turbo being installed (may need repower miles, miles at last turbo failure, etc.)
7) Miles and date at time of failure of this same turbo

Koeff, Tony, 28 Sep 2010 15:57 GMT

Called Mark, he will replace Turbo, run Engine, he has no codes yet, but will inspect for oil contamination in exhaust, if has some oil will run engine to clean out exhaust and see if any codes come up regarding Uego, may or may not need to replace Uego, please provide part number and S/N of turbo we will provide RGA.

Mullins, Mark, 28 Sep 2010 14:18 GMT

**** Complaint / Symptoms: (Required field)****

Customer advised he sususpects bad turbocharger. Visible inspection of air piping was OK. No signs of dirt intrusion. All boots sealed well. Removed turbo inlet boot. Noted turbo bearing is loose and all blades damaged.

**** Operating Conditions: (Required field) ****

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**** DTAC Solutions (#s) utilized: (Required field)****

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**** What specific questions(s) need to be answered? (Required field): ****

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**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

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**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

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**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298876

Process

PIN:RG6081H298876 **Model:**6081

Customer: [redacted]

TUCSON, AZ [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 23AUG07 BASIC EXPIRATION DATE: 23AUG12 OR 100,000 MILES

Engine Emission: EXP DATE: 21AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 11198741

Dealer: [189894] Bus West (LA Freightliner) **City:** FONTANA **State:** CA

Contact: Chapman, Kenneth **Phone:** (909) 770-5626 **Email:** kchapman@trans-west.com

Usage: 82444.0 **Units:** Miles **PIN:** RG6081H272767 **Part Number:** NA

Problem: turbo leak.

Case Text:

Chapman, Kenneth, 25 October 2010 19:34 GMT

yes. Thank you.

Gienau, Dennis, 20 Oct 2010 22:35 GMT

Kenneth Chapman, Reported that the unit arrived 09/24/10 16:22 and will be covered under warranty. Thank you Dennis Gienau

Gienau, Dennis, 06 Oct 2010 21:52 GMT

Called Kenneth Chapman. He reported that the bus arrived before the warranty expired. he will update with arrival date. He will check to see if there is a Reman turbo. if none he will order a new turbo. UEGO sensor and program the ECU with the UEGO sensor protection software. Thank You Dennis Gienau

Gienau, Dennis, 05 Oct 2010 22:45 GMT

Kenneth Chapman, Please check the turbo compressor inlet to see if there is any oil from the CCV system entering the turbo. You reported the turbo bearings had failed is this correct. is the wheel contacting the housing? This engine shows that it needs the software updated for the UEGO sensor protection. Without this software and the UEGO sensor fails then we could burn valves and pistons. Please update this software and check to see if the customer has any other engines that need that software. If you get me the customer engine numbers I could check them for you. This engine is just out on time for warranty but did not have any claims. If you could send me photo of the damaged turbo then I will send a RGA if failed. Thank You Dennis Gienau

Chapman, Kenneth, 05 Oct 2010 20:45 GMT

**** Complaint / Symptoms: (Required field)****

customer states the turbo is leaking

**** Operating Conditions: (Required field) ****

normal operating condition. school bus.

**** DTAC Solutions (#s) utilized: (Required field)****

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**** What specific questions(s) need to be answered? (Required field): ****

Do we order a new turbo or reman. turbo.

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

2006 Thomas HDX

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

001569.31 FUEL DERATE 70 COUNTS, 524281.04 NATURAL GASK TANK PRESSURE INPUT VOLTAGE LOW 1 COUNT, 524281.18 NATURAL GAS TANK PRESSURE LOWER THAN EXPECTED 1 COUNT.

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

turbo bearing came apart. need to replace turbo.

**** Relevant Part Numbers (If Applicable) ****

RES32788 TURBO, RE505151 TURBO MOUNT GASKET

**** Other Relevant Information (If Applicable) ****

[redacted]

PIN: RG6081H272767

Process

PIN: RG6081H272767 **Model:** 6081

Customer: [redacted]

LA QUINTA, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: NEW

Open PIPS: NO

Claim History: NO

Last Reported Hours: 82444

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 28SEP05 BASIC EXPIRATION DATE: 29SEP10 OR 100,000 MILES

Engine Emission: EXP DATE: 27SEP10 OR 3000 HOURS

Expected Use Date: 28SEP05

Dealer Information

Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Responsible Dealer: 18-4617-FRESNO, CA **Phone:** 866-707-7800

Case ID: 11203351

Dealer: [177961] PAPE MACHINERY, INC. **City:** ROHNERT PARK **State:** CA

Contact: MCDONALD, STEVEN **Phone:** 707-584-9161 **Email:** SMCDONALD@PAPEMACHINERY.COM

Usage: 67433.0 **Units:** Miles **PIN:** RG6081H300643 **Part Number:** NA

Problem: TURBO SEAL FAILURE CAUSING EXTREME HEAT IN EXHAUST

Case Text:

MOSS, MIKE, 19 October 2010 17:05 GMT

10-4

Lindner, Richard, 11 Oct 2010 15:57 GMT

Mike - please close the case on your end - thanks. Dick L.

Lindner, Richard, 11 Oct 2010 15:57 GMT

Steven was not available so discussed with Mike at dealership - directed Mile to solution 64263 (attached solution to this case) and to the Pathways link in the solution. Mike will follow the solution and open a "repair" DTAC case as appropriate. Thanks, Dick L.

MCDONALD, STEVEN, 08 Oct 2010 23:08 GMT

**** Complaint / Symptoms: (Required field)****

BUS ENGINE HAS HAD A TURBO OIL SEAL FAILURE WHICH HAS RESULTED IN EXTREME HEAT IN EXHAUST PIPE THAT HAS CAUSED DAMAGE TO BUS ENGINE COMPARTMENT GAUGES AND WIRING BEYOND THE DEERE ENGINE WIRING.

WE ARE IN THE PROCESS OF DETERMINING THE AMOUNT OF CONSIQUENTIAL DAMAGE .

**** Operating Conditions: (Required field) ****

1

**** DTAC Solutions (#s) utilized: (Required field)****

1

**** What specific questions(s) need to be answered? (Required field): ****

1

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

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**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

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**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

|

**** Relevant Part Numbers (If Applicable) ****

|

**** Other Relevant Information (If Applicable) ****

|

PIN: RG6081H300643

Process

PIN:RG6081H300643 **Model:**6081

Customer: [redacted]

SANTA ROSA, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:NEW **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**67935

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 25JUN09 BASIC EXPIRATION DATE: 27NOV09 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 24JUN14 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Responsible Dealer: 18-0877-ORISKANY, NY **Phone:** 315-768-8101

Case ID: 11242598

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 208987.0 **Units:** Miles **PIN:** RG6081H298121 **Part Number:** NA

Problem: BUS 0140, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 03:37 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 16 Nov 2010 23:40 GMT

Called Pete Medeiros, He will install a new turbo, clean the oil from the intake and exhaust system. He will return the turbo on the SAP RGA number 100013890 in the John Deere, Dealer Portal. Thank You Dennis Gienau

Yabuno, Chris, 16 Nov 2010 17:13 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE OF TURBO WITH OIL SATURATION IN THE EXHAUST AND INTAKE AND EXHAUST BLANKET - FAILED TURBO SERIAL NUMBER MIM13011, NEW TURBO SERIAL NUMBER NEM21742

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

[redacted]

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298121

Process

PIN:RG6081H298121 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]
Phone: [redacted]
Settlement Date:
Sold As:USED **Previous Owner:**YES
Claim History:YES **Open PIPS:**NO
Rent Status:MACHINE NEVER RENTED **Last Reported Hours:**0
Rent Days:000

Warranty Information

BASIC START DATE: 13JUN07 BASIC EXPIRATION DATE: 13JUL12 NO MILEAGE LIMIT
Engine Emission: EXP DATE: 11JUN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11250105

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 215016.0 **Units:** Miles **PIN:** RG6081H290846 **Part Number:** NA

Problem: BUS 0009, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 03:37 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 23 Nov 2010 23:22 GMT

Called Pete Medeiros, I will have him install a new turbo, clean oil from the air system, install new UEGO and will have them return the turbo with the SAP RGA 100014615. Thank You Dennis Gienau

Yabuno, Chris, 23 Nov 2010 22:08 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE, OIL IN THE INTAKE - FAILED TURBO SERIAL NUMBER MBM10397

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

PIN: RG6081H290846

Process

PIN: RG6081H290846 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: YES

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 18JAN07 BASIC EXPIRATION DATE: 19JAN12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 17JAN12 OR 3000 HOURS **Expected Use Date:** 19JAN07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11253442

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 172980.0 **Units:** Miles **PIN:** RG6081H294856 **Part Number:** NA

Problem: BUS 0006, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 03:37 GMT

Aged case - closed by DTAC Admin

Holven, Nate, 30 Nov 2010 13:58 GMT

Please send parts back on RGA 100014922.

Thanks Nate

Holven, Nate, 29 Nov 2010 17:57 GMT

Information needed:

1) Failure description - broken shaft, exhaust side
2) Turbo serial # MHM00279
3) Engine serial # RG6081H294856
4) Vehicle ID # 006
5) Vehicle location/customer location - SAN BERNARDINO **State:** CA
6) Miles and date @ time of this particular turbo being installed (may need repower miles, miles at last turbo failure, etc.)
7) Miles and date at time of failure of this same turbo

The dealer will follow solution 74770 to make the repairs to the engine.

Thanks Nate

Yabuno, Chris, 29 Nov 2010 16:55 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE WITH OIL SATURATION IN THE INTAKE AND EXHAUST, ALO BROKEN EXHAUST STUD #6 CYLINDER

TURBO SERIAL NUMBERS FAILED MHM00279, NEW NEM19049

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

[redacted]

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H294856

Process

PIN: RG6081H294856 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:** NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 16APR07 BASIC EXPIRATION DATE: 16APR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 14APR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11290835

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 337813.0 **Units:** Miles **PIN:** RG6081H271384 **Part Number:** NA

Problem: BUS 0176, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 03:37 GMT

Aged case - closed by DTAC Admin

Haugebak, Robert, 18 Jan 2011 14:27 GMT

Information added to turbo failure report.

Koeff, Tony, 17 Jan 2011 20:52 GMT

Called Pete. Bolts (3) were missing on the turbin side the fourth on was loose, turbo was squealing, he will replace turbo, look at sol 60475 check exhaust down stream for oil and coolant for damage to uego. run engine to clean out exhaust prior to replaceing Uego if needed, report back as needed I will have RGA on SAP to return Turbo.

Yabuno, Chris, 17 Jan 2011 18:39 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BODY OF TURBO (EXHAUST SIDE) MISSING BOLTS AND SEPARATION OF TURBO COMPONENTS CAUSING COOLANT / OIL LEAK

FAILED TURBO SERIAL NUMBER NDM11027

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

[redacted] 4/21/2012

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H271384

Process

PIN:RG6081H271384 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 14JUN05 BASIC EXPIRATION DATE: 14JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13JUN10 OR 3000 HOURS **Expected Use Date:** 14JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 11313480

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 326536.0 **Units:** Miles **PIN:** RG6081H271359 **Part Number:** NA

Problem: BUS 0184, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 03:37 GMT

Aged case - closed by DTAC Admin

Harris, Ronald, 10 Feb 2011 21:56 GMT

Dennis G. Called Pete who will follow PIP and return turbo SAP RGA# 10021482.

note solution #s 87037 pip, 86388, 74770.

Yabuno, Chris, 10 Feb 2011 21:04 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE WITH OIL SATURATION IN THE INTAKE AND EXHAUST, RECOMMEND UEGO REPLACEMENT DUE TO OIL CONTAMINATION FAILED TURBO SERIAL NUMBER NDM1004, NEW TURBO SERIAL NUMBER NJM20465

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

PIN: RG6081H271359

Process

PIN:RG6081H271359 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13JUN05 BASIC EXPIRATION DATE: 13JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 12JUN10 OR 3000 HOURS **Expected Use Date:** 13JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 11330964

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 200805.0 **Units:** Miles **PIN:** RG6081H290862 **Part Number:** NA

Problem: BUS 0007, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 03:37 GMT

Aged case - closed by DTAC Admin

Haugebak, Robert, 01 Mar 2011 19:29 GMT

Thanks for the info Pete, I will request an RGA be sent for the turbo. The failure report is updated. Please close case when turbo is shipped. Thank You.

Yabuno, Chris, 01 Mar 2011 19:12 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, COMPRESSOR WHEEL HITTING HOUSING, OIL DISCHARGING INTO INTAKE, FAILED TURBO SERIAL NUMBER MHM00265

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290862

Process

PIN:RG6081H290862 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Sold As:USED **Previous Owner:**NO

Claim History:YES **Open PIPS:**NO

Rent Status:MACHINE NEVER RENTED **Last Reported Hours:**0

Rent Days:000

Warranty Information

BASIC START DATE: 05JAN07 BASIC EXPIRATION DATE: 05JAN12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04JAN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11342015

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 166918.0 **Units:** Miles **PIN:** RG6081H298842 **Part Number:** NA

Problem: BUS 0109, TURBO FAILURE

Case Text:

System.(-1), 13 Jun 2011 03:37 GMT

Aged case - closed by DTAC Admin

Gienau, Dennis, 10 Mar 2011 21:52 GMT

Called Pete Medeiros, He will install a new turbo, clean all of the oil from the air system, intake and exhaust and replace the UEGO sensor. He will return the failed turbo on SAP RGA 100024665. Thank You Dennis Gienau

Yabuno, Chris, 10 Mar 2011 21:22 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE WITH OIL SATURATION IN THE INTAKE AND EXHAUST ~ FAILED TURBO SERIAL NUMBER NEM14416

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted] 4/21/2012

PIN: RG6081H298842

Process

PIN:RG6081H298842 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 20JUN13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS **Expected Use Date:** 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11353157

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 221761.0 **Units:** Miles **PIN:** RG6081H290846 **Part Number:** RE532788

Problem: BUS 0009, TURBO FAILURE

Case Text:

Gienau, Dennis, 22 Mar 2011 22:21 GMT

RGA 100025840

Gienau, Dennis, 22 Mar 2011 22:12 GMT

Called Pete Medeiros. He will install the new turbo and I will have them send the old turbo back on the RGA. Thank You Dennis Gienau

Yabuno, Chris, 21 Mar 2011 22:29 GMT

Please provide the following information:

1) Failure description (give specific reason - foreign object damage, will not rotate, turbine wheel blade missing, turbine wheel separated from shaft, etc.) LOW BOOST, NO POWER, REMOVED TURBOCHARGER, FOUND EXHAUST IMPELLAR MELTED
2) Turbo serial # NEM21743
3) Engine serial # RG6081H290846
4) Vehicle ID # 0009
5) Vehicle location/customer location OMNITRANS
6) Miles and date @ time of this particular turbo being installed (may need repower miles, miles at last turbo failure, etc.) 11/23/10 @ 215016 MILES
7) Miles and date at time of failure of this same turbo 3/21/11 @ 221761 MILES

Did the unit have any fault codes? Also please provide information from new turbo. NO FAULT CODES

REQUESTING RGA FOR OLD TURBO, IF NEEDED WILL ATTACH PHOTOS.

Holven, Nate, 21 Mar 2011 20:00 GMT

Please provide the following information:

1) Failure description (give specific reason - foreign object damage, will not rotate, turbine wheel blade missing, turbine wheel separated from shaft, etc.)
2) Turbo serial #
3) Engine serial #
4) Vehicle ID #
5) Vehicle location/customer location

6) Miles and date @ time of this particular turbo being installed (may need repower miles, miles at last turbo failure, etc.)
7) Miles and date at time of failure of this same turbo

Did the unit have any fault codes? Also please provide information from new turbo.

Yabuno, Chris, 21 Mar 2011 19:40 GMT

FAILED TURBO SERIAL NUMBER NEM21743

Yabuno, Chris, 21 Mar 2011 19:38 GMT

**** Complaint / Symptoms: (Required field)****

LOW BOOST, NO POWER, REMOVED TURBOCHARGER, FOUND EXHAUST IMPELLAR MELTED

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290846

Process

PIN:RG6081H290846 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 18JAN07 BASIC EXPIRATION DATE: 19JAN12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 17JAN12 OR 3000 HOURS **Expected Use Date:** 19JAN07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11358140

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 224757.0 **Units:** Miles **PIN:** RG6081H294859 **Part Number:** RE532788

Problem: OMNI BUS 0044, TURBO FAILURE

Case Text:

Gienau, Dennis, 24 Mar 2011 22:02 GMT

Called Pete Medeiros. He will install a new turbo and send the old one back on RGA 100025902. Thank You Dennis Gienau

Yabuno, Chris, 24 Mar 2011 21:46 GMT

**** Complaint / Symptoms: (Required field)****

TURBO COMPRESSOR WHEEL HITTING HOUSING, HIGH PITCHED SQUEAL UNDER LOAD ~ FAILED TURBO SERIAL NUMBER MIM30285

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H294859

Process

PIN: RG6081H294859 **Model:** 6081

Customer: OMNITRANS
1700 W 5TH ST
SAN BERNARDINO, CA 92411-2499

Phone: 909-379-7183

Settlement Date: **Previous Owner:** YES

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 22MAR07 BASIC EXPIRATION DATE: 22MAR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 20MAR12 OR 3000 HOURS **Expected Use Date:** 22MAR07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11368444

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 196873.0 **Units:** Miles **PIN:** RG6081H294428 **Part Number:** RE532788

Problem: OMNI BUS 0141, TURBO FAILURE

Case Text:

Haugebak, Robert, 05 Apr 2011 17:38 GMT

Failure report updated.

Koeff, Tony, 04 Apr 2011 21:26 GMT

Called Pete SAP SAP 100026882 for turbo return, he will not be removing spark plugs to inspect, repairing exhaust leak as well, report back as needed.

Yabuno, Chris, 04 Apr 2011 15:19 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE WITH OIL SATURATION IN THE INTAKE AND EXHAUST - NOTE: THIS UNIT HAS TEST INJECTORS AND SPARK PLUGS FAILED TURBO SERIAL NUMBER NCM23335

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H294428

Process

PIN:RG6081H294428 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 03APR07 BASIC EXPIRATION DATE: 03APR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01APR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11378740

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 196933.0 **Units:** Miles **PIN:** RG6081H298065 **Part Number:** RE532788

Problem: BUS 0040, TURBO FAILURE

Case Text:

Gienau, Dennis, 12 Apr 2011 20:20 GMT

Called Pete Medeiros, I will have him install a turbo, UEGO sensor and clean all oil from the air system, intake and exhaust. He will send the failed turbo back on SAP RGA 100027075. Thank You Dennis Gienau

Yabuno, Chris, 12 Apr 2011 18:18 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE WITH OIL SATURATION IN THE EXHAUST AND THE INTAKE, RECOMMEND TURBO AND UEGO SENSOR REPLACEMENT, REMOVE, CLEAN AND REINSTALL CHARGE AIR COOLER, AIR INTAKE AND EXHAUST PIPES, FAILED TURBO SERIAL NUMBER LAM26952

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

PIN: RG6081H298065

Process

PIN:RG6081H298065 **Model:**6081

Customer [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 21AUG07 BASIC EXPIRATION DATE: 21AUG12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 19AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11378871

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 222270.0 **Units:** Miles **PIN:** RG6081H291283 **Part Number:** RE532788

Problem: BUS 0014, TURBO FAILURE

Case Text:

Gienau, Dennis, 12 Apr 2011 20:10 GMT

Called Pete Medeiros, I will have him install a new turbo and clean all debris from air system. He will return the failed turbo under SAP RGA 100027074. Thank You Dennis Gienau

Yabuno, Chris, 12 Apr 2011 19:16 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, COMPRESSOR WHEEL HITTING THE HOUSING, RECOMMEND TURBO REPLACEMENT, CLEAN ANY METAL DEBRIS IN THE INTAKE TUBES AND AIR FILTER, FAILED TURBO SERIAL NUMBER NEM11225

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H291283

Process

PIN:RG6081H291283 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29NOV05 BASIC EXPIRATION DATE: 01JUL11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28NOV10 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11387135

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 218778.0 **Units:** Miles **PIN:** RG6081H290850 **Part Number:** RE532788

Problem: BUS 0033, TURBO FAILURE

Case Text:

Mills, John, 22 Apr 2011 19:46 GMT

I just created an RGA should be in your return goods portal.

Yabuno, Chris, 22 Apr 2011 17:40 GMT

Please forward RGA for return of turbo. Thank you.

Haugebak, Robert, 19 Apr 2011 20:31 GMT

Failure report updated

Haugebak, Robert, 19 Apr 2011 19:20 GMT

Thanks for the information Pete. I will request an SAP RGA to return the turbo. I agree with your repair assesment.

Yabuno, Chris, 19 Apr 2011 19:03 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE WITH OIL SATURATION IN THE EXHAUST, INTAKE AND THE EXHAUST BLANKETS. RECOMMEND REPLACING TURBOCHARGER, UEGO SENSOR, EXHAUST BLANKETS AND CLEANING AIR INTAKE AND EXHAUST SYSTEM ~ TURBO SERIAL NUMBER KEM05058

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290850

Process

PIN: RG6081H290850 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: YES

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 16FEB07 BASIC EXPIRATION DATE: 17FEB12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 15FEB12 OR 3000 HOURS **Expected Use Date:** 16FEB07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11390343

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 162881.0 **Units:** Miles **PIN:** RG6081H299692 **Part Number:** NA

Problem: BUS 0123, TURBO FAILURE

Case Text:

Purvis, Craig, 22 Apr 2011 21:39 GMT

The SAP RGA number is 100028584.

Were all of the repairs made to the engine? Is there anything else needed for this engine right now? Thanks, Craig

Yabuno, Chris, 22 Apr 2011 17:39 GMT

Failed turbo serial number NEM19035, please forward RGA. Thank you.

Purvis, Craig, 21 Apr 2011 22:57 GMT

Spoke to Pete.

Pete, please continue with cleaning the charge air system as you mentioned, and also replace the turbo and O2 sensor since it was contaminated by the oil from the turbo. Please give the serial number of the failed turbo. I will submit an RGA for the failed turbo. Thanks, Craig.

Yabuno, Chris, 21 Apr 2011 21:55 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, COMPRESSOR WHEEL HITTING HOUSING, OIL SATURATION IN EXHAUST, TURBO SERIAL NUMBER NEM19035

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H299692

Process

PIN:RG6081H299692 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 05OCT07 BASIC EXPIRATION DATE: 26MAR13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 03OCT12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11396684

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 190676.0 **Units:** Miles **PIN:** RG6081H298068 **Part Number:** RE532788

Problem: BUS 0134, TURBO FAILURE

Case Text:

Harris, Ronald, 02 May 2011 21:16 GMT

When the turbo is sent back we will need to have the serial no in the case. RGA#000000000100029599

Harris, Ronald, 02 May 2011 20:56 GMT

Pete said this thermal event was small and was mostly contained in the thermal blanket with only a small amount of wire harness damage. Please reference attached solution 64263 and follow it.

Pete; My boss wants to know the cost estimate and what is covered under warranty after working through solution 64263 so please update the case when you have that info. Thanks

Harris, Ronald, 28 Apr 2011 16:36 GMT

Thank you for the update. I will notify Bob, Don & Dennis.

Yabuno, Chris, 28 Apr 2011 16:13 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE WITH EXCESSIVE OIL SATURATION IN THE INTAKE AND EXHAUST, NEEDS EXHAUST BLANKET REPLACEMENT, PHOTOS TO FOLLOW, FAILED TURBO SERIAL NUMBER LAM26919

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

[redacted]

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298068

Process

PIN:RG6081H298068 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:YES

Sold As:NEW **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 28SEP07 BASIC EXPIRATION DATE: 28SEP12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 26SEP12 OR 3000 HOURS **Expected Use Date:** 17MAY07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11409185

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 221422.0 **Units:** Miles **PIN:** RG6081H290883 **Part Number:** RE532788

Problem: BUS 0023, TURBO FAILURE

Case Text:

Erf, Megan, 09 May 2011 19:17 GMT

RGA 100030264

Haugebak, Robert, 09 May 2011 18:54 GMT

Thanks Chris. RGA form attached for Turbo SAP auth to follow. Failure report updated.

Yabuno, Chris, 09 May 2011 18:34 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE WITH OIL SATURATION IN THE EXHAUST AND INTAKE ~ FAILED TURBO SERIAL NUMBER NEM14484

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290883

Process

PIN:RG6081H290883 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED

Open PIPS:NO

Claim History:YES

Last Reported Hours:0

Rent Status:MACHINE NEVER RENTED

Rent Days:000

Warranty Information

BASIC START DATE: 05DEC06 BASIC EXPIRATION DATE: 05DEC11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04DEC11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11412872

Dealer: [073159] Kern Machinery, Inc. **City:** Bakersfield **State:** CA

Contact: MIDDLEBROOKS, CODY **Phone:** (661) 805-8362 **Email:** cmiddlebrooks@kernmachinery.com

Usage: 91899.0 **Units:** Miles **PIN:** RG6081H300349 **Part Number:** NA

Problem: Oil ingestion from possible failed turbo seal. In addition spark plug is broken in head.

Case Text:

MIDDLEBROOKS, CODY, 21 July 2011 22:05 GMT

After cleaning the muffler out the power was improved but still not quite proper. With some extra diagnosis the wastegate on the turbo was found to be faulty. The turbo was replaced then tested. The engine power and boost was correct so the bus was returned to the customer for operation.

Koeff, Tony, 01 Jun 2011 17:53 GMT

Thanks for update Cody.

MIDDLEBROOKS, CODY, 01 Jun 2011 17:51 GMT

Thank you for the recommendations. I had not goten a reading prior to removal. Will update when problem is resolved or need further help.

Thanks, Cody.

Koeff, Tony, 31 May 2011 16:38 GMT

Cody, Did you take a back pressure reading prior to removal? $9000 seems very high, check with these vendors for mufflers,

Fleetguard Nelson
1801 U.S. Hwy 51/138
P.O. Box 428
Stoughton, WI 53589
Phone: (608) 873-4240
Cell: (608) 225-1170
Fax: (608) 873-2434
e-mail: Jeff.L.Keyes@FgdNel.com

or

Donaldson Company, Inc.
PO Box 1299
Minneapolis, MN 55440-1299

Telephone: 952.887.3211
Fax: 952.887.3121
E - Mail: mlentz@mail.donaldson.com

MIDDLEBROOKS, CODY, 31 May 2011 15:36 GMT

The engine was rebuilt and ran last week. Unfortunately the engine did not run with power the way it

should have and after just a few minutes i walked to the back of the bus and was ale to hear the oil, thats has been trapped in the muffler, cooking. The oil in the muffler is what the engine was pushing out after our valve failuer occured. We believe that the oil trapped in this muffler can be causing excess back pressure causing the bus to run underpowered. I removed muffler and stood on end but we are afraid that not enought of the oil has come out and that some could possibly be baked on the inside of the muffler. We attempted to find a replacement muffler but the only vendor who carries it has a cost of $9,000. Would this oil cause problems as we believe if so what steps should we take to clean or replace the muffler.

Gienau, Dennis, 13 May 2011 21:34 GMT

Called Cody Meddlebrooks, He will reuse the connecting rod and he reported the bearings on the connecting rod was good. He will inspect a couple main bearings for debris, if none present he will rebuild engine. Thank You Dennis Gienau

MIDDLEBROOKS, CODY, 13 May 2011 21:12 GMT

There was oil and metal found in the intake manifold at the #5/6 port and just oil at #3/4 port which is shown in pictures attached. As well the majority of the piston debris has fallen into the oil pan. Should rod or main bearings be changed with this debris in the pan? And what should be done with the connecting rod there are markings on the top where it has been impacted a picture for this is attached as well.

Gienau, Dennis, 12 May 2011 17:41 GMT

Called Cody Meddlebrooks, When you remove the oil pan, check to see if any debris in pan. If none then you should NOT have to replace the connecting rod or bearings. Thank You Dennis Gienau

MIDDLEBROOKS, CODY, 12 May 2011 17:31 GMT

Dennis,

I was thinking after you called. What about the connecting rod for that piston? Should it and/or the bearings for it be replaced? In the pictue i think it showed show fairly clearly that the connecting rod shows through the middle of the piston.

Gienau, Dennis, 12 May 2011 16:58 GMT

Called Cody Meddlebrooks, I will have him install a Reman cylinder head, one piston/liner kit and clean all of the oil from the intake and exhaust. He will install required gaskets. Thank You Dennis Gienau

MIDDLEBROOKS, CODY, 12 May 2011 16:49 GMT

Hope these pictures load please let me know if there is trouble with viewing them.

MIDDLEBROOKS, CODY, 12 May 2011 16:37 GMT

Bob,

The head was removed for further diagnosis of failure. In process i noticed some metal debris around the intake port of the #5 cylinder. Once the headwas removed it was evident that th #5 exhaust valve had broken at the stem and the face dropped in to the cylinder severly damaging the piston and head. The spark plug as previously mentioned was not able to be removed because it was hammered into the head by the pison and dropped valve. In addition i now believe the oil source was coming from the damaged cylinder and not the turbo. The oil had merely just collected in the turbo area. I will have pictures posted momentarily.

Haugebak, Robert, 11 May 2011 17:42 GMT

Contacted Cody, he will remove cylinder head and complete diagnosis. Please supply photographs attached to case with findings. Cody states that the oil seal in the turbo is the root cause of this failure. Please update case with findings. Thank You

Service_ADVISOR_ORIGIN : May 11, 2011 12:14

******Complaint / Symptoms:******

Customer had noticed what seemed to be an instant failure causing the bus to blow smoke out of the exhaust along with a notable missfire. After checking that engine rotated freely by hand it was started temporarily to listen to noise. The engine is making a missfire noise along with a possible valve knocking. As well smoke puffed out the exhaust.

******Operating Conditions:******

Removed intake tubing to check for source of oil ingestion. Checked the CCV filter which was still in fair condition. The source of oil appears to be coming from the turbo charger which may be a failed seal? The turbine and impeller are still intact and the bearing still feels proper. Removed the spark plugs as part of inspection and found oil on #4 and 6 plugs the #5 plug has broken leaving the elecrode and thread below the nut in the head.

******DTAC Solutions (#s) utilized:******

******Make, Model and/or size of Implement or Attachment(s):******

******List all affected Control Units and the Diagnostic Trouble Codes (if applicable):******

******Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable)******

******Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title)******

******Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed)******

RE532788, Failed, Original RE533607, Failed, Previously Replaced

******What Specific Question(s) to be Answered?******

What steps should i take next to make this repair proper for possible Warranty claim. Is the head needed to be removed to extract the broken spark plug without dropping material into the cylinder. Can a turbo oil seal be blown without a greater failure whithin the turbo itself?

[redacted]

4/21/2012

Case ID: 11441689

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 210351.0 **Units:** Miles **PIN:** RG6081H298069 **Part Number:** NA

Problem: BUS 0139, TURBO FAILURE

Case Text:

Gienau, Dennis, 03 Jun 2011 22:41 GMT

Called Pete Medeiros. Do to turbo shaft breaking and oil saturation the will have to clean the air system, intake and exhaust, new UEGO sensor, turbo, exhaust blanket, exhaust manifold and repair stud. RGA 0000000001000033054 Thank You Dennis Gienau

Yabuno, Chris, 03 Jun 2011 18:37 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN THE EXHAUST, INTAKE AND THE EXHAUST BLANKETS, RECOMMEND REPLACING TURBO, UEGO, EXHAUST BLANKETS, REMOVE AND CLEANING ALL INTAKE AND EXHAUST PIPES AND HOSES, ALSO HAD EXHAUST LEAK, BROKEN EXHAUST STUD #1 CYLINDER RECOMMEND EXHAUST MANIFOLD UPGRADE

FAILED TURBO SERIAL NUMBER LAM26931

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

[redacted]

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298069

Process

PIN:RG6081H298069 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**248528

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 31AUG07 BASIC EXPIRATION DATE: 31AUG12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 29AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11454841

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 258694.0 **Units:** Miles **PIN:** RG6081H291300 **Part Number:** NA

Problem: BUS 0012, TURBO FAILURE

Case Text:

Gienau, Dennis, 15 Jun 2011 21:50 GMT

Called Pete Medeiros. I will have him install a new turbo, clean all of the oil from the intake and exhaust then install a new UEGO sensor. He will return the old turbo on RGA 0100034670. Thank You Dennis Gienau

Yabuno, Chris, 15 Jun 2011 18:14 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, SEIZED SHAFT, OIL SATURATION IN THE INTAKE AND EXHAUST, FAILED TURBO SERIAL NUMBER NEM14481

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H291300

Process

PIN: RG6081H291300 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: NO

Claim History: YES

Last Reported Hours: 0

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 01AUG06 BASIC EXPIRATION DATE: 01AUG11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 31JUL11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11458383

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 224814.0 **Units:** Miles **PIN:** RG6081H294435 **Part Number:** NA

Problem: BUS 0018, TURBO FAILURE

Case Text:

Gienau, Dennis, 17 Jun 2011 22:22 GMT

Called Pete Medeiros. He will install a new turbo, clean all of the oil from the intake and exhaust and replace the UEGO if needed. Please return the turbo on RGA 100035000. Thank You Dennis Gienau

Yabuno, Chris, 17 Jun 2011 21:33 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE OF TURBO WITH OIL SATURATION IN THE EXHAUST AND INTAKE, EXHAUST BLANKET SATURATED WITH OIL, FAILED TURBO SERIAL NUMBER NCM23336

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H294435

Process

PIN:RG6081H294435 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 26APR07 BASIC EXPIRATION DATE: 26APR12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 24APR12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11462847

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 145071.0 **Units:** Miles **PIN:** RG6081H298861 **Part Number:** RE532788

Problem: BUS 0125, TURBO FAILURE

Case Text:

Gienau, Dennis, 22 Jun 2011 17:59 GMT

Pete Medeiros, please send the turbo back on SAP RGA 100035480. He will install new turbo, clean all oil from intake and exhaust system and replace UEGO sensor if needed. Thank You Dennis Gienau

Yabuno, Chris, 22 Jun 2011 17:09 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE BROKEN SHAFT WITH OIL SATURATION IN THE INTAKE AND EXHAUST

FAILED TURBO SERIAL NUMBER NEM14460

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted] 4/21/2012

PIN: RG6081H298861

Process

PIN: RG6081H298861 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: NO **Last Reported Hours:** 145071

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 23JUL08 BASIC EXPIRATION DATE: 24JUL13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 22JUL13 OR 3000 HOURS **Expected Use Date:** 23JUL08

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11465980

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 231161.0 **Units:** Miles **PIN:** RG6081H298061 **Part Number:** NA

Problem: BUS 0135, TURBO FAILURE

Case Text:

Gienau, Dennis, 24 Jun 2011 20:16 GMT

Called Pete Medeiros. He will install a new turbo, send the old turbo back on RGA 100035139, clean all of the oil from the intake and exhaust system and replace UEGO sensor if needed. Thank You Dennis Gienau

Yabuno, Chris, 24 Jun 2011 18:46 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT WITH OIL SATURATION IN THE INTAKE AND EXHAUST – FAILED TURBO SERIAL NUMBER NEM14532

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298061

Process

PIN:RG6081H298061 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 06JUL07 BASIC EXPIRATION DATE: 06JUL12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 04JUL12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11469278

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 174788.0 **Units:** Miles **PIN:** RG6081H298958 **Part Number:** NA

Problem: BUS 0106, TURBO FAILURE

Case Text:

Gienau, Dennis, 28 Jun 2011 20:05 GMT

Called Pete Medeiros. He will install a Reman turbo, clean all of the oil from the intake and exhaust, replace UEGO sensor if needed and send old turbo back on RGA 100036155. Thank You Dennis Gienau

Yabuno, Chris, 28 Jun 2011 17:36 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, OIL SATURATION IN THE INTAKE AND EXHAUST, COMPRESSOR WHEEL HITTING HOUSING, FAILED TURBO SERIAL NUMBER NEM11223

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298958

Process

PIN:RG6081H298958 **Model:**6081
Customer: [redacted]
SAN BERNARDINO, CA [redacted]
Phone: [redacted]
Settlement Date: **Previous Owner:**NO
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 10JUN13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS **Expected Use Date:** 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11515832

Dealer: [184600] A-Z BUS SALES,INC **City:** COLTON **State:** CA

Contact: Miller, Mark **Phone:** 951-781-1817 **Email:** mmiller@a-zbus.com

Usage: NA **Units:** NA **PIN:** NA **Part Number:** SE500288

Problem: replacement turbo leaking oil into the exhaust SE500288

Case Text:

Morris, Jesse, 17 Aug 2011 14:20 GMT

Mark,

For returns, the address is: JDR-Springfield Returns, 2065 E. Pythian, Springfield, MO, 65802.

Thanks, Jesse Morris - JDRS Warranty & SEDTAC

Miller, Mark, 16 August 2011 22:45 GMT

Would it be possible to get the Springfield address? We don't have that address on file.

Morris, Jesse, 11 Aug 2011 16:05 GMT

Mark, sorry for the delayed response and thank you for your response and the information.

Please return the removed/replaced SE500288 turbo to JDR-Springfield within 30 days using RG31829 (RGA number).

Reference the RGA number (RG31829) on a core/warranty return, mark the return as a warranty return, complete all of the information on the return, attach a copy of the completed return to the turbo, package/box the turbo for shipment, and ship it to JDRS.

If you haven't done so already, file a warranty claim through the Deere warranty system using the SE part number (SE500288) off of the turbo as the "Failed/Key" part, reference this DTAC case number (11515832), the RGA number (RG31829), and a detailed description of the failure in the comment/note section of the warranty claim, and file for parts parts only due to customer install. Once the claim is completed, submit it.

NOTE: Labor is not covered under/through warranty on customer installs (only parts) per the warranty manual(s).

If you have any questions, comments, and/or concerns, please feel free to respond to this case. If not, this case is ready to be closed.

Thanks, Jesse Morris - JDRS Warranty & SEDTAC

Miller, Mark, 10 August 2011 15:57 GMT

#1 Application Blue Bird School Bus #2 Invoice BI14097 and date 4/28/11. Installed 5/2/11 #3 Mileage

between install and failure: Installed at 88,864 failed at 91,130 miles #4 Failure date 8/2/11 #5 Yes, replacement turbo shipped 8/2/11 and installed 8/3/11 #6 Yes, defective turbo was returned to us. I didn't originally talk to the customer about this failure as fellow sales person provided me with all the earlier information. When talking to the customer this morning they informed me that oil wasn't leaking into the exhaust, it was leaking into the intake area of the turbo.

Morris, Jesse, 10 Aug 2011 14:38 GMT

Mark, please provide the following information regarding this SE500288 turbo:

1) Application/machine this turbo was installed in/on:

2) Since customer installed this turbo, invoice # and invoice date:

3) Usage on this turbo:

4) Date of failure:

5) Has a replacement turbo been placed on order and/or already installed?:

6) If a replacement turbo has already been installed, where is this removed/failed turbo (has it been returned)?:

Usual causes for this failure mode other than a defective turbo: 1) clogged muffler or exhaust system, 2) suction leak in intake system, and/or 3) debris sent through turbo. Looking into these things prior to turbo replacement is suggested to make sure there is not something else causing the turbo to fail and making the turbo leak oil being the symptom.

Please respond with the above requested information, with any additional info/updates/findings, and with how you will proceed.

Thanks, Jesse Morris - JDRS Warranty & SEDTAC

Miller, Mark, 09 Aug 2011 22:00 GMT

engine serial # RG6081H154107

Miller, Mark, 09 August 2011 20:56 GMT

Engine Serial number is shown on the original DTAC case. Serial number RG6081H154107

Berg, Corey, 09 Aug 2011 19:53 GMT

Please provide the complete engine serial number.

Miller, Mark, 09 Aug 2011 19:46 GMT

****Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****

Customer purchased a replacement turbo part number SE500288 and installed on 5/2/11. Turbo is now leaking oil into the exhaust.

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

PIN: RG6081H154107

Process

PIN:RG6081H154107 **Model:**6081HFN

Customer: [redacted]

GARDEN GROVE, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**46836

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 10AUG02 BASIC EXPIRATION DATE: 11AUG07 OR 100,000 MILES

Engine Emission: EXP DATE: 09AUG07 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 11522015

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 226925.0 **Units:** Miles **PIN:** RG6081H298123 **Part Number:** NA

Problem: BUS 0132, TURBO FAILURE

Case Text:

Gienau, Dennis, 16 Aug 2011 21:14 GMT

Called Chris Yabuno, Thank you for the update on the condition of the exhaust blanket. Dennis Gienau

Yabuno, Chris, 16 Aug 2011 19:54 GMT

After running vehicle found exhaust blanket needed to be replaced due to oil saturation.

Gienau, Dennis, 15 Aug 2011 20:34 GMT

Called Pete Medeiros, He will install a new turbo, clean all oil from the engine and install new UEGO sensor. Please send the old turbo back on RGA 100041460. Thank You Dennis Gienau

Yabuno, Chris, 15 Aug 2011 18:10 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE WITH OIL SATURATION IN THE INTAKE ALSO DAMAGE TO UEGO SENSOR

FAILED TURBO SERIAL NUMBER NEM19048

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298123

Process

PIN:RG6081H298123 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**257012

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 20JUL07 BASIC EXPIRATION DATE: 20JUL12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 18JUL12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11533326

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 251024.0 **Units:** Miles **PIN:** RG6081H298122 **Part Number:** NA

Problem: BUS 0133, TURBO FAILURE

Case Text:

Gienau, Dennis, 24 Aug 2011 21:49 GMT

Called Pete Medeiros. He will install a new turbo, clean all oil from engine and send old turbo back on RGA 100042497. Thank You Dennis Gienau

Yabuno, Chris, 24 Aug 2011 19:06 GMT

**** Complaint / Symptoms: (Required field)****

Turbo failure, bolts missing compressor side with oil saturation in the intake side, turbo separated at the intake and exhaust main body, photos to follow. Failed turbo serial number NDM11009

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298122

Process

PIN:RG6081H298122 **Model:**6081
Customer:OMNITRANS
1700 W 5TH ST
SAN BERNARDINO, CA 92411-2499

Phone:909-379-7183
Settlement Date: **Previous Owner:**NO
Sold As:USED **Open PIPS:**NO
Claim History:YES **Last Reported Hours:**0
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 30AUG07 BASIC EXPIRATION DATE: 30AUG12 NO MILEAGE LIMIT
Engine Emission: EXP DATE: 28AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155
Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11537959

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: NA **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 361376.0 **Units:** Miles **PIN:** RG6081H272693 **Part Number:** SE501670

Problem: SE501670 ~ Turbo Failure

Case Text:

Morris, Jesse, 01 Sep 2011 18:19 GMT

Chris, thank you for your response and the information.

Please return this removed/failed SE501670 turbo to JDR-Springfield within 30 days using RG31847 (RGA number).

Reference this RGA number on a core/warranty return, mark the return as a warranty return, complete all of the information on the return, attach a completed copy of the return to this removed/failed turbo, package this removed/failed turbo for shipment, and ship it to JDR-Springfield.

If you haven't done so already, file a warranty claim through the Deere warranty system using the SE part number (SE501670) off of this removed/failed turbo as the "Failed/Key" part. In the comment/note section of the warranty claim, reference this DTAC case number (11537959), the serial number off of this removed/failed turbo (0012322), and a detailed description of the failure mode/failure. File for parts only due to customer install. Once the claim is completed, submit it.

NOTE: Labor is not covered through/under warranty on customer installs, only parts, per the warranty manual(s).

If you have any questions, comments, and/or concerns, please feel free to respond to this case. If not, this case is ready to be closed.

Thanks, Jesse Morris - JDRS Warranty & SEDTAC

Yabuno, Chris, 01 Sep 2011 15:36 GMT

1) If dealer installed this turbo, w/o # and install date: N/A

2) If customer installed this turbo, invoice # and invoice date: Invoice 1444, Date 8/18/11

3) Details of failure mode/failure: Turbo seized shaft or bearing failure - failed turbo serial number 0012322

4) Date of failure: 8/22/11

Morris, Jesse, 30 Aug 2011 16:53 GMT

Chris,

This case was returned but without a response.

Please respond with the previously requested information and with any additional info/updates.

Thanks, Jesse Morris - JDRS Warranty & SEDTAC

Morris, Jesse, 29 Aug 2011 22:24 GMT

Chris, please provide the following information regarding this SE501670 turbo:

1) If dealer installed this turbo, w/o # and install date:

2) If customer installed this turbo, invoice # and invoice date:

3) Details of failure mode/failure:

4) Date of failure:

Please respond with the above requested information and with any additional info/updates.

Thanks, Jesse Morris - JDRS Warranty & SEDTAC

Gienau, Dennis, 29 Aug 2011 20:21 GMT

Called Pete Medeiros, He will install a second Reman turbo SE501670 and return the failed new turbo serial number 0012322 back to Reman. I will transfer this case onto Reman for their assistance on root cause of failure and how the dealer needs to handle warranty. Thank You Dennis Gienau

Yabuno, Chris, 29 Aug 2011 17:46 GMT

****Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****

Turbo failure, seized shaft ~ note turbo has less than 24 hours (112 miles) usage at time of failure. Failed turbo serial number 0012322

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

PIN: RG6081H272693

Process

PIN:RG6081H272693 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED

Open PIPS:YES

Claim History:YES

Last Reported Hours:0

Rent Status:MACHINE NEVER RENTED

Rent Days:000

Warranty Information

BASIC START DATE: 22JUN05 BASIC EXPIRATION DATE: 22JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 21JUN10 OR 3000 HOURS

Expected Use Date: 22JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 11542467

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 206622.0 **Units:** Miles **PIN:** RG6081H298068 **Part Number:** NA

Problem: BUS 0134, TURBO FAILURE

Case Text:

Gienau, Dennis, 01 Sep 2011 20:43 GMT

Called Pete Medeiros. He will install a new turbo, clean the oil from the intake and exhaust then return the old turbo on RGA 100042604.

Yabuno, Chris, 01 Sep 2011 15:50 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE, BROKEN SHAFT EXHAUST SIDE WITH OIL SATURATION IN THE INTAKE AND EXHAUST, FAILED TURBO SERIAL NUMBER NEM14522

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298068

Process

PIN:RG6081H298068 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:YES

Sold As:NEW **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 28SEP07 BASIC EXPIRATION DATE: 28SEP12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 26SEP12 OR 3000 HOURS **Expected Use Date:** 17MAY07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11558296

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 228230.0 **Units:** Miles **PIN:** RG6081H292037 **Part Number:** NA

Problem: Bus 0010 Turbo Failure

Case Text:

Gienau, Dennis, 15 Sep 2011 22:23 GMT

Called Pete Medeiros. He will install a new turbo, clean all oil from the intake and exhaust. He will return old turbo on RGA 100045351. Thank You Dennis Gienau

Yabuno, Chris, 15 Sep 2011 21:03 GMT

FAILED TURBO SERIAL NUMBER MBM10377

Yabuno, Chris, 15 Sep 2011 21:01 GMT

**** Complaint / Symptoms: (Required field)****

PIP 10RG264

TURBO FAILURE COMPRESSOR WHEEL HITTING HOUSING OIL DISCHARGED IN THE EXHAUST EXCESSIVE, CODES: 724.31, 1569.31, 646.02

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H292037

Process

PIN:RG6081H292037 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 06SEP06 BASIC EXPIRATION DATE: 06SEP11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 05SEP11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11558308

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 353205.0 **Units:** Miles **PIN:** RG6081H271359 **Part Number:** NA

Problem: BUS0184 TURBO FAILURE

Case Text:

Gienau, Dennis, 15 Sep 2011 22:47 GMT

Called Pete Medeiros. He will install new turbo, clean all oil from intake and exhaust. He will return old turbo on RGA 100045352. Thank You Dennis Gienau

Yabuno, Chris, 15 Sep 2011 21:12 GMT

**** Complaint / Symptoms: (Required field)****

PIP 10RG264

TURBO FAILURE BROKEN SHAFT EXHAUST SIDE SATURATION IN THE INTAKE AND EXHAUST. MULTIPLE FAULT CODES 724.31 AND 1569.31 TURBO SERIAL NUMBER NJM20465

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

[redacted]

**** Other Relevant Information (If Applicable) ****

[redacted]

4/21/2012

PIN: RG6081H271359

Process

PIN:RG6081H271359 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13JUN05 BASIC EXPIRATION DATE: 13JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 12JUN10 OR 3000 HOURS **Expected Use Date:** 13JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 11561255

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 248841.0 **Units:** Miles **PIN:** RG6081H290865 **Part Number:** re532788

Problem: bus#0034 turbo failure

Case Text:

Gienau, Dennis, 19 Sep 2011 19:19 GMT

Called Pete Mederios. He will install a new turbo, UEGO sensor and clean all of the oil from the air system. He will return failed turbo on RGA 100045660. Thank You Dennis Gienau

Yabuno, Chris, 19 Sep 2011 17:10 GMT

**** Complaint / Symptoms: (Required field)****

turbo failure broken shaft exhaust side damage to uego sensor failed turbo charger serial # NEM14451

**** Operating Conditions: (Required field) ****

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H290865

Process

PIN:RG6081H290865 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 12DEC06 BASIC EXPIRATION DATE: 12DEC11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 11DEC11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11565127

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 259770.0 **Units:** Miles **PIN:** RG6081H290856 **Part Number:** RE532788 SE501670

Problem: FAILED TURBOS (2) RE532788 & SE501670

Case Text:

Morris, Jesse, 24 Oct 2011 18:31 GMT

Mike,

Products, or most products, from JDR-Springfield (John Deere Reman) are considered rebuilt due to the remanufacturing process. If you ordered a SE501670 turbo as a replacement and received an actual remanufactured (or rebuilt/non-new) turbo and it has not been installed, it would not be considered a warranty issue. Instead, it is considered non-conforming material and should not be handled as a warranty. It should be handled as a "Daily Return" (return for non-conforming material).

Per our phone conversation, you will need to contact your distributor (Western Power) and they should be able to handle and/or provide the proper return information.

Thanks, Jesse Morris - JDRS Warranty & SEDTAC

Yabuno, Chris, 24 Oct 2011 16:59 GMT

Jeese.

Where is JD Point? and where is PDC? This is Mike. I thought this was a warranty issue because the turbo was rebuilt and sent back to us. Any additional info would be very helpful. Thanks Again,

Mike Compton

Morris, Jesse, 21 Oct 2011 14:03 GMT

Chris,

You need to fill out a "Daily Return" via JD Point and then return the turbo to PDC. This is the return system for non-warranty (a.k.a. non-conforming/not installed) parts/components/items.

Thanks, Jesse Morris - JDRS Warranty & SEDTAC

Yabuno, Chris, 20 Oct 2011 20:09 GMT

Jesse,

I just recieved a rebuilt reman turbocharger from this DTAC case. The SE501670 was returned to us rebuilt. Per DTAC we were instructed to no longer use or install reman turbos. How do I return this turbocharger for credit? Where do I return it to? I need further instruction please. Thanks

Morris, Jesse, 22 Sep 2011 14:27 GMT

Chris, thank you for the detailed information.

Please return the removed/failed SE501670 turbo to JDR-Springfield within 30 days using RG31933 (RGA number).

Reference the RGA number (RG31933) on a core/warranty return, mark the return as a warranty return, complete all of the information on the return, attach a copy of the completed return to the removed/failed SE501670 turbo, package the turbo for shipment, and ship it to JDR-Springfield.

If you haven't done so already, file a warranty claim through the Deere warranty system using the SE part number (SE501670) of the turbo as the "Failed/Key" part. In the comment/note section of the warranty claim, reference this DTAC case number (11565127), the RGA number (RG31933), the serial number off of the turbo (0012319), a detailed description of the failure mode/failure, and a detailed description of the correction. Due to customer installing the turbo, file for parts only due to labor is not covered per the warranty manual(s). Once the claim is completed, submit it.

As for the RE532788 turbo, it is not a Reman/SE/JDRS component and it should be handled as a new 90 day warranty part.

If you have any questions, comments, and/or concerns, please feel free to respond to this case. If not, this case is ready to be closed.

Thanks, Jesse Morris - JDRS Warranty & SEDTAC

Yabuno, Chris, 21 Sep 2011 23:05 GMT

****Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****

CUSTOMER INSTALLED A TURBO RE532788, SERIAL NUMBER LHM 27938 (WORK ORDER 3054723) ON 9-17-2011, TURBO FAILED (EXCESSIVE OIL LEAK WITH COMPRESSOR WHEEL HITTING HOUSING) TURBO HAD 197 MILES ON IT FROM INSTALLATION, CUSTOMER THEN REPLACED FAILED TURBO WITH REMAN SE501670 (WORK ORDER NUMBER 3054912) SERIAL NUMBER 0012319 ON 9/18/2011 AT MILEAGE 259967, BUS WAS PUT BACK INTO SERVICE AND TURBO FAILED IMMEDIATELY, CUSTOMER INSPECTED TURBO AND TURBO SHAFT WAS HARD TO TURN, CUSTOMER REMOVED TURBO AND INSTALLED PART NUMBER RE532788, REQUESTING REIMBURSEMENT FOR PARTS ONLY FOR (1) RE532788 AND (1) SE501670 - NO LABOR IS REQUESTED AS CUSTOMER COMPLETED REPAIRS

TURBOCHARGERS ARE AVAILABLE FOR RETURN IF REQUESTED.

ANY QUESTIONS, PLEASE CALL MIKE COMPTON 909-381-1964

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

PIN: RG6081H290856

Process

PIN:RG6081H290856 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 19DEC06 BASIC EXPIRATION DATE: 19DEC08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 18DEC11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11578378

Dealer: [184605] AUTO SAFETY HOUSE **City:** TUCSON **State:** AZ

Contact: Mullins, Mark **Phone:** 520-275-3801 **Email:** mmullins@autosafetyhouse.com

Usage: 65334.0 **Units:** Miles **PIN:** RG6081H298206 **Part Number:** NA

Problem: Turbocharger

Case Text:

Gienau, Dennis, 03 Oct 2011 20:08 GMT

Called Mark Mullins. He will clean the air intake system, along with the CAC and the exhaust system of all oil. He will install a new turbo and send the old turbo on RGA 100047469. He will also follow solution 86447 completely and update the case with results. John Deere will cover the additional diagnostic for completing this solution. I put in Attachment photo's of a CCV installation on a Thomas bus. Please submit a estimate of what it would cost to install this system on this bus. Please include in the estimate cost for the tubing (steel or aluminum), the CCV baffle kit, labor and cost for cleaning of the CAC. Thank You Dennis Gienau

Service_ADVISOR_ORIGIN : Oct 3, 2011 11:50

******Complaint / Symptoms:******

Customer complaint of failed turbocharger. Noted engine oil pouring out of tailpipe. Removed turbocharger. Exhaust turbine wheel came off and was lodged into muffler. Muffler was full of oil. Oil was also present in intake piping and charger air cooler.

******Operating Conditions:******

******DTAC Solutions (#s) utilized:******

******Make, Model and/or size of Implement or Attachment(s):******

******List all affected Control Units and the Diagnostic Trouble Codes (if applicable):******

ECU , ECU - Engine Control Unit (Level 8) 000100.01, Engine Oil Pressure Extremely Low, ECU - Engine Control Unit (Level 8) 000100.18, 000100.18 Engine Oil Pressure Moderately Low, ECU - Engine Control Unit (Level 8) 000724.31, UEGO Sensor Signal is False, ECU - Engine Control Unit (Level 8) 001569.31, Fuel Derate, ECU - Engine Control Unit (Level 8) 524284.03, UEGO Calibration Resistor Voltage High, ECU - Engine Control Unit (Level 8) 524286.02, UEGO Heater Drive Failure, ECU - Engine Control Unit (Level 8)

******Diagnostic Procedures, Interactive Tests, Results and Recordings in Service ADVISOR (Provide detail about test conditions and results. Attach Recordings or Log Files to case or submit through Service ADVISOR using FTP site) (If applicable)******

****Technical Publications/Procedures Used: (Repair, Operation and Test, Operators Manual etc. include section group and title)****

****Key Part Numbers:(Identify Part Numbers as Original, Previously Replaced or New and if part is Failed or Not failed)****

****What Specific Question(s) to be Answered?****

PIN: RG6081H298206

Process

PIN:RG6081H298206 **Model:**6081
Customer: [redacted]
TUCSON, AZ [redacted]

Phone: [redacted]
Settlement Date:
Previous Owner:NO
Sold As:USED **Open PIPS:**NO
Claim History:NO **Last Reported Hours:**65334
Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 23AUG07 BASIC EXPIRATION DATE: 23AUG12 OR 100,000 MILES
Engine Emission: EXP DATE: 21AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information
Selling Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502
Responsible Dealer: 18-0871-HIGH POINT, NC **Phone:** 860-767-7502

Case ID: 11597279

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 385893.0 **Units:** Miles **PIN:** RG6081H272619 **Part Number:** RE532788

Problem: TURBO FAILURE BUS 194

Case Text:

Gienau, Dennis, 08 Nov 2011 22:27 GMT

Called Mike. You should follow solution 87037, this will be PIP claim. If you have any questions you should contact Western Power, Katrina Jiminez, 530-666-6624. Thank You Dennis Gienau

Yabuno, Chris, 08 Nov 2011 22:18 GMT

I HAVE SENT THIS TURBO BACK AS REQUESTED. WONDERING IF I NEED TO OPEN A WARRANTY CLAIM? I HAVE BEEN HOLDING THIS FOR AWHILE NOW? NEED FURTHER INSTRUCTION. PLEASE LET ME KNOW.

MIKE

Haugebak, Robert, 19 Oct 2011 16:00 GMT

Please use attached DTAC solution 87037 when performing this repair as we discussed. Thank You

Berg, Corey, 18 Oct 2011 17:07 GMT

Please provide complete engine serial number

Yabuno, Chris, 18 Oct 2011 17:01 GMT

****Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****

TURBO FAILURE. SIEZED.

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any

tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

[redacted]

4/21/2012

PIN: RG6081H272619

Process

PIN:RG6081H272619 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 26JUN05 BASIC EXPIRATION DATE: 26JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 25JUN10 OR 3000 HOURS **Expected Use Date:** 26JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 11613830

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 244770.0 **Units:** Miles **PIN:** RG6081H298121 **Part Number:** RE532788

Problem: TURBOCHARGER FAILURE BUS 0140

Case Text:

Gienau, Dennis, 01 Nov 2011 21:25 GMT

Called Mike. He reported that the turbo serial # NEM21742 for the failed turbo. The oil in the air system will be cleaned, new UEGO sensor, turbo and send the old turbo back on RGA 100051048. Thank You Dennis Gienau

Yabuno, Chris, 01 Nov 2011 18:14 GMT

**** Complaint / Symptoms: (Required field)****

TURBOCHARGER FAILURE

**** Operating Conditions: (Required field) ****

BROKEN SHAFT EXHAUST SIDE OIL SATURATION IN THE INTAKE PHOTOS TO FOLLOW

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298121

Process

PIN:RG6081H298121 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13JUN07 BASIC EXPIRATION DATE: 13JUL12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 11JUN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11632789

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 270689.0 **Units:** Miles **PIN:** RG6081H298122 **Part Number:** SE501670

Problem: TURBO FAILURE BUS 0133

Case Text:

Gienau, Dennis, 17 Nov 2011 22:48 GMT

He will send the SE501670 turbo back on this RGA.

Yabuno, Chris, 17 Nov 2011 22:43 GMT

DENNIS I WENT TO PRINT THE RGA FOR THIS TURBOCHARGER AND IT SHOWS A RE532788 WHICH YOU KNOW IS A NEW ONE. THIS TURBOCHARGER IS A REMAN. I JUST WANT TO DOUBLE CHECK WITH YOU BEFORE I SEND THIS. I DONT WANT ANY PROBLEMS FOR YOU OR ME. THANKS.

Gienau, Dennis, 17 Nov 2011 22:18 GMT

Called Pete Medeiros. He will install a new turbo, clean all of the oil from the intake and exhaust, replace UEGO sensor and send old turbo back on RGA 100053493. Thank You Dennis Gienau

Yabuno, Chris, 17 Nov 2011 21:41 GMT

**** Complaint / Symptoms: (Required field)****

TURBOCHARGER FAILURE BUS 0133

**** Operating Conditions: (Required field) ****

VEHICLE INOPERABLE TURBOCHARGER FAILURE. SIEZED IMPELLER SHAFT OIL SATURATION IN THE EXHAUST AND INTAKE. UEGO SENSOR POISONED. PHOTOS TO FOLLOW

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

[redacted] 4/21/2012

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298122

Process

PIN: RG6081H298122 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 0

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 30AUG07 BASIC EXPIRATION DATE: 30AUG12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11632935

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 217977.0 **Units:** Miles **PIN:** RG6081H298809 **Part Number:** RE532788

Problem: TURBOCHARGER FAILURE BUS103

Case Text:

Gienau, Dennis, 18 Nov 2011 16:33 GMT

Called Mike. I will have you clean all oil from the air system, install a new turbo, new UEGO sensor and return the old turbo on RGA 100053361. Thank You Dennis Gienau

Yabuno, Chris, 18 Nov 2011 00:45 GMT

**** Complaint / Symptoms: (Required field)****

TURBO CHARGER FAILURE

**** Operating Conditions: (Required field) ****

TURBOCHARGER FAILURE SIEZED SHAFT AND OIL SATURATION IN THE INTAKE AND EXHAUST. UEGO SENSOR POISONED MUST BE REPLACED.

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298809

Process

PIN:RG6081H298809 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 23MAY13 OR 100,000 MILES

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS **Expected Use Date:** 03JUL07

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11638105

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 354203.0 **Units:** Miles **PIN:** RG6081H271402 **Part Number:** RE532788

Problem: TURBOCHARGER FAILURE BUS 0185

Case Text:

Gienau, Dennis, 23 Nov 2011 20:24 GMT

Called Pete Medeiros. He will follow solution 87037 for the turbo PIP. He will send the turbo back on that RGA. Thank You Dennis Gienau

Yabuno, Chris, 23 Nov 2011 19:35 GMT

**** Complaint / Symptoms: (Required field)****

TURBOCHARGER FAILURE BUS 0185. TURBOCHARGER SERIAL # NEM19043

**** Operating Conditions: (Required field) ****

TURBOCHARGER FAILURE, COMPRESSOR WHEEL HITTING HOUSING, EXHAUST WHEEL AND COMPRESSOR WHEEL SIEZED. OIL SATURATION IN THE EXHAUST AND INTAKE. UEGO SENSOR CONTAMINATED.

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H271402

Process

PIN:RG6081H271402 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13JUN05 BASIC EXPIRATION DATE: 13JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 12JUN10 OR 3000 HOURS **Expected Use Date:** 13JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 11638175

Dealer: [073159] Kern Machinery, Inc. **City:** Bakersfield **State:** CA

Contact: MIDDLEBROOKS, CODY **Phone:** 661-805-8362 **Email:** cmiddlebrooks@kernmachinery.com

Usage: NA **Units:** NA **PIN:** NA **Part Number:** NA

Problem: Melted Uego connectors. Harness set on the turbo.

Case Text:

MIDDLEBROOKS, CODY, 23 November 2011 20:50 GMT

Thank you for this information it has been very helpful.

Whitcomb, Tracy, 23 Nov 2011 20:10 GMT

Per previous case:

"Connector information for the harness side... Connector# 57M8124 Weather seal# 57M7833 Terminal# 57M8135 Cavity plug# 57M8420"

Thanks

Tracy Whitcomb

DYDPAC

MIDDLEBROOKS, CODY, 23 Nov 2011 20:01 GMT

****Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****

The Uego sensor harness was not restrained and the connection has melted. RE519691.

What are the part numbers for the plastic connector and the terminal ends held within the connection to the Uego from the engine wiring harness?

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

[redacted] 4/21/2012

**** Other Relevant Information:(Describe any tests performed and the results) ****

[redacted] .. 4/21/2012

Case ID: 11645507

Dealer: [184600] A-Z BUS SALES,INC **City:** COLTON **State:** CA

Contact: Miller, Mark **Phone:** 951-781-1817 **Email:** mmiller@a-zbus.com

Usage: NA **Units:** NA **PIN:** NA **Part Number:** SE500288

Problem: RG6081H128439 defective replacment turbocharger

Case Text:

Speakes, Paul, 08 Dec 2011 21:51 GMT

Please return the failed SE500288 turbocharger to John Deere Reman Springfield within 30 days using RG#32150. Please reference this number on the return card and mark the card as an in-warranty return, please also reference this DTAC case number on the return card also. Please also reference the RG# and DTAC Case number in your warranty claim when you file through Deere warranty system.

Thanks. Paul Speakes SEDTAC @ John Deere Reman

Miller, Mark, 07 December 2011 17:19 GMT

Application JD 8.1 CNG in Blue Bird School Bus Dealer installed 1/25/11 Purchased on A-Z invoice BI08042 1/19/11 Usage on Turbo 3439 miles Center shaft and bearing leaking oil Turbo was returned no photo available Replacement turbo part # SE500288 Warranty claim to be filed after DTAC Return Authorization, Required by Western Power Products

Morris, Jesse, 02 Dec 2011 15:20 GMT

Mark, please provide the following information regarding this removed/replaced/failed SE500288 turbo;

1) Application and machine this turbo was installed on/in:

2) If dealer installed this turbo, w/o # and install date:

3) If customer installed this turbo, invoice number and invoice date:

4) Usage on this turbo:

5) Details of failure (where was it passing oil, leaking from exhaust, leaking into intake?):

6) Picture of the serial/ID tag:

7) Part number of the replacement turbo:

8) As for warranty consideration, has a warranty claim been filed/submitted on this situation?:

Please respond with the above requested information and with any additional info/updates.

[redacted]

Thanks, Jesse Morris - JDRS Warranty & SEDTAC

Miller, Mark, 01 Dec 2011 23:08 GMT

****Part #(s) / Problem Statement (Requires complete machine/engine serial number): ****

Our customer purcashased a John Deere Reman turbo charger part number SE500288 on Jan 19th 2011. This turbo charger failed on August 3rd of 2011; customers complaint was that it passed excessive oil. We replaced the turbo with a new unit from stock. This DTAC is being done in order to get a return authorization to return the defective turbo for warranty consideration.

**** Stock check request: (Include - Part #, Part Description, Date Code, Non-conformance Details) ****

**** Catalog(s) used / Solution(s) referenced: (Provide - Catalog #, Grid #, Key #, Solution #) ****

**** Order escalation (US and Canada Only): (Requires model, serial number, and situation or description for MD escalation) ****

**** JDM product issue (US and Canada Only): (Include - Part #, Description of issue) (Describe any tests and their results) ****

**** Other Relevant Information:(Describe any tests performed and the results) ****

PIN: RG6081H128439

Process

PIN:RG6081H128439 **Model:**6081HFN

Customer: [redacted]

SAN SIMEON, CA [redacted]

Phone: [redacted]

Settlement Date:26FEB01 **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**75258

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 20JUN01 BASIC EXPIRATION DATE: 20JUN07 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 19JUN06 OR 3000 HOURS **Expected Use Date:** 20JUN01

Dealer Information

Selling Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Responsible Dealer: 18-0852-FORT VALLEY, GA **Phone:** 478-825-2021

Case ID: 11655456

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 266947.0 **Units:** Miles **PIN:** RG6081H283487 **Part Number:** RE532788

Problem: TURBOCHARGER FAILURE BUS 032

Case Text:

Haugebak, Robert, 13 Dec 2011 14:41 GMT

It appears from the photographs that a lot of dirt was ingested by this turbo prior to bearing failure? An oil sample would be a good idea as well as checking the air filtration system for leaks. Thank You

Gienau, Dennis, 12 Dec 2011 23:32 GMT

Called Mike. This engine is out of warranty so you will have to follow the instructions in the PIP for replacing the turbo and sending the old turbo back on the PIP. Thank You Dennis Gienau

Yabuno, Chris, 12 Dec 2011 22:03 GMT

**** Complaint / Symptoms: (Required field)****

TURBOCHARGER FAILURE

**** Operating Conditions: (Required field) ****

TURBOCHARGER FAILURE COMPRESSOR WHEEL HITTING HOUSING. PHOTOS TO FOLLOW

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

[redacted]

**** Other Relevant Information (If Applicable) ****

[redacted]

4/21/2012

PIN: RG6081H283487

Process

PIN:RG6081H283487 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED

Open PIPS:NO

Claim History:YES

Last Reported Hours:0

Rent Status:MACHINE NEVER RENTED

Rent Days:000

Warranty Information

BASIC START DATE: 28APR06 BASIC EXPIRATION DATE: 29APR11 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 27APR11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11662427

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 260016.0 **Units:** Miles **PIN:** RG6081H291025 **Part Number:** RE532788

Problem: TURBOCHARGER FAILURE BUS 0017

Case Text:

Gienau, Dennis, 20 Dec 2011 16:50 GMT

Pete Medeiros, Please send the turbo back on RGA 100057532. Thank You Dennis Gienau

Dirksen, David, 19 Dec 2011 22:27 GMT

Called the technician. This engine is still under its 5 year/300,000 mile warranty until January 20, 2012. Please proceed with the repairs. If there is nothing else please close the case. Thanks.

Yabuno, Chris, 19 Dec 2011 21:16 GMT

**** Complaint / Symptoms: (Required field)****

TURBOCHARGER FAILURE

**** Operating Conditions: (Required field) ****

BROKEN SHAFT EXHAUST SIDE OIL SATURATION IN THE EXHAUST

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

[redacted]

4/21/2012

PIN: RG6081H291025

Process

PIN:RG6081H291025 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**YES

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 29JAN07 BASIC EXPIRATION DATE: 19JAN12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 28JAN12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11669189

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 189810.0 **Units:** Miles **PIN:** RG6081H299688 **Part Number:** RE532788

Problem: TURBOCHARGER FAILURE BUS 0127

Case Text:

Harris, Ronald, 29 Dec 2011 18:28 GMT

Spoke with Pete and said he could replace the engine blankets because they were too soaked with oil.

Harris, Ronald, 29 Dec 2011 03:35 GMT

Bus 0127. Thanks for the pictures. Unit is still under warranty. Replace the turbo and clean the CAC if oil got into it. We allow up to $800.00 for CAC cleaning. Work through and fill out solution 86447, list the root cause found from the solution, attach the worksheet to this case and provide a detailed estimate for all parts and labor to correct the concern. Attach the estimate; we will then make further recommendations. Make sure the spark plugs are still in good condition. Check the cylinder compressions to determine engine condition.

Yabuno, Chris, 28 Dec 2011 23:08 GMT

**** Complaint / Symptoms: (Required field)****

TURBOCHARGER FAILURE

**** Operating Conditions: (Required field) ****

BROKEN SHAFT EXHAUST SIDE, OIL SATURATION IN THE EXHAUST AND INTAKE. THERMO BLANKETS ALSO SATURATED WITH OIL. EXHAUST LEAK BROKEN EXHAUST STUD #6 CYLINDER. PHOTOS TO FOLLOW

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

[redacted]

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H299688

Process

PIN:RG6081H299688 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:NO **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 02JUL08 BASIC EXPIRATION DATE: 03JUL13 OR 2000 HRS IN 2ND YR
STANDARD WARRANTY IS UNLIMITED HOURS IN 1ST YR. OR 2000 HRS MAXIMUM IN 2ND YR.

Engine Emission: EXP DATE: 01JUL13 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11676479

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 206759.0 **Units:** Miles **PIN:** RG6081H299016 **Part Number:** RE532788

Problem: TURBOCHARGER 0106

Case Text:

Harris, Ronald, 07 Jan 2012 04:36 GMT

Work through and fill out solution 86447, list the root cause found from the solution, and provide a detailed estimate for all parts and labor to correct the concern. Attach the estimate; we will then make further recommendations.

Yabuno, Chris, 07 Jan 2012 00:19 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE

**** Operating Conditions: (Required field) ****

SIEZED SHAFT, OIL SATURATION IN THE EXHAUST AND INTAKE, UEGO SATURATED WITH OIL. ALSO NEEDS EXHAUST MANIFOLD UPGRADE. PHOTOS TO FOLLOW

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H299016

Process

PIN: RG6081H299016 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:** NO

Sold As: USED **Open PIPS:** NO

Claim History: YES **Last Reported Hours:** 220048

Rent Status: MACHINE NEVER RENTED **Rent Days:** 000

Warranty Information

BASIC START DATE: 03JUL07 BASIC EXPIRATION DATE: 19APR13 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 01JUL12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Case ID: 11696884

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 358281.0 **Units:** Miles **PIN:** RG6081H271357 **Part Number:** RE532788

Problem: TURBOCHARGER FAILURE BUS 182

Case Text:

Gienau, Dennis, 26 Jan 2012 21:08 GMT

Called Mike. He will return the turbo on the PIP RGA. I will not need the photo's. Thank You Dennis Gienau

Yabuno, Chris, 26 Jan 2012 20:01 GMT

**** Complaint / Symptoms: (Required field)****

TURBOCHARGER FAILURE BUS 182

**** Operating Conditions: (Required field) ****

COMPRESSOR WHEEL HITTING HOUSING OIL SATURATION IN THE EXHAUST, UEGO SENSOR ALSO SATURATED WITH OIL. PHOTOS TO FOLLOW

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H271357

Process

PIN: RG6081H271357 **Model:** 6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner: NO

Sold As: USED

Open PIPS: YES

Claim History: YES

Last Reported Hours: 358281

Rent Status: MACHINE NEVER RENTED

Rent Days: 000

Warranty Information

BASIC START DATE: 14JUN05 BASIC EXPIRATION DATE: 14JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13JUN10 OR 3000 HOURS

Expected Use Date: 14JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 11701549

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 365818.0 **Units:** Miles **PIN:** RG6081H271359 **Part Number:** RE532788

Problem: BUS 184 TURBO FAILURE PIP CLAIM

Case Text:

Harris, Ronald, 09 Feb 2012 16:47 GMT

Thanks for the repairs and getting the customer going.

Pete informed me that McCray enterprises has denied this warranty claim because there was a root cause not Deere's fault. A coil for the spark plug was mentioned. Old turbo was kept by the owner and McCray repaired the unit then charged the owner. Owner is ok with this. You can close this case now.

Harris, Ronald, 02 Feb 2012 18:35 GMT

Get customer up and running as fast as possible and attach the requested things to this case. RGA the turbo so it can be evaluated.

Harris, Ronald, 02 Feb 2012 14:42 GMT

Thanks for the serial #. Attach the service records and oil scan when you can. The turbo should be replaced with a new one. Do you change oil and filter after a turbo failure? We will inspect the old turbo after it arrives here. Warranty will be determined at that time.

Yabuno, Chris, 01 Feb 2012 21:58 GMT

FAILED TURBOCHARGER SERIAL# NCM28810

Harris, Ronald, 01 Feb 2012 16:22 GMT

Was the oil cleaned from the cac?

Harris, Ronald, 01 Feb 2012 16:22 GMT

I will send an RGA for the turbo. Please also give us the serial # for this turbo. I am sending this case back as a request for the service records and turbo serial#. Attach the oil sample results when you get them.

Harris, Ronald, 01 Feb 2012 16:14 GMT

Send in an oil sample and attach results to case. Attach the oil change and service records since last turbo replacement on 9/15/2011 case # 11558308 this turbo failed by oil contamination per Honeywell turbo inspection done on 9/28/2011. This unit has had several turbo failures.

We do want this turbo back.

Yabuno, Chris, 01 Feb 2012 00:06 GMT

**** Complaint / Symptoms: (Required field)****

TURBO FAILURE

**** Operating Conditions: (Required field) ****

COMPRESSOR WHEEL HITTING HOUSING. OIL SATURATION IN THE INTAKE AND EXHAUST. ALSO, UEGO SENSOR SATURATED WITH OIL

**** DTAC Solutions (#s) utilized: (Required field)****

FOLLOWING PIP DTAC # 87037. UNLESS OTHERWISE DIRECTED

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H271359

Process

PIN:RG6081H271359 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date: **Previous Owner:**NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**0

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 13JUN05 BASIC EXPIRATION DATE: 13JUN10 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 12JUN10 OR 3000 HOURS **Expected Use Date:** 13JUN05

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 11708538

Dealer: [073159] Kern Machinery, Inc. **City:** Bakersfield **State:** CA

Contact: olguin, tony **Phone:** 661-833-9900 **Email:** tolguin@kernmachinery.com

Usage: 185596.0 **Units:** Miles **PIN:** RG6081H287369 **Part Number:** RE532788

Problem: Turbo Failure

Case Text:

Harris, Ronald, 07 Feb 2012 18:39 GMT

Hi Tony

Thanks for the report. I will send an RGA for the turbo.

olguin, tony, 07 Feb 2012 18:04 GMT

**** Complaint / Symptoms: (Required field)****

Turbo failure- removed air intake hose to find turbo turbine not turning/seized.

**** Operating Conditions: (Required field) ****

City transit bus

**** DTAC Solutions (#s) utilized: (Required field)****

Performing PIP MPRG32202

**** What specific questions(s) need to be answered? (Required field): ****

Report only.

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

N/A

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

Report only.

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

Following PIP instructons.

**** Relevant Part Numbers (If Applicable) ****

RE532788 Turbo

**** Other Relevant Information (If Applicable) ****

Failed turbo will be RGA'd per PIP instructions.

[redacted]

4/21/2012

PIN: RG6081H287369

Process

PIN:RG6081H287369 **Model:**6081

Customer: [redacted]

BAKERSFIELD, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**185596

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 14MAR06 BASIC EXPIRATION DATE: 14MAR08 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 13MAR11 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Responsible Dealer: 18-0897-WINNIPEG, MB **Phone:** 204-224-1251

Case ID: 11756277

Dealer: [184771] MCCRAY ENTERPRISES **City:** SAN BERNARDINO **State:** CA

Contact: Yabuno, Chris **Phone:** 909-381-1964 **Email:** chris@mccrayent.com

Usage: 248528.0 **Units:** Miles **PIN:** RG6081H298069 **Part Number:** RE532788

Problem: TURBOCHARGER FAILURE BUS 0139

Case Text:

Montgomery, Lacey, 04 Apr 2012 16:18 GMT

RGA 100093187

Haugebak, Robert, 04 Apr 2012 16:00 GMT

Per conversation with pete Mederios I have updated this case with the corrected milage 565521-316993 (repower)=248528. I will also request RGA from L.M. and case comments will be updated with RGA #.

Harris, Ronald, 02 Apr 2012 21:03 GMT

Thanks I have let Dennis know. I have seen RGAs take up to 2 weeks to come through.

Yabuno, Chris, 02 Apr 2012 20:21 GMT

OAM55126 IS THE TURBOCHARGER SERIAL #.

Gienau, Dennis, 29 Mar 2012 17:30 GMT

Called Mike. I have sent in for a new RGA for the turbo but I still need you to provide turbo serial number. This will take a couple days to enter the system. Thank You Dennis Gienau

Harris, Ronald, 23 Mar 2012 20:41 GMT

It has been filled out to go to you just takes a lot of time with this new system. I was told 2 days but I trhink I will tell everyone it is 2 weeks from now on. Sorry

Yabuno, Chris, 23 Mar 2012 20:22 GMT

RONALD- I STILL HAVE NOT RECEIVED A RGA FOR THIS TURBOCHARGER. I JUST WANTED TO DOUBLE CHECK AND MAKE SURE EVERYTHING WAS OK WITH THIS CASE. PLEASE UPDATE AND ADVISE

Harris, Ronald, 20 Mar 2012 16:56 GMT

This bus had new turbos in 2008 and 2011. There were no codes. Pete has verified there is no oil in cac. Replace the turbo with a new one, rga the old one back and replacing the plugs is a good idea if it does not have the new style and if the customer is willing to pay for them. This unit is still under warranty. The rga will show up there in a couple of days.

Yabuno, Chris, 20 Mar 2012 15:34 GMT

**** Complaint / Symptoms: (Required field)****

TURBOCHARGER FAILURE. PICTURES TO FOLLOW

**** Operating Conditions: (Required field) ****

SEIZED SHAFT, POSSIBLE BROKEN SHAFT ON INTAKE SIDE

**** DTAC Solutions (#s) utilized: (Required field)****

**** What specific questions(s) need to be answered? (Required field): ****

**** Make, Model, and Size of Implement/Attachment or Tractor info if case is about an Implement: (If Applicable): ****

**** ALL Diagnostic Trouble Codes (if applicable) Procedures Used (If Applicable) ****

**** Service ADVISOR™ procedures, results, recordings (If Applicable) ****

**** Relevant Part Numbers (If Applicable) ****

**** Other Relevant Information (If Applicable) ****

PIN: RG6081H298069

Process

PIN:RG6081H298069 **Model:**6081

Customer: [redacted]

SAN BERNARDINO, CA [redacted]

Phone: [redacted]

Settlement Date:

Previous Owner:NO

Sold As:USED **Open PIPS:**NO

Claim History:YES **Last Reported Hours:**248528

Rent Status:MACHINE NEVER RENTED **Rent Days:**000

Warranty Information

BASIC START DATE: 31AUG07 BASIC EXPIRATION DATE: 31AUG12 NO MILEAGE LIMIT

Engine Emission: EXP DATE: 29AUG12 OR 3000 HOURS **Expected Use Date:**

Dealer Information

Selling Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

Responsible Dealer: 18-8206-BAKERSFIELD, CA **Phone:** 661-397-9155

PE12-006

JOHN DEERE

6/8/2012

QUESTION 5

5

Solution No. : 49201 : PSB 20 December 2000 Product Improvement Program 00RG104, RG6081HFN01, Turbocharger Failures, Specifically, RE70788 and RE502311

21 December 2000

Complaint or Symptom:

RG6081HFN01 COMPRESSED NATURAL GAS "BLUE BIRD" ENGINES PRODUCED FROM FEBRUARY 1999 THROUGH SEPTEMBER 2000, AND OLDER RG6081HFN01 ENGINES THAT HAVE RECEIVED A REPLACEMENT TURBOCHARGER DURING THAT TIME

RG6081HFN01 077047 – 118106

RG6081HFN01 ENGINES THAT RECEIVED A REPLACEMENT TURBOCHARGER FROM FEBRUARY 1999 THROUGH SEPTEMBER 2000

Problem or Situation:

John Deere dealers may be contacted by Blue Bird school and transit bus owners experiencing oil leaking through the turbocharger compressor housing into the engine air intake system, abnormal turbocharger noise, and low boost pressure caused by internal cap screws not being installed properly by the manufacturer.

Solution:

Product Improvement Program 00RG104 provides for the replacement of the turbocharger. The replacement kit also includes studs, nuts and spacers and an updated turbocharger gasket to replace the original cap screws and gasket.

Instructions:

Install kit number MPRG31828 and return turbocharger core according to RG31828 Installation Instructions included with each kit.

NOTE: Engine owners have been given the option of installing the kit themselves.

Parts Requirements:

One MPRG31828 Turbocharger replacement kit consisting of:

PART	QUANTITY	DESCRIPTION
RE40048	1	Clamp
RE505151	1	Turbocharger gasket
RE70788	1	Turbocharger
RG31828	1	Installation instructions
R105346	1	Oil drain line gasket
R21710	1	Hose
R26163	1	O-ring
R503718	4	Spacer
R503722	4	Spacer
R503820	4	Stud
R63551	4	Sealing washer
R97021	2	V-band clamp
	1	Prepaid return shipping label

Labor and Travel Allowance:

Kit Installation: 1.5 hours

Travel Time & Mileage: Up to a maximum of four hours travel time @ shop rate and up to a maximum of 200 miles @ US$0.70 per mile (320 Kilometers @ US$0.44 per kilometer) not to exceed a maximum of US$300.00.

Claims:

Submit PIP claim via ESIS or JDWIN, referencing Program 00RG104.

Disposition of Parts:

Return original turbocharger per instructions included with the kit, using the prepaid shipping label. Scrap remaining parts.

Termination Date:

01 January 2002

Solution Number: 62061

Solution Summary: CNG/LNG Turbo Oil Leakage

Publication Date: Sep 24 2004

Paper copies of solutions may not be the most current solutions

Complaint or Symptom:

Appearance of oil dripping from turbocharger.

Problem or Situation:

Excessive engine oil carryover due to improper oil level and/or routing of crankcase vent hose can cause excess oil to be carried over through the air system to the turbocharger. Excess oil in the turbocharger can cause the engine to smoke and physically drip oil from turbo hoses. Excessive oil can further contaminate the intercooler, air system plumbing, and pass oil into the engine intake. See related solutions for further verification:

- Solution #64786 CNG/LNG Closed Crankcase Vent Routing
- Solution #64787 CNG/LNG 8.1L Oil Level & Dipstick Revisions
- Solution #64782 Intercooler Cleaning Procedure

Solution:

Conduct the following steps for addressing turbocharger oil leakage:

1. Verify, document, and adjust oil level referencing solution #64787
2. Verify correct closed crankcase vent routing per solution #64786.
3. Remove turbo plumbing on air and exhaust side of turbo.
4. Inspect turbo for damage to impeller, housing, shaft, or any other turbo component.
5. Replace turbocharger only if there is physical damage or inconsistency of components. Replacement of turbo for only the presence of oil is not recommended unless there is a crack in the oil cavity or oil seal causing excessive oil to be pumped from turbo. If oil cavity and/or oil seal damage is present, upstream air plumbing and vent hoses will be dry.
6. Check air system plumbing for oil contamination and clean if needed.
7. Check intercooler for oil contamination and clean per solution #64782 if needed.
8. Reinstall hardware in same order as removed.

NOTE: Unnecessary replacement of turbocharger due to the appearance of oil leakage may result in the rejection of warranty claim or charge back if the above steps are not investigated first. Further, John Deere will not warrant the removal and/or steam cleaning of the vehicle intercooler due to improper oil level and/or incorrect vent hose routing.

6081, 6068

FAIL, HBI, BLOWBY, OIL, TUBE, NG, LUBE, SMOKE, LEAK, POWERTECH, TURBO, K0, RG, ENG, F0416

Solution Number: 70044

Solution Summary: Inspection Of John Deere Engines After Turbocharger Shaft/Bearing Failure.

Publication Date: Aug 3 2007

Paper copies of solutions may not be the most current solutions

Complaint or Symptom :

Inspection of John Deere engines after a turbo/turbocharger shaft/bearing failure.

Problem or Situation :

During a turbocharger shaft or bearing failure on all John Deere turbocharged engines, it is possible for debris can enter the oil pan through the oil drain line of the turbo.

If debris enters the oil pan and is not removed, it can wear a hole in the oil pump pickup screen, and cause oil pump failure.

Solution :

After a turbocharger shaft/bearing failure has occurred, it is recommended to perform an engine oil, oil filter change and clean intake system (intake manifold & charge air cooler circuit). Also perform the following steps:

1. Remove and inspect the turbo/turbocharger drain line to ensure that debris is not lodged in the line.

2. Inspect the used engine oil for debris from the failure.

3. Also cut open the used oil filter and inspect for debris.

4. Note the amount of debris found in the oil filter and oil to use as a baseline for comparison for future oil changes.

5. Perform an oil scan analysis at the first oil change after failure repair to check for high wear elements (metals). Inspect oil and filter after future scheduled oil changes. If debris is found in the oil and the oil scan shows high wear elements, submit a factory-level DTAC case for assistance with additional repairs.

Additional Information :

Reference DTAC Solution 60475 for cleaning the intake system (DTAC Solution # 60475, SIB # 03-04-40-01; PSB 0416 11: Over Speed Engine FailureAfter Replacing Turbo/Turbocharger).

6910, 6030, 8130, 310SE, 9660, 310SG, 6329, 6531, 3164, 9860STS, 4240S, 9530T, 6010L, 700J, S680, 6710, 4240L, 8400, 6715, 9520, 9120, 6900, 6850, 1030, 643D, 9670STS, 643H, 643G, 643J, S670, 643K, 6120SE, 9530, 6105, 6650, 6303, 650J, 6510, 750J, 6059, 640G-III, S660, 3179, 740GS, 9400, 6506, 6310, 6505, 548G, 8310T, S560, 9500, 6110, 8210T, 6310S, 8970, 9970, 6310L, 6920, 7500, 9560iSTS, 9100, 6510S, 6520, 8770, 6068, 6210L, 7020, 7300, 6320, 6515, 6820, 9410, 643, 9870STS, 6510L, 9510, 8570, 6125, 6520L, 6466, 7700, 6120, S550, 9620, 8420T, 4955, 4440, 710D, 8960, 8430T, 3016, 3015, 3014, 8410T, 710G, 8560, 8955, 8400T, 9420, 7820, 9560, 4960, 6810, 9230, 9630, 4019, 7520, 5820, 4430, 7920, 7420, 3510, 3029, 9430T, 6400, 8650, 6300, 4020, 9430, 6800, 9220, 9420T, 4024, 4320, 6010, 848G, 9560SH, 740G, 848H, 6405, 6404, 6520SE, 6410, 9400T, 748G-III, 5030, 640H, 640G, 4030, 6410L, 8120T, 3152, 6020, 4920, 4039, 9650, 6220SE, 3011, 6420L, 3013, 6414, 6400L, 9660CTS, 6420S, 8110T, 7400, 6415, 9450, 6420, 315SE, 3009, 315SG, 5020, 6920S, 4045, 6410S, 4040, 8530, 8100T, 9550, S690, 9570STS, 8330, 9550SH, 9750STS, 9330, 4995, 850J, 6910S, 6020L, 4720, 5720, 9520T, 6420SE, 8230T, 4055, 4270, 8520, 9320, 360D, 4276, 4050, 5010, 4990, 8200, 748G-II, 3500, 4850, 8450, 6120L, 560D, 9510SH, 6110L, 4455, 648G-II, 8630, 9620T, 8330T, S690 Hillmaster, 540G, 550J, 4840, 9610, 6100L, 4650, 548G-II, 9300, 850JR, 9880STS, 6320SE, 4760, 4250, 4555, 9200, 8640, General, 4255, 310E, 4450, 6500L, 310G, 4755, 4560, 540G-II, 840, 9600, 7220, 6101, 9660STS, 4240, 8430, 9650CTS, 6100, 6300L, 540G-III, 6200, 4620, 7320, 4630, 9770STS, 8230, 6076, 9996, 8220T, 8850, 4239, 7720, 6020SE, 4230, 8440, 8300, 843K, 843J, 5620, 843H, 843G, 6500, 9880HM, 4640, 8100, 8760, 6750, 6081, 8520T, 6605, 8410, 9320T, 6600, 4040S, 7200, 640GS, 4890, 9630T, 4040L, 8320T, 9650STS, 6220, 8310, 6220L, 660D, 648G-III, 8110, 6320L, 6215, 6359, 8210, 9660WTS, 6610, 8870, 9760STS, 6200L, 450J, 460D, 4219, 9300T, 8020, 410G, 8420, 8300T, 6615, 9560STS, 410E, 740, 748H, 548G-III, 748G, 6210, 8320, 6619, 9500SH, 4895, 648G, 6205, 648H, 640G-II, 8200T, 8120, 4202, 6620, 4520, 8220, 6620SE, 8010

MISSING, FAIL, LINE, INSTALL, OIL, TUBE, BROKEN, NOISE, CHECK, MISFIRE, POWER, BLOWN, FILTER, BEARING, SHAFT, LUBE, TURBO, PTS, RE524741 turbo LDTFY07R, RE522876, turbo, SKRFY06R, DCWFY09R, ENG, F0400, F0416, F5425, F0407, F5428

Solution Number: 74770

Solution Summary: 8.1L CNG Additional Turbo Failure Inspections & Repair Procedures

Publication Date: Aug 30 2007

Paper copies of solutions may not be the most current solutions

Complaint or Symptom :

Turbocharger failed causing debris to be scattered throughout the intake and exhaust systems.

Problem or Situation :

Care needs to be taken when replacing a turbocharger after a shaft failure. Steps outlined in CTM87 section "Turbocharger Failure Analysis" section always need to be followed. In addition, the following steps need to be taken as a proactive measure whenever you have a turbo charger failure that results in debris and/or oil entering either the intake or exhaust.

Solution :

Steps outlined in both CTM87 and below must be followed prior to new turbocharger installation.

- Always make sure intake and exhaust pipes are clean from oil and debris.
- Always make sure that debris is removed from charge air cooler.
- Always replace UEGO sensor on turbo failures that have caused oil to be expelled into the exhaust system after removal of oil residue is complete.
- Always inspect intake plumbing for any weld slag especially around intake ports like the CCV hose port and humidity sensor port. Notify your vehicle OEM and John Deere Customer Support should you encounter weld slag and/or irregularities in intake plumbing.
- Always inspect air filter for dirt and/or debris as turbocharger failure may have expelled debris back into the filter. Always replace the air filter if contaminated and do not attempt to clean.
- Always clean hoop hoses of debris and sticky oil residue. Special concern over the hose closest to the turbo compressor should be given. Inspection of hoop hose connecting intake pipe to air filter housing connection should also be checked thoroughly.

After the above steps are taking in addition to the normal CTM87 steps have been completed, you should proceed with the replacement of the turbocharger through existing procedures outlined in CTM87.

Additional Information :

6081

PERFORM, FAIL, INSTALL, BROKEN, CHECK, NG, INTAKE, DEBRIS, POWERTECH, HARDWARE, TURBO, RG, EXHAUST, ENG, F0416

Solution Number: 74923

Solution Summary: PIP 06RG176 - UPDATE - 23 APRIL 2008 - 8.1L CNG Turbocharger - Mandatory Malfunction

Publication Date: Oct 23 2008

Paper copies of solutions may not be the most current solutions

UPDATE: 23 APRIL 2008 - TERMINATION DATE DOES NOT APPLY TO OEM ENGINES. THIS PIP WILL CLOSE ON THE EXPIRATION DATE.

UNIT : John Deere Power Systems Product Improvement Program

DATE : 27 November 2006

DTAC: 74923

PROGRAM NUMBER : 06RG176

TITLE : 8.1L CNG Turbocharger

CLASSIFICATION : Mandatory Malfunction

PRODUCTS AFFECTED :

RG6081H CNG 450 Series Engines

Engines in this program are within the following serial number range

: RG6081 H (147118 - 272771). Claims for machines not listed on the attached document.link will not be accepted.

06RG176 Engine Selection List

Some engines within the serial number range were repaired at the factory or do not require this program. An exception list of those units will not be printed. If an engine serial number is NOT on PIP HISTORY but the situation indicates a need to replace a failed part, use normal DTAC procedure for assistance and advice on how to proceed. Claims for engines not listed in PIP HISTORY will not be accepted.

SITUATION :

Turbocharger failures have been experienced on a subset of the engine population with option code 1502 for use with the ZF transmission. Due to the unique duty cycle characteristics of this engine and transmission combination, the turbocharger may experience failure. John Deere has decided to proactively update those impacted units with a newly designed turbocharger that addresses this failure mode.

CORRECTION :

John Deere has released an improved turbocharger design to address this failure mode. John Deere will ship the required parts directly to dealerships necessary for this update.

ADMINISTRATIVE OR TECHNICAL QUESTIONS:

If you have administrative questions concerning this PIP, please call John Deere Power Systems PIP Administration at 319-292-5534.

If you have additional technical questions concerning this PIP, please contact John Deere Power Systems DTAC line at 1 (800) 535-1979.

Kit INFORMATION:

There is no kit for this PIP. Use **MRW28000** as the key part number to file a claim.

Required parts will be shipped, no charge by the factory, directly to the dealers involved.

- 1 – RE532788 Turbocharger
- 1 – RE505151 Gasket, turbocharger to exhaust manifold
- 1 – R105346 Gasket, turbocharger drain line
- 2 – R63551 Sealing Washer, coolant inlet and outlet lines

INSTRUCTIONS:

1. Remove turbocharger per CTM87 section titled "Remove Turbocharger".
2. Pre-lube turbocharger per CTM87 section titled "Pre-lube turbocharger".
3. Install new turbocharger and gaskets per CTM87 section titled "Install Turbocharger".

   Additional Information:

   Reference DTAC Solution No. 74770 – 8.1L CNG Additional Turbo Failure Inspections & Repair Procedures if turbocharger being replaced has experienced failure of any kind.

LABOR: 2.5 Hours - This includes gaining access to the engine

If the turbocharger has failed, required additional parts and labor are to be added to the original PIP claim with full explanation.

TRAVEL:

Travel time and mileage will be paid via "Special Allowance" - one claim per dealer.

EXPIRATION DATE: 01 December 2007

DISPOSITION OF PARTS: RGA No. 9791626 has been issued to return the original turbochargers back to the John Deere Engine Works factory. Please ship per below: SHIP TO:

JOHN DEERE ENGINE WORKS WEST DOCK

Dept. 578 Reference RGA No. 9791626

3801 WEST RIDGEWAY AVE.

WATERLOO, IA 50701

RETURN FREIGHT:

70LBS OR LESS – UPS – PREPAID UPS ACCOUNT NUMBER: 536501

MORE THAN 70LBS – SHIP VIA CONWAY CENTRAL EXPRESS, CONWAY SOUTHERN EXPRESS, OR CONWAY WESTERN EXPRESS - COLLECTS

THIS PIP MAY NOT BE ISSUED IN ALL BRANCHES

OPEN THE RESPECTIVE BRANCH LINK TO SEE IF THE PIP APPLIES TO YOUR BRANCH. INSTRUCTIONS AND RULES WILL BE DETAILED IF IT DOES

United States	See Details.	PIN List
Canada (English)	See Details.	
Canada (French)	Voir Les Details.	
United Kingdom & Ireland	See Details.	
South Africa	See Details.	
France	Voir Les Details.	
Italiana	Veda I Particolari.	
Spain	Vea Los Detalles.	
Vertrieb (Germany)	Sehen Sie Details.	
International (JDIN)	See Details.	
Australia & NZ	See Details.	
Brasil	Veja Detalhes.	
John Deere Asia	See Details.	
Argentina	Vea Los Detalles.	
China	See Details.	
Latin America	Vea Los Detalles.	
Mexico - Central America	Vea Los Detalles.	
Russia	See Details.	

FAIL, INSTALL, PIP, BROKEN, CHECK, NG, WARRANTY, KIT, DEBRIS, PSB, POWERTECH, TURBO, CRACK, HARDWARE, HOUSING, RG, ENG, F0416

Solution Number: 75491

Solution Summary: PIP 07RG184 - UPDATE 22 APRIL 2008 - 8.1L CNG Voith Flywheel & Turbo Update Instructions - Mandatory Malfunction

Publication Date: Oct 23 2008

Paper copies of solutions may not be the most current solutions

UPDATE: 22 APRIL 2008 - TERMINATION DATE DOES NOT APPLY TO OEM ENGINES. THIS PIP WILL CLOSE ON THE EXPIRATION DATE.

UNIT : John Deere Power Systems Product Improvement Program

DATE : 13 April 2007

DTAC: 75491

PROGRAM NUMBER : 07RG184

TITLE : 8.1L CNG Turbocharger and Flywheel

CLASSIFICATION : Mandatory Malfunction

PRODUCTS AFFECTED :

RG6081H CNG 450 Series Engines

Engines in this program are within the following serial number range:

RG6081H (240428 - 293171)

The John Deere Dealer should check the serial number in PIP HISTORY. to confirm the engine is included in the PIP program. Please refer to the linked document for engine serial numbers included in this PIP.

07RG184 Engine Selection List

Some engines within the serial number range were repaired at the factory or do not require this program. An exception list of those units will not be printed.

Claims for engines not listed in PIP HISTORY will not be accepted.

SITUATION :

Turbocharger failures have been experienced on engines built with option code 1527 for use with the Voith transmission due to the duty cycle characteristics of this engine and transmission combination. John Deere has decided to proactively update those units with a newly designed turbocharger that

addresses this failure mode.

Due to the duty cycle characteristics of this engine and transmission combination, the flywheel to crankshaft joint may experience failure. John Deere has decided to proactively update those units with a newly designed flywheel joint configuration that addresses this failure mode

CORRECTION :

John Deere has released an improved new "boreless" turbocharger design to address the turbo failure mode. John Deere has released a flywheel joint design to address the flywheel joint failure mode.

ADMINISTRATIVE OR TECHNICAL QUESTIONS:

If you have administrative questions concerning this PIP, please call John Deere Power Systems PIP Administration at 319-292-5534.

If you have additional technical questions concerning this PIP, please contact John Deere Power Systems DTAC line at 1 (800) 535-1979.

PARTS INFORMATION:

Required parts will be shipped, AT NO CHARGE by the factory, directly to the dealers involved:

DO NOT LIST THESE PARTS ON YOUR PIP CLAIM. YOUR CLAIM WILL BE RETURNED FOR CORRECTION.

Use **MRW28000** as the key part number to file the PIP claim.

NOTE: CHECK PIP HISTORY TO SEE THE LABOR HOURS ALLOWED FOR EACH PIN. THAT WILL TELL YOU WHETHER BOTH THE FLYWHEEL AND THE TURBO, OR JUST THE FLYWHEEL IS REQUIRED FOR EACH ENGINE.

Turbo Updates:

- 1 – RE532788 Turbocharger
- 1 – RE505151 Gasket, turbocharger to exhaust manifold
- 1 – R105346 Gasket, turbocharger drain line
- 2 – R63551 Sealing Washer, coolant inlet and outlet lines

Flywheel Updates:

- 6 - R84978 Cap screw
- 6 - T21242 Washer
- 1 - R524748 Diamond Washer, crank to flywheel
- 1 - R41934 Dowel

INSTRUCTIONS:

1. Always follow safety procedures as outlined in CTMs and other safety documentation available.
2. Remove turbocharger per CTM87 section titled "Remove Turbocharger".

3. Pre-lube turbocharger per CTM87 section titled "Pre-lube turbocharger".
4. Install new turbocharger and gaskets per CTM87 section titled "Install Turbocharger".
5. Install new flywheel hardware per instructions published in solution #76034. Do NOT use procedures published in CTM87 or other documents for assembly of this new joint as some hardware has physically changed as well as torque procedures adjusted.

Additional Information

Reference DTAC Solution No. 74770 – 8.1L CNG Additional Turbo Failure Inspections & Repair Procedures if turbocharger being replaced has experienced failure of any kind.

LABOR:

NOTE: CHECK PIP HISTORY TO SEE THE LABOR HOURS ALLOWED FOR EACH PIN. THAT WILL TELL YOU WHETHER BOTH THE FLYWHEEL AND THE TURBO, OR JUST THE FLYWHEEL IS REQUIRED FOR EACH ENGINE.

12 Hours Flywheel only.

14.5 Hours Flywheel and Turbo

All times allowed include access time.

If the turbocharger has failed, required additional parts and labor are to be added to the original PIP claim with full explanation.

TRAVEL:

Travel time and mileage will be paid via "Special Allowance" - one claim per dealer.

EXPIRATION DATE:

01 April 2008

DISPOSITION OF PARTS:

RGA No. 9884610 has been issued to return the original turbochargers back to the John Deere Engine Works factory. Only turbochargers need to be shipped back to the factory. Flywheel, cap screws, washers, and dowels may be discarded. Please ship original turbochargers per below:

SHIP TO:

JOHN DEERE ENGINE WORKS WEST DOCK
Dept. 578 Reference RGA No. 9884610
3801 WEST RIDGEWAY AVE.
WATERLOO, IA 50701

RETURN FREIGHT:

70LBS OR LESS – UPS – PREPAID UPS ACCOUNT NUMBER: 536501

MORE THAN 70LBS – SHIP COLLECT VIA ONE OF THE FOLLOWING CARRIERS:

CONWAY CENTRAL EXPRESS, CONWAY SOUTHERN EXPRESS, OR CONWAY WESTERN EXPRESS

THIS PIP MAY NOT BE ISSUED IN ALL BRANCHES.

OPEN THE RESPECTIVE BRANCH LINK TO SEE IF THE PIP APPLIES TO YOUR BRANCH. INSTRUCTIONS AND RULES WILL BE DETAILED IF IT DOES.

United States	See Details.

6081

TRANSMISSION, CRANKSHAFT, TORQUE, FAIL, SLIP, PIP, BROKEN, performance, TURBO, HARDWARE, FLYWHEEL, POWER, ENG, F0416, F0433

Solution Number: 77727

Solution Summary: PIP 07RG196 - **UPDATE 16 FEBRUARY 2009 - TERMINATED - 8.1L CNG Turbocharger - Mandatory Malfunction**

Publication Date: Feb 16 2009

Paper copies of solutions may not be the most current solutions

UPDATE - 16 FEBRUARY 2009 - THIS PIP HAS TERMINATED

UNIT : John Deere Power Systems Product Improvement Program

DATE : 12 November 2007

DTAC: 77727

PROGRAM NUMBER : 07RG196

TITLE : 6081H CNG 450 Series Engine Turbocharger update with the Allison Transmission

CLASSIFICATION : Mandatory Malfunction

PRODUCTS AFFECTED :

RG6081H (209814 - 295830)

SITUATION: Turbocharger failures have been experienced on a subset of the engine population with option codes 1526 and 1533 for use with the Allison transmission. The original turbocharger may not be compatible with the duty cycle needed for a transit bus application as a result, the turbocharger may experience failure. John Deere has decided to proactively update the impacted units with an improved turbocharger that addresses this failure mode.

CORRECTION: John Deere has released an improved new "boreless" turbocharger design to address this failure mode. Update the engine using the MPRG32137 PIP kit.

ADMINISTRATIVE OR TECHNICAL QUESTIONS: If you have administrative questions concerning this PIP, please call John Deere Power Systems PIP Administration at 319-292-5534. If you have additional technical questions concerning this PIP, refer to the DTAC solution at the top of this bulletin; submit a DTAC case if required..

THIS PIP MAY NOT BE ISSUED IN ALL BRANCHES

OPEN THE RESPECTIVE BRANCH LINK TO SEE IF THE PIP APPLIES TO YOUR BRANCH. INSTRUCTIONS AND RULES WILL BE DETAILED IF IT DOES

United States	See Details.	PIN List.

Canada	See Details.	PIN List.

6081

TRANSMISSION, PTS, RG32137, Engine, F0416

Solution Number: 75253

Solution Summary: Diagnostic Procedure for DTC 646.02 - Wastegate Control Failure

Publication Date: Apr 23 2009

Paper copies of solutions may not be the most current solutions

Complaint or Symptom :

Engine undergoes a derate condition and sets DTC 646.02 Wastegate Control Failure. The engine may misfire as well.

Problem or Situation :

The 646.02 code has fooled many technicians into thinking the turbocharger wastegate has failed. The procedure below outlines chronological steps to take to narrow down which component(s) are responsible for the problem. ***Note: The procedure below is for persistent fault codes. If the problem is intermittent, refer to the Intermittent Fault Diagnostics in the appropriate CTM***

Solution :

There are three conditions which must be met for the code to set:

- Engine Speed is greater than 1400 RPM

- Upstream Throttle Pressure (UTP) actual is 2.2 psi (15 kPa) (0.15 bar) higher or lower than the commanded value.

- Condition occurs for least 18 seconds

Note: EMI (electro magnetic interference) or RFI (radio frequency interference) can cause this code to set. Make sure the code isn't consistently setting when the vehicle is in one geographical location.

Diagnostic Procedure

1. Check the natural gas pressure (NGP) to make sure the correct pressure is present. Low pressure will cause this code to set.

Test Result	Action
NGP is low	Verify that the fuel tanks are full, fuel tank shutoff valves are open and unobstructed, fuel filters are unclogged, high pressure regulator is functioning properly and the low pressure shutoff solenoid is fully open
NGP is in spec	Got to Step 2.

2. The ecu will monitor the air/fuel ratio more closely with the new UEGO protection software, see DTAC solution 78693, and this might result in DTC 646.02 setting. The root cause of this is low exhaust back pressure which is supposed to be 40 in H2O (10 kPa). An easy way to check if low exhaust back pressure is the cause of the DTC is to perform a stall test and when the engine is misfiring have somebody carefully restrict the exhaust at the tail pipe with a board or something similar. If the engine performance improves as the exhaust flow is being restricted the back pressure is probably too low.

Test Result	Action
Engine performance improves with restricted exhaust	Contact the vehicle manufacturer for information on how to increase the exhaust back pressure.
Engine performance does not improve with restricted exhaust.	Got to Step 3.

3. Check for air leaks around the intake manifold gaskets, charge air cooler and related hoses, and mixer elbow.

Test Result	Action
Leaks found	Repair
No leaks found	Go to Step 4

4. Verify that the proper air pressure sensors are installed. If one of these sensors was recently replaced, the code is more than likely being set because a MAP sensor is installed in the UTP port, or vise versa. Below is a good cheat sheet comparing the UTP, MAP, and Baro sensors since they look exactly the same but have different calibrations. They are supposed to be keyed differently, but experience in the field has shown that the wrong sensor can get plugged into the wrong place. For example, if you plug the UTP into the regular MAP hole, you will get above 45 psi boost. Use this sheet to help you determine whether the sensors are mixed up.

   Document1.pdf

Test Result	Action
One or more Sensors Mixed	Replace using the above guide
Sensors are not mixed	Go to Step 5

5. With the ignition off, disconnect the wastegate solenoid connector. The solenoid is located on the base of the mixing elbow. Measure the resistance between the two terminals in the wastegate solenoid connector.

Test Result	Action
Reading below 15 or above 21 ohms	Replace wastegate solenoid
Reading between 15 and 21 ohms	Go to Step 6

6. With the ignition off, disconnect ECU connector #4 (white L-Y) and the wastegate connector on the engine harness. Measure the resistance between:

   Terminal A in the wastegate connector and terminal M2 in the ECU connector

   Terminal B in the wastegate connector and a good chassis ground.

Test Result	Action
Any measurement greater than 5 ohms	Short or open in wire that had the high resistance
All measurements less than 5 ohms	Go to Step 7

7. Check and adjust the Turbocharger Wastegate Actuator. With the wastegate actuator supply hose disconnected, regulated shop air can be used to check the wastegate rod calibration. The rod should be actuated with 12 psi compressed air. If the wastegate rod moves with less than 12 psi compressed air, then the wastegate will be activated too much and low boost will be observed. If the wastegate rod does not begin to move unless more than 12 psi compressed air is applied to the port, then the wastegate will be not be activated enough and high boost will be observed. Please follow CTM 87 for the procedure on how to adjust the turbocharger wastegate actuator. ***Note: The wastegate actuator will become damaged if 20 psi or more of compressed air is applied to the wastegate diaphragm.***

Test Result	Action
Wastegate Rod moves with a pressure other than 12 psi	Adjust Turbocharger Wastegate Actuator (See CTM 87)
Wastegate Rod moves with 12 psi Compressed Air	Go to Step 8

8. Stall test unit to ensure code resets under the above conditions. When the UTP values stabilize, monitor UTP desired vs. actual.

Test Result	Action
UTP Desired 2.2 psi more than Actual	Go to Step 9
UTP Actual 2.2 psi more than Desired	Go to Step 10

9. Do an ignition system check (procedure found in appropriate CTM) Weak spark = Less Exhaust pressure = Low Stall Speed and Boost = Low UTP Actual. ***Note: If the engine does not seem to be misfiring or running rough, then there is not an ignition problem. Follow the table below under "No Ignition Problems Found."***

Test Result	Action
Ignition System Component(s) found to be faulty	Replace Component and retest. Note: Plugs and Wires are replaced together.
No Ignition Problems Found	Problem is with the intake system. Check for intake leaks, plugged air filters, intake restrictions. If no problems found, perform a seven step inspection of the turbocharger (In appropriate CTM).

10. There is an air restriction or leak in one of the wastegate hoses. It could be the hose going from the air intake to the wastegate solenoid or the hose going from the wastegate solenoid to the wastegate actuator.

CODE, PRESSURE, PERFORM, MISSING, TUBE, performance, VALVE, CHECK, IGNITION, MISFIRE, SHAFT, INTAKE, SPEED, LOOSE, CHARGE, STICK, ADJUST, LEAK, CONTROL, TURBO, HOSE, EXHAUST, ENG, F0400

Solution Number: 86388

Solution Summary: 8.1L CNG / LNG - UEGO Sensor Poisoning Due to Oil, 724.31 DTC

Publication Date: Sep 30 2010

Paper copies of solutions may not be the most current solutions

Complaint or Symptom :

After completing the steps in solution 86447 , technician has been directed to this solution.

Problem or Situation :

Upon inspection, oil was found in the CAC piping between the turbocharger and the charge air cooler, the charge air cooler itself, or the piping between the charge air cooler and the engine intake.

Solution :

Note: DO NOT continue with this solution unless directed by solution 86447 .

Oil contamination through the charge air system will poison the UEGO sensor; the poisoning can be caused by one of the following:

- Oil carryover resulting from an overfilled crank case – oil level will ideally be near the ADD mark on the dipstick, but NEVER above the FULL mark
- Saturated CCV filter
- Dirty air cleaners causing high intake air restriction
- High blowby and resulting oil carryover
- A failing vehicle air compressor flapper valve pushing oil back through the inlet air supply line into the turbo charger inlet tube
- Failed turbo charger seals (very rare)

1. Use solution 56304 perform a blowby test - Note: 56304 is written for a diesel engine, but the blowby test can be performed on a natural gas engine just as well.

   If the blowby pressure is less then 2" of water (0.5 kPa) proceed to step # 3

   If the blowby pressure is greater then 2" of water go to step # 2

2. Remove the CCV filter cover, Racor filter or Stainless Steel baffle if equipped. Then using solution 56304 re-check the crank case pressure.

If the pressure is less then 2" of water go to step 3

If it is over 2" Open a DTAC case for further instructions. When engine blowby issues are resolved continue to step # 3

3. Remove the turbo charger air inlet tube between the air cleaner and the turbo charger. Examine the turbo charger inlet and inlet tubing area for signs of oil.

   If the turbo charger inlet area shows signs of oil go to step # 4

   If the turbo charger inlet is dry go to step # 5

4. Check the vehicle air compressor (mounted on the engine) supply line where it attaches to the turbo charger inlet tube for signs of oil coming from the bus air compressor. If the air compressor supply line shows indication of oil from the air compressor; check the air compressor intake flapper valve function before proceeding to step # 5

   If the CCV line is attached between the air cleaner and turbo, check the CCV line where it attaches to the turbocharger inlet tube for signs of oil coming from the CCV system. If the CCV line shows indication of oil contribution, proceed to step # 5.

5. Verify if there is oil in the intake air piping to the charge air cooler, the charge air cooler itself, or the piping from the charge air cooler to the engine. To totally resolve oil carryover issues, John Deere has approval from CARB to install a new CCV system. Open a DTAC case with "New CCV System" in the subject line for more information & you will be directed to solution 86364. Do not go beyond installing a baffle assembly unless the customer is in agreement and either fabricated parts or OEM parts are used for the rest of the system.

6. Diagnosing a failed turbo seal is very difficult because the only way to know for certain is to look for signs of oil coming from behind the compressor wheel; removing the compressor wheel will cause the turbo supplier to reject the turbo for warranty. Also, oil can come through the seal when a pressurized intake hose temporarily comes loose, but the seal will not be damaged; the oil present can lead to a false conclusion that the seal is bad. Before suspecting the turbo charger seal as faulty, check for restrictions in the turbo charger drain line. Open a DTAC case before replacing the turbo since this is a VERY RARE probability for causing trouble.

Additional Information :

6081

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accumulate, build up, LEVEL, LEAK, EXHAUST, SENSOR, ENG, F0400

Solution Number: 87037

Solution Summary: PIP 10RG264 - 8.1L Compressed Natural Gas Turbocharger update (Urban transit buses in California) - FAF

Publication Date: Nov 17 2010

Paper copies of solutions may not be the most current solutions

UNIT : John Deere Power Systems Product Improvement Program

DATE : 17 November, 2010

DTAC: 87037

PROGRAM NUMBER : 10RG264

TITLE : 8.1L Compressed Natural Gas Turbocharger update (Urban transit buses in California)

CLASSIFICATION : Fix-as-Fail

PRODUCTS AFFECTED :

RG6081H (267315 – 300724)

The engine serial number range above is provided only as a quick reference. **Please refer to the linked PIN list at the bottom of the DTAC solution for the engines that are involved in this PIP.** If an engine serial number is NOT included in the list referenced below or is not on PIP HISTORY, but the situation indicates a need to replace a failed part, submit an engine DTAC case for assistance and advice on how to proceed.

SITUATION :

8.1L CNG engines in urban transit buses in California are experiencing turbocharger failures.

CORRECTION :

For urban transit buses located in California, within 10 years of date of delivery and less than 435,000 miles install MPRG32202 Turbocharger Kit in the event of a turbocharger failure. All other warranty policies apply, as defined in the Service Administration Manual (SAM).

It is important that special detail is taken when diagnosing a failed turbocharger. In order to qualify for this PIP the failed turbocharger must meet the criteria listed below.

In the event that a failed turbocharger causes failure of Universal Exhaust Gas Oxygen (UEGO) sensor, order MPRG32203 UEGO Sensor kit. UEGO kits and labor allowance for UEGO replacement will only be available in conjunction with Turbocharger kit.

Required failure mode to qualify for PIP:

- Broken turbine shaft
- External oil leak from turbocharger center housing
- Broken fin on turbine wheel NOT caused by foreign object debris
- Evidence of wheel to housing contact
- Must be visible damage, not by way of forcing rub from floating shaft

Conditions that do not qualify for PIP:

- Oil in housing from anything other than broken shaft or manufacturing defect
- Closed Crankcase Ventilation system, oil leftover from previous failures, etc.
- Damage to the compressor inlet from foreign object debris
- Low oil levels / Lack of lube oil
- Oil contamination
- Shaft "play"
- Turbo oil drain tube restriction
- Abnormally high exhaust temperatures
- Excessive carbon build-up

THIS PIP MAY NOT BE ISSUED IN ALL BRANCHES.

OPEN THE RESPECTIVE BRANCH LINK TO SEE IF THE PIP APPLIES TO YOUR BRANCH. INSTRUCTIONS AND RULES WILL BE DETAILED IF IT DOES.

United States	See Details.	PIN LIST.
Canada English	See Details.	
Canada French	See Details.	

6081

PIP, TURBO, ENG, F0416

Solution Number: 86364

Solution Summary: 8.1 CNG/LNG Closed Crankcase Vent (CCV) Field Kit 2010-01 Installation Guidelines, 724.31 Code

Publication Date: Aug 4 2011

Paper copies of solutions may not be the most current solutions

Complaint or Symptom :

Oil introduction to the turbo, charge air cooler, engine intake, and cylinder causing misdiagnosed turbo problems, charge air cooler loading with oil, transfer of oil to the intake manifold and into the cylinders, detonation tendency and associated piston and valve failures, UEGO poisoning and spark plug fouling.

Problem or Situation :

The purpose of the Closed Crankcase Ventilation (CCV) system is to route crankcase gases back into the engine. This has been an EPA requirement for John Deere (JD) natural gas fueled engines since 1998 (reference 40 CFR 86.098-11[c]). A CCV filter mounted on top of the rocker cover or on the side of the block requires maintenance, if the filter is not changed before reaching saturation it can cause higher than normal crankcase pressures and allow oil to be more easily passed into the intake system.

Solution :

As an improvement to the existing CCV system, an Optional Field Kit can be installed, which will introduce crankcase gasses prior to the air filter.

The Optional Field Kit (RE547206) consists of the following:

Part Number	Quantity	Description
RE544783	1	Baffle Assembly
F37020156	1	O-Ring
RE547209	1	Installation Instructions
R532792	1	Label

Perform the following to install the Optional Field Kit with the John Deere natural gas engines:

1. Remove the existing filter element and bottom sponge, P/N RE524713, from the CCV housing and replace with a baffle assembly, P/N RE544783. If a new O-ring is required, use a F37020156

   NOTE: This (Step 1) is the extent of parts supplied by John Deere. Any further steps in the solution should be done in cooperation with the customer using parts fabricated or parts supplied by the vehicle OEM.

2. Remove the current plumbing between the CCV housing and the intake piping and fill the hole in

the intake piping with an appropriate air tight plug.

3. Install new plumbing to route the crankcase gases prior to the air filter per the following specifications:

   Materials:

   • 3003 or 6061 alloy aluminum tubing

   • ¾ inch (19 mm) or greater OD. NOTE: Larger diameter tubing can provide better air cleaner life

   • .035-0.065 inch (0.89-1.65 mm) wall thickness aluminum tubing

   • Use aluminum tubing to the maximum extent possible. When rubber joints are needed, use oil resistant hose (SAE 30R6 or higher) with appropriate clamps/tubing hose beads to provide an air tight and secure joint. **Note:** Leave 1/2" gaps between mating aluminum

   tubing ends to avoid rubbing and metal particles getting introduced to intake.

   Routing:

   • Run tubing continuously uphill from the CCV housing to prevent low spots where oil can collect. The uphill portion should be at least 3 feet (914 mm) in length or longer (see 86364_2.jpg) NOTE: Longer lengths of uphill direction aluminum tubing can improve air filter life

   • Maintain a clearance of at least 1 ft. (305 mm) from exposed exhaust components such as exhaust manifold, turbocharger or exposed, non-thermal wrapped exhaust piping. NOTE: a cooler environment can provide better air cleaner life. **Warning: Do not use rubber tubing, only use aluminum tubing. Do not run tubing over top of the turbocharger.**

   • Support tubing as required to assure there are no low spots for oil collection and to assure the tubing is secure

   • Plumbing must enter the engine air feed system prior to the air filter element (dirty side) at a point that provides a negative pressure relative to atmosphere while the engine is running; this will assure crankcase fumes will be routed back into the engine (see 86364_3.jpg).

   • The entry point should be accessible for servicing, as there could be a slight amount of carryover reaching the entry point. Cleaning of that area should be part of the regular PM schedule.

4. Clean the turbocharger compressor housing, the charge air cooler and the plumbing & hoses feeding and leaving the cooler as required to assure no oil remains in the intake system. Failure to clean the charge air cooler system will leave oil in the system that will continue to contaminate the system for a period of time resulting in engine issues. Use a non-corrosive soapy water solution, per cleaner instructions, to clean oil from the components.

5. Final Verification

   - Inspect for potential crankcase gas leaks to atmosphere

- Inspect for low spots in the uphill plumbing route where oil can collect or accumulate

6. Install the Optional Field Kit label (R532792) in an easily viewed location such as the air cleaner housing

Additional Information :

NOTE: After the Optional Field Kit is installed some air filter staining may be noted. However, testing has indicated the life of the air cleaner will not be affected under normal conditions. Longer uphill routes, in a cooler environment, with larger diameter aluminum tubing will minimize the staining.

NOTE: Excessive air filter contamination with oil carryover could be considered an indication of problems and provides the servicing technician a warning of a potential problem before more damage occurs. Problems could be caused by: higher than desired oil level in the crankcase, excessive wear of the engine mounted air compressor, turbocharger seal leakage (very rare), engine wear, etc. The source of the excessive oil carryover can be identified using the CTM related to your engine or referring to DTAC solutions.

6081

ENG, F0408

PE12-006

JOHN DEERE

6/8/2012

QUESTION 6

6

From: Ephraim Stephen R
Sent: Friday, January 29, 2010 4:14 PM
To: egonzale@arb.ca.gov; jwong@arb.ca.gov
Subject: Deere 4th Quarter EWIR

Esther,

Here is our 4th quarter report.



Deere EWIR 2009Q4.csv

Mr. Wong,

Per Mr. Valencia I will be copying you on our EWIR submissions. Deere had offered a CNG fueled variant of a diesel engine and exited the on-highway business at the end of 2007.

Thanks.

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

Test_Group	Part_Num	Component	Repair	Cost	Sales	Cum claims	Percent	Qtr	Models
4JDXH08.1067	RE508476	Humidity sensor	N	D	124	31	25	2009Q4	MHDD
4JDXH08.1067	RE509038	Turbocharger	N	D	124	29	23.4	2009Q4	MHDD
4JDXH08.1067	RE519691	SENSOR, UNIV EXH GAS OXYGEN (UEGO)	N	D	124	138	111.3	2009Q4	MHDD
5JDXH08.1066	RE505627	ECU	N	D	72	42	58.3	2009Q4	Urban Bus
5JDXH08.1066	RE508476	Humidity sensor	N	D	72	33	45.8	2009Q4	Urban Bus
5JDXH08.1066	RE509038	Turbocharger	N	D	72	70	97.2	2009Q4	Urban Bus
5JDXH08.1066	RE519691	UEGO	N	D	72	52	72.2	2009Q4	Urban Bus
5JDXH08.1066	RE532788	TURBOCHARGER,8.1L CNG WATER COOLED	N	D	72	33	45.8	2009Q4	Urban Bus
5JDXH08.1067	RE505627	ECU	N	D	208	25	12	2009Q4	MHDD
5JDXH08.1067	RE508476	Humidity sensor	N	D	208	82	39.4	2009Q4	MHDD
5JDXH08.1067	RE519691	UEGO	N	D	208	213	102.4	2009Q4	MHDD
6JDXH08.1066	RE508476	Humidity sensor	N	D	70	43	61.4	2009Q4	Urban Bus
6JDXH08.1066	RE509038	Turbocharger	N	D	70	31	44.3	2009Q4	Urban Bus
6JDXH08.1066	RE519691	UEGO	N	D	70	247	352.9	2009Q4	Urban Bus
6JDXH08.1066	RE532788	Turbocharger	N	D	70	53	75.7	2009Q4	Urban Bus
6JDXH08.1067	RE508476	Humidity sensor	N	D	182	103	56.6	2009Q4	MHDD
6JDXH08.1067	RE519691	UEGO	N	D	182	144	79.1	2009Q4	MHDD
7JDXH08.1066	RE508476	Humidity sensor	N	D	112	53	47.3	2009Q4	Urban Bus
7JDXH08.1066	RE519691	UEGO	N	D	112	289	258	2009Q4	Urban Bus
7JDXH08.1066	RE532788	Turbocharger	N	D	112	36	32.1	2009Q4	Urban Bus
7JDXH08.1067	RE508476	Humidity sensor	N	D	300	148	49.3	2009Q4	MHDD
7JDXH08.1067	RE519691	UEGO	N	D	300	256	85.3	2009Q4	MHDD
7JDXH08.1067	RE62675	MAP sensor	N	D	300	100	33.3	2009Q4	MHDD

Defect Report 10-02 Turbocharger Shaft Failure
18 February 2010

A portion of Deere's on-highway CNG engines have experienced a significant number of turbocharger failures. This emissions defect report is being filed pursuant to § 85.1903. The structure of this report is such that regulatory information requirements are in **bold** type followed by Deere's responses.

§ 85.1903(c)(1) The manufacturer's corporate name.

John Deere Power Systems of Deere and Company.

(2) A description of the defect.

Catastrophic turbocharger (P/N RE532788) failure due to turbine shaft failure. The primary failure mode is believed to be low cycle fatigue. This turbo has been used in all Deere CNG engines starting in 2007 model year, and has been used for service on engines built in prior model years. Urban bus engines are uniquely susceptible to low cycle fatigue due to the frequent turbocharger accelerations resulting from their continuous start-stop driving mode.

(3) A description of each class or category of vehicles or engines potentially affected by the defect including make, model, model year, and such other information as may be required to identify the vehicles or engines affected.
(4)(i) The number of vehicles or engines known or estimated to have the defect and an explanation of the means by which this number was determined.

We have determined that this failure is occurring in California, where the majority of our CNG engines were sold. The following estimates were prepared for failures in the state of California, which exceed EPA's reporting threshold for reporting. Our estimates include failures for the 2005 and 2006 model year engines which were serviced with this P/N RE532788 turbocharger, as referenced in a defect information report filed on 15 June 2007.

Model Year	Family Name	Service Class	Application	Total CA Population	Number of CA Failures
2005	5JDXH08.1066	HHDE	Urban Bus	72	12
2006	6JDXH08.1066	HHDE	Urban Bus	70	42
2007	7JDXH08.1066	HHDE	Urban Bus	112	36

The number of reported failures are estimated from a review of model year 2005 thru 2007 warranty claims, as of February 2010.

(4)(ii) The address of the plant(s) at which the potentially defective vehicles or engines were produced.

John Deere Engine Works
3801 Ridgeway Avenue
Waterloo, Iowa

(5) An evaluation of the emissions impact of the defect and a description of any drivability problems which a defective vehicle might exhibit.

The emissions impact is negligible due to the need for immediate service.
Vehicle performance after turbocharger failure is unacceptable.

(6) Available emissions data which relate to the defect.

None is available.

(7) An indication of any anticipated manufacturer follow-up.

We are reviewing the data to determine what additional follow-up action might be appropriate.

Sincerely,

Stephen Ephraim

Stephen R. Ephraim
John Deere Power Systems.
319-292-8181

From: Ephraim Stephen R
Sent: Monday, April 12, 2010 6:21 PM
To: Hinton Raymond W; Mills Wayne L; Davis Taylor
Cc: Bishop Richard A; Polivka David L
Subject: 12 Apr 10 CARB Discussion on CNG Turbo Failures (FW: FIR10-01-532788)

Ray/ Wayne/ Taylor –

I spoke with CARB's staff today regarding the turbo failures, and have agreed to the following actions including follow-up call on Thursday, 22nd. I've also included key discussion points below. A conference call will discussed this week to review our options and other details. The February FIR report to CARB is enclosed for reference.

ACTION ITEMS

1. JD will make proposal for near-term action by 22nd

   - CARB favors a letter to engine owners advising of a warranty extension until fix identified
   - CARB also mentioned a "service bulletin to warranty stations"
   - This approach will require a follow-up action review (CARB suggests "six months")
   - Will need agreement on "outside limit" for this warranty agreement

2. If design alternatives won't be pursued, JD will need to propose long term plan

   - Design solution preferred... "Want JD to take responsibility for durable turbo"
   - CARB favors warranty extension through end of useful life (10 yr or 435K miles, whichever comes first)
   - They provided an example that sounds more like paid scheduled maintenance, rather than "fix as fail"
   - CARB will not rule out possibility of a recall, above action notwithstanding

3. Provide estimated current population of RE532788 turbos in California for 2004 – 2007 model years

   - CARB wants to quantify how many potential failures might occur in future

4. Provide more detail on wastegate solenoid failure – collateral damage or root cause?

DISCUSSION

Participants included Jeff Wong, John Urkov, Dana Purviance, Tom Chang, Kim Pryor, Tsatsu Nukunya, Jackie Laurenco, and Annette Hebert.

- "JD turbos not durable"
- Over 4% failure rate is considered systemic problem (currently 17% - 32% unscreened for 2005-7 yrs)
- CARB observed that multiple turbo failures could be experienced within a given engine's useful life
- I reported that JD has NOT identified a design solution that can be verified and implemented
- CARB has had several instances where mfrs. have warranted a turbo "for life" until acceptable fix
- E.g., one mfr. agreed to bring in every 30,000 miles for inspection/ service of turbo, piping, etc.
- CARB understands that the operator cannot run the engine indefinitely with failed turbo
- Some disagreement over useful life

Steve Ephraim
Emissions Compliance, John Deere Power Systems

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FIR10-01-532788.pdf

JOHN DEERE PRODUCT ENGINEERING CENTER

P.O. BOX 8000, WATERLOO, IOWA 50704-8000 FAX (319) 292-8457

17 February 2010

Jeffrey Wong
Air Pollution Specialist
Mobile Source Operations Division
9480 Telstar Avenue No. 4
El Monte, CA 91731

Dear Mr. Wong,

Deere's 2009 4th quarter EWIR contained unscreened claims in excess of 50 for turbo P/N RE532788 in family 6JDXH08.1066. Neither the 5JDXH08.1066 or 7JDXH08.1066 families reached 50 unscreened claims in that EWIR, however, they are included in this FIR as they contain warranty claims of the same turbocharger part number. Further investigation has revealed two similar part numbers were actually involved in the claims for 5JDXH08.1066 and 6JDXH08.1066. The original turbo RE509038 was used from 2004 through 2006 and was replaced as part of a field fix campaign with P/N RE532788 beginning with the 2007 production year. For this reason, with the exception of the 2007 family, a distinction has been made between the two turbos by only counting warranty claims for the RE532788 turbo for this report. This Field Information Report is being filed pursuant to Title 13, Chapter 2, Article 2.4, Section 2145. The format is such that the regulatory language will be in **bold type** followed by Deere's response.

2145(b)(1) The manufacturer's corporate name.
John Deere Power Systems of Deere and Company

2145(b)(2) A field information report number assigned by the manufacturer.
FIR10-01-532788

2145(b)(3) A description of each class or category of California-certified vehicles or engines affected including make, model, model year, engine family or test group.

Model Year	Engine Family	Service Class	Application
2005	5JDXH08.1066	HHDE	Urban Bus
2006	6JDXH08.1066	HHDE	Urban Bus
2007	7JDXH08.1066	HHDE	Urban Bus

2145(b)(4) A description of the emission-related component that failed or was replaced or repaired under warranty, the failure and the probable cause of the failure.
Four Failure modes were identified for Turbo Charger P/N RE532788, including Wheel Rub, Oil Leak, Wastegate Solenoid and Broken Shaft.

John Deere Proprietary and Confidential

2145(b)(5) The number and percentage of vehicles or engines in each engine family or test group for which a failure ...was identified.

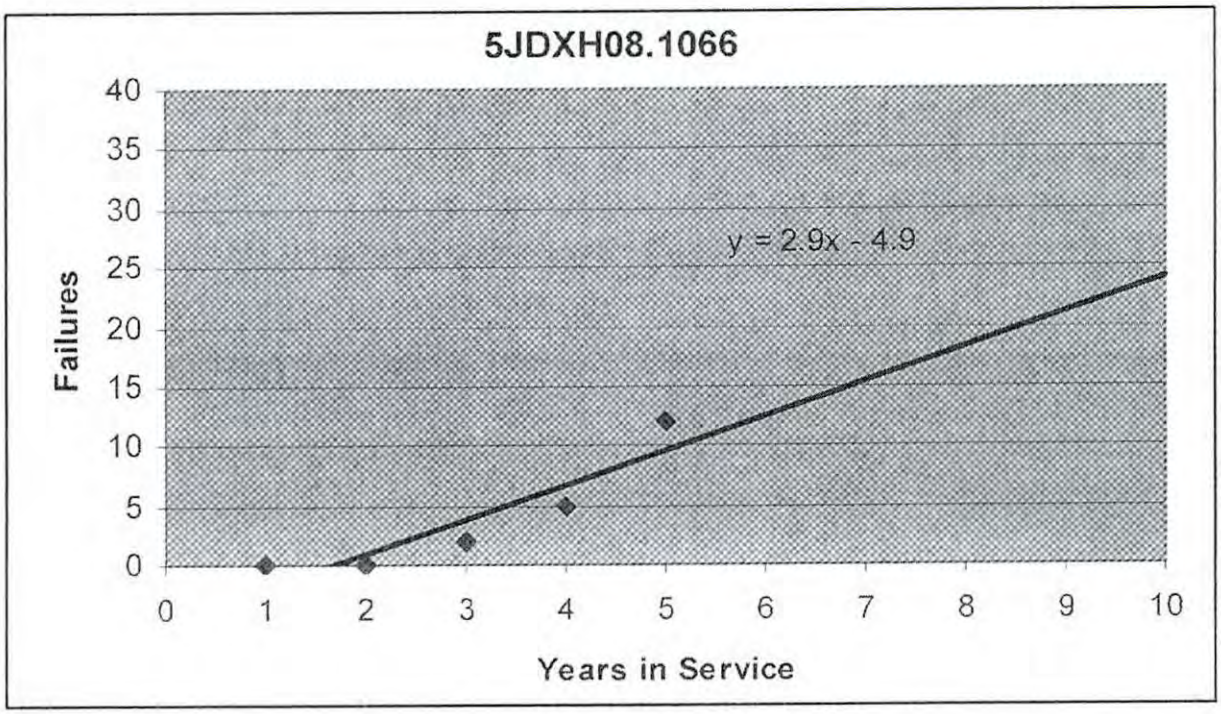
Model Year	Engine Family	California Sales Volume	Turbo Failure Quantity	Turbo Failure Percentage
2005	5JDXH08.1066	72	12	17%
2006	6JDXH08.1066	70	42	60%
2007	7JDXH08.1066	112	36	32.1%

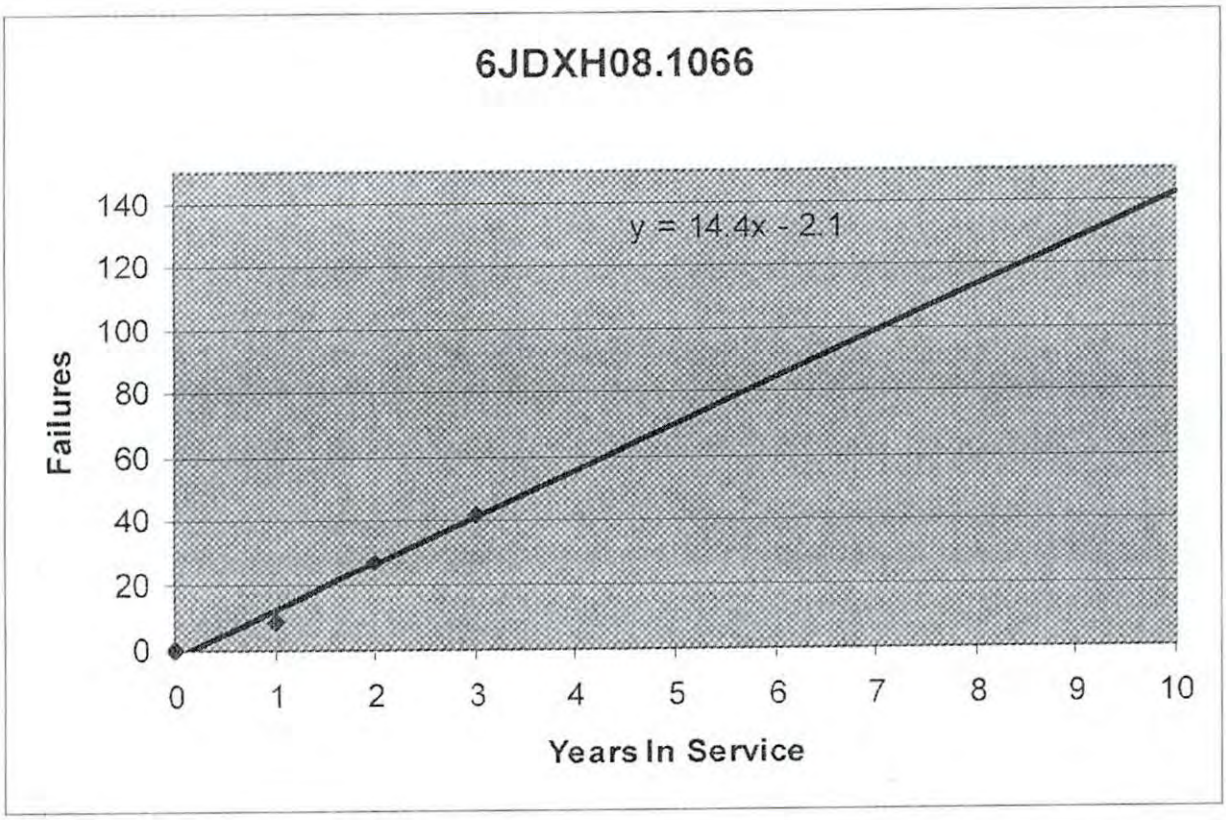
2145(b)(6) The total number and percentage of unscreened warranty claims and failures of a specific emission-related component projected to occur during the...useful life and a description of the method used to project this number.

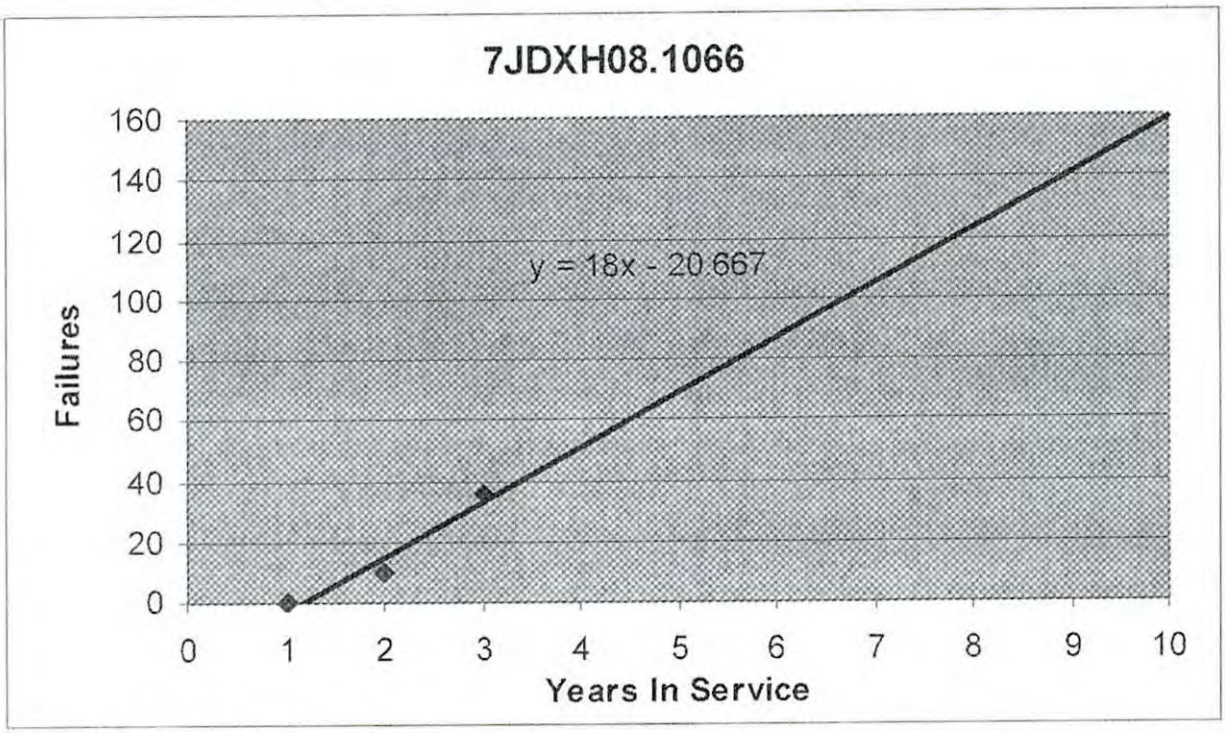
True unscreened claim data is not available. The data tabulated below is based on turbos replaced under warranty.

Useful life is defined as 435,000 miles or 10 years; therefore, the worst case useful life of 10 years was assumed.

Failures per year were plotted for each family and a linear least-squares curve fit plotted to determine failure rates at full useful life; we then estimated when a 2% or 50 failure rate would be achieved.







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Model Year	Engine Family	Useful life (years)	Unscreened claims		Failures	
			Number	%	Number	%
2005	5JDXH08.1066	10	33	45.8	12	17
2006	6JDXH08.1066	10	53	75.7	42	60
2007	7JDXH08.1066	10	36	32.1	36	32.1

2145(b)(7)An estimated date when the failure of a specific emission-related component will reach (50 or 2%).

Model Year	Engine Family	Estimated date
2005	5JDXH08.1066	Not projected to occur during the useful life of the product.
2006	6JDXH08.1066	Third Quarter 2010
2007	7JDXH08.1066	Fourth Quarter 2010.

Turbochargers are being returned to analyze failure modes.

Sincerely,

Stephen Ephraim

Steve Ephraim
John Deere Power Systems.
319-292-8181

John Deere Proprietary and Confidential

From: Ephraim Stephen R
Sent: Thursday, April 22, 2010 8:59 PM
To: Davis Taylor; Hinton Raymond W; Mills Wayne L; Hurban Richard T; Herring Paul J; Bishop Richard A; Radke John; Suhre Grant W
Cc: Reynolds Jeffrey L
Subject: 22 Apr 10 CARB Discussion on Resolving CNG Turbo Failures (FW: FIR10-01-532788)

Here are my notes from today's discussion with CARB.

EXECUTIVE SUMMARY

CARB has asked JDPS for a proposal by Memorial Day to pay *extended turbo warranty for the entire useful life – 10 years or 435K miles* - to address excessive turbo failures on 2005 – 2007 CNG urban bus engines. This will be administered as a "fix as fail" rather than "scheduled maintenance", and will require *customer notification* and *retroactive payment for previous unpaid claims*. Unscreened warranty claims on the improved "boreless compressor" turbos are approaching 60% of the California engine population for 2006 models and 32% for 2007 models. CARB will consider an exemption for 2005 models if we can make a case based on lower claims (8% unscreened, potentially <4% screened), previous manufacturing improvements, and aging fleets. CARB regulations authorize the agency to require action for emissions related components exceeding 4% failure rates. Representatives from Engineering and Customer Support met over the past two weeks to review options and have determined that a timely design solution is unlikely. Refer to enclosed 22Apr10 meeting summary for details. Follow up actions, Discussion, and Talking Points are noted below. I have added Wayne Mills' name to the Field Service action items, with expectation that he will "champion" or delegate these activities to the appropriate stakeholders.

ACTION ITEMS

1. (Mills) Draft extended warranty agreement and notification process for 20 May review with CARB
2. (Mills) Provide transit authority name for each MY 2005 engine serial number to CARB by 28 April
3. (Mills) Provide days/ hours/ and/or miles for each of the six MY 2005 claims to CARB for 6 May review
4. (CARB) Obtain average odometer reading for in-service MY 2005 engines, using list from (2.), for 6 May review
5. (Ephraim) Schedule 6 May CARB discussion on proposed MY 2005 exemption
6. (Ephraim) Schedule 20 May CARB verbal review of proposed agreement and notification process

DISCUSSION

Participants included Jeff Wong, John Urkov, Dana Purviance of CARB.

1. What is 4%? (Urkov's explanation)

   - 4% = Number of warranty claims divided by family population (over warranty period)
   - In 1988, CARB staff reviewed warranty claims from various mfrs. and came up with 4% as the outside limit that mfrs would tolerate before deciding if the warranty cost had reached a prohibitable cost threshold. The original reporting rules allowed a 2% or 3% limit to be applied, but CARB has never applied this, based on reports showing that there was plenty of work to address the 4% . The early 90's MAC initiated 4% as the trigger thereafter. Most mfrs. and EMA have never determined what % of failure on an emissions-related component is tolerable, and therefore CARB has stayed with the 4% threshold.
   - This % of failures is where an issue is considered systemic.
   - Noted that CARB seldom sees claims reaching 3.99% and plateauing, unless a solution is found. One example is a mfr. currently in discussions with CARB, where the FIR was 10% compared to 1% EWIR.

- CARB doesn't care about failure type for a turbo, they lump all into single number! "Have never considered segregating by failure mode for any component"; e.g., have had mfrs. argue that a crack in one spot in an exhaust manifold isn't same as crack in another spot in the manifold... consider this a weakness in the federal rule.

2. Extended Warranty

- Because no on-the-shelf fix today, extended warranty fits this situation well
- CARB would consider a proposal to extended warranty for full useful life
- Warranty would be specific to turbocharger assembly
- Send a letter to known owners of the engines to explain that the turbo has durability issues, and that as a customer service we will extend warranty for full useful life (10 yr 435K), that if turbo should fail it can be returned to warranty station, and if turbo is defective it will be serviced at no charge to customer.
- Urkov explained that this is CARB's way of only asking us to step up to the plate to replace turbos that fail within the defined warranty period... They believe that it provides some incentive for Deere to introduce a better service turbo to help prevent successive replacements. If anybody had to pay for replacement outside of the existing warranty period (presumably inside the full useful life extended warranty period), that we will pay up to the cost of warranty replacement if they present evidence of the service. For example, if turbo parts and labor is $ 2,000 to replace, and someone says that they got charged $ 2,500 for turbo replacement (either by Deere authorized or other repair center), and they could present valid evidence that it was replaced within the extended warranty period, then we'll reimburse them (only) for $ 2,000.
- CARB doesn't believe that the transit districts will falsify an invoice to claim retroactive payments, but shares our anxiety over a retroactive policy... however, they believe that the small number of anticipated retroactive claims is something we'll have to live with.
- CARB will not consider pro-rating of warranty claims.

3. 2005 Model Year Exemption

- Regarding Deere claims that up to ½ of turbos might be invalid claims, he has told mfrs. before that 10% no-failures are reasonable no-faults, but that 50% is a problem with JD warranty administration (I didn't disagree, but also pointed out that we're doing a better job of rejecting false claims, based on a discussion with McCaw last week). They questioned why there's such a difference between 2005 and 2006/7 claims if all had the same part...
- For 2005, CARB asks that we provide more specific information re. date/ hours/ miles of repairs on the six CA claims on the 2005 family, and if any info on average odometer reading of existing 2005-built population is available (or perhaps CARB can check if we can give them the transit districts' names). They will consider excluding them from extended warranty if average of fleet is close to useful life.

4. Volumes Used in FIR

Based on JDPS' explanation of slight discrepancies between previously projected sales used in FIR's, and current California registrations, John Urkov agrees that our projected sales are adequate for FIR tracking.

TALKING POINTS

1. California registered population is 246 MY 5/6/7 urban bus engines

2. Design solution at least two years away
   a. Risk of validation/ performance issues
   b. Unlikely to get to 4% - mathematically impossible (GPA analogy)
   c. Might miss a high % of engines ending useful life

3. Process improvements implemented in mid-2009
    a. Casting inclusions
    b. Balance cut inspections

4. Other improvements to engine expected to yield lower turbo claims
    a. E.g., oil carryover kit approved by CARB

5. 2005 Model Year over-reported claims due to CT sales mixup and possibly no-faults
    a. Actual unscreened claims at 8% for CA
    b. Sample inspection of (18) returned turbos show (9) no-faults



22 Apr 10 Meeting
Summary: CNG...

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Ephraim Stephen R
Sent: Thursday, April 22, 2010 8:07 PM
To: Davis Taylor; Hinton Raymond W; Mills Wayne L; Reynolds Jeffrey L; Hurban Richard T; Herring Paul J; Bishop Richard A
Subject: 22 Apr 10 Meeting Summary: CNG Turbo Failures (FW: FIR10-01-532788)

Here are my notes from our meeting. Mills, Herring, Hinton, Reynolds, Hurban, Bishop and Ephraim participated. Notes from our 14 Apr 10 meeting are enclosed. Refer to separate summary of 22 Apr 10 discussion with CARB that followed this meeting.

FOLLOW UP ON 14 APR 10 ACTION ITEMS

1. Sort out failures and claims (Mills)
   - Isolate California population
     - *246 engines currently registered in California from Emissions Compliance records*
     - *2 engines assumed to be service replacement based on sales records*
     - *Additional "on the shelf" engines unknown, estimated about 20 based on 2008 marketing information*

2. Corrective action summary (Hurban/ Mills)
   - Predict claims with 2009 process improvements (if feasible)
     No specific data on projections with improvements – difficult to estimate
   - Factor in other potentially-related improvements (UEGO, etc.)
     If fix-as-fail, then any failure rate above 4% will not be a negotiating point
     If CARB drives for scheduled maintenance, then we'll need to make projections
     UPDATE: Follow-up call with CARB confirms they are NOT requiring scheduled maintenance

3. Estimate cost of PIP (Mills coordinate)
   - Estimate cost for extended urban bus warranty to end of useful life
     Preliminary projections made by McDonald... need further interpretation
     Currently allocating $ 580 per engine for turbo warranty claims under existing warranty
     Existing warranty includes standard, emissions-related, and extended (most have this)
   - Campaign
     UPDATE: Follow-up call with CARB confirms they are NOT requiring a campaign

4. Estimate cost/ schedule for Honeywell design solution (Herring)
   Previous Honeywell proposal projected to be 1-1/2 to 2 years to implement
   Mathematically unlikely that we'll be able to achieve less than 4% (College GPA analogy)



14 Apr 10 Meeting Summary: CNG...

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Ephraim Stephen R
Sent: Tuesday, May 25, 2010 1:44 PM
To: Hinton Raymond W; Dexter Robert J; Mills Wayne L
Subject: 25May10 CARB Discussion on Resolving CNG Turbo Failures (FW: FIR10-01-532788)

Ray/ Bob/ Wayne –

Dana Purviance of CARB called a few minutes ago and asked to re-schedule our discussion until next week... I've forwarded you a calendar notice for Wednesday, 2d. He also asked if we could provide "a couple of" customer contacts so that CARB could visit them on site and make an estimate of the cost of turbo replacement.... I was able to defuse that possibility for today, however, want to be prepared to defuse again if they bring up customer visits in next week's call. Following are details of the discussion. Please let me know if you questions or comments.

Also, Dana reminded me that CARB expects us to include a claim process for those who've already paid for turbo replacement out of their own pocket, citing a "form" for this purpose... Is this "form" and process included in our extended warranty proposal?

DISCUSSION DETAILS

- CARB wants to understand how much it costs to replace turbo in the applications that use our engines
  - Cited experience that the cost can vary widely by application (no surprise!)
- When pressed to explain why need to know, he hinted that this could be used in a couple of extreme ways:
  - To decide whether/not our proposal goes far enough
  - To evaluate whether/not it's a hardship for us to pay, if we should claim it's too much
- Admitted that extended warranty is as far as they can expect us to go, short of recall with new design
  - Acknowledged that timeliness and cost of re-design/ recall is not justified
- Based on above, it appears that we should be able to defuse the customer visit idea once we show our proposal

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Ephraim Stephen R
Sent: Thursday, April 22, 2010 8:59 PM
To: Davis Taylor; Hinton Raymond W; Mills Wayne L; Hurban Richard T; Herring Paul J; Bishop Richard A; Radke John; Suhre Grant W
Cc: Reynolds Jeffrey L
Subject: 22 Apr 10 CARB Discussion on Resolving CNG Turbo Failures (FW: FIR10-01-532788)

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2005 models if we can make a case based on lower claims (8% unscreened, potentially <4% screened), previous manufacturing improvements, and aging fleets. CARB regulations authorize the agency to require action for emissions related components exceeding 4% failure rates. Representatives from Engineering and Customer Support met over the past two weeks to review options and have determined that a timely design solution is unlikely. Refer to enclosed 22Apr10 meeting summary for details. Follow up actions, Discussion, and Talking Points are noted below. I have added Wayne Mills' name to the Field Service action items, with expectation that he will "champion" or delegate these activities to the appropriate stakeholders.

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   - In 1988, CARB staff reviewed warranty claims from various mfrs. and came up with 4% as the outside limit that mfrs would tolerate before deciding if the warranty cost had reached a prohibitable cost threshold. The original reporting rules allowed a 2% or 3% limit to be applied, but CARB has never applied this, based on reports showing that there was plenty of work to address the 4% . The early 90's MAC initiated 4% as the trigger thereafter. Most mfrs. and EMA have never determined what % of failure on an emissions-related component is tolerable, and therefore CARB has stayed with the 4% threshold.
   - This % of failures is where an issue is considered systemic.
   - Noted that CARB seldom sees claims reaching 3.99% and plateauing, unless a solution is found. One example is a mfr. currently in discussions with CARB, where the FIR was 10% compared to 1% EWIR.
   - CARB doesn't care about failure type for a turbo, they lump all into single number! "Have never considered segregating by failure mode for any component"; e.g., have had mfrs. argue that a crack in one spot in an exhaust manifold isn't same as crack in another spot in the manifold... consider this a weakness in the federal rule.

2. Extended Warranty

   - Because no on-the-shelf fix today, extended warranty fits this situation well
   - CARB would consider a proposal to extended warranty for full useful life
   - Warranty would be specific to turbocharger assembly
   - Send a letter to known owners of the engines to explain that the turbo has durability issues, and that as a customer service we will extend warranty for full useful life (10 yr 435K), that if turbo should fail it can be returned to warranty station, and if turbo is defective it will be serviced at no charge to customer.
   - Urkov explained that this is CARB's way of only asking us to step up to the plate to replace turbos that fail within the defined warranty period... They believe that it provides some incentive for Deere to introduce a better service turbo to help prevent successive replacements. If anybody had to pay for replacement outside of the existing warranty period (presumably inside the full useful life extended warranty period), that we will pay up to the cost of warranty replacement if they present evidence of the service. For

example, if turbo parts and labor is $ 2,000 to replace, and someone says that they got charged $ 2,500 for turbo replacement (either by Deere authorized or other repair center), and they could present valid evidence that it was replaced within the extended warranty period, then we'll reimburse them (only) for $ 2,000.

- CARB doesn't believe that the transit districts will falsify an invoice to claim retroactive payments, but shares our anxiety over a retroactive policy... however, they believe that the small number of anticipated retroactive claims is something we'll have to live with.
- CARB will not consider pro-rating of warranty claims.

3. 2005 Model Year Exemption

   - Regarding Deere claims that up to ½ of turbos might be invalid claims, he has told mfrs. before that 10% no-failures are reasonable no-faults, but that 50% is a problem with JD warranty administration (I didn't disagree, but also pointed out that we're doing a better job of rejecting false claims, based on a discussion with McCaw last week). They questioned why there's such a difference between 2005 and 2006/7 claims if all had the same part...
   - For 2005, CARB asks that we provide more specific information re. date/ hours/ miles of repairs on the six CA claims on the 2005 family, and if any info on average odometer reading of existing 2005-built population is available (or perhaps CARB can check if we can give them the transit districts' names). They will consider excluding them from extended warranty if average of fleet is close to useful life.

4. Volumes Used in FIR

   Based on JDPS' explanation of slight discrepancies between previously projected sales used in FIR's, and current California registrations, John Urkov agrees that our projected sales are adequate for FIR tracking.

TALKING POINTS

1. California registered population is 246 MY 5/6/7 urban bus engines

2. Design solution at least two years away
   a. Risk of validation/ performance issues
   b. Unlikely to get to 4% - mathematically impossible (GPA analogy)
   c. Might miss a high % of engines ending useful life

3. Process improvements implemented in mid-2009
   a. Casting inclusions
   b. Balance cut inspections

4. Other improvements to engine expected to yield lower turbo claims
   a. E.g., oil carryover kit approved by CARB

5. 2005 Model Year over-reported claims due to CT sales mixup and possibly no-faults
   a. Actual unscreened claims at 8% for CA
   b. Sample inspection of (18) returned turbos show (9) no-faults



Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Ephraim Stephen R
Sent: Thursday, May 27, 2010 6:51 PM
To: jurkov@arb.ca.gov; jwong@arb.ca.gov; Purviance, Dana@ARB
Subject: Extended Warranty Proposal for John Deere CNG Turbos (Ref: FIR10-01-532788)

John/ Jeff/ Dana –

Enclosed please find John Deere's proposal to resolve CNG turbo failures in California urban buses, in accordance with the terms and timeline specified in our 22 April conference call. We will appreciate your review of this plan, prior to our upcoming conference call (2 June). We trust that this plan meets the requirements to your satisfaction, and look forward to discussing in more detail.

If you have questions in the meantime, please contact me by e-mail or telephone.

Have a great Memorial Day!



6081CNG Turbo
Varranty 27May10.

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

Program Recommendation

- Field Population
  - 246 6081HFN04 engines in Urban Transit buses in CA
- Field Solution
  - Fix-As-Fail Product Improvement Program
    - Replace turbocharger in the event of failure
    - Replace UEGO if required
    - Clean Charge Air Cooler, intake hoses & piping if required
  - 10 yr / 435,000 miles from date of delivery
- Written Notification to Deere customer (OEM or Engine Distributor)

Customer Notification Draft

This letter is to inform <OEM> that John Deere has implemented a program to extend the warranty on the turbochargers on 8.1 CNG engines in urban transit buses in CA. This program extends the warranty for failures of the turbocharger for 10 years from date of delivery or 435,000 miles, whichever occurs first. See the attached document for a list of the engine serial numbers covered by this program.

Repairs must be completed through John Deere authorized repair locations. Please contact the current owners of record for the referenced engines, and advise them to contact the nearest authorized John Deere dealer in the event of a failure. A copy of the Bulletin used to inform authorized John Deere dealers of this program is attached for your reference.

If an owner has experienced a turbocharger failure outside of their warranty period, they may submit a copy of the repair order to John Deere for consideration. The repair must have documentation showing use of John Deere parts.

From: Ephraim Stephen R
Sent: Wednesday, June 02, 2010 6:12 PM
To: Davis Taylor; Hinton Raymond W; Mills Wayne L; Dexter Robert J
Cc: Bishop Richard A; Reynolds Jeffrey L; Polivka David L; Radke John
Subject: 2 Jun 10 CARB Discussion on Resolving CNG Turbo Failures

Here are my notes from today's discussion with CARB, and follow-up call with Hinton/ Dexter.

SUMMARY

CARB agrees with the principles of our plan for extended warranty on CNG turbos, as shared in the enclosed PowerPoint. They have asked for two modifications to the customer notification plan: (a.) Remove the requirement that retroactive claims show proof of John Deere parts, and (b.) Request (but *not* require) confirmation from each OEM that they've contacted all customers using the list of serial numbers. Next steps are to draft a request for field fix approval, including a sample letter to OEM's. Copies of service bulletins or other PIP-related documents were not requested.

ACTION ITEMS

1. (Dexter) Draft customer notification letter to Deere Legal
2. (Dexter) Finalize draft letter (target 9 June)
3. (Ephraim) Submit field fix request documents, including notification letter
   - CARB assures 24 hr response to draft
4. (Ephraim) Review CARB draft response with JDPS team

DISCUSSION

John Urkov, Dana Purviance, Jeff Wong, and Tom Chang participated from CARB. For the record... statements made by Chang and Urkov, then later modified, are shown in strike-thru format....

- PP captures what CARB is looking for
- Chang: Solution as outlined on page 1 is sound
- CARB disagrees with requirement to show proof of using JD parts for retroactive claims, based on Title 13 2036 D3 allowance for non-mfr parts for "emergency situations"
- JDPS needs to assign a field fix action number and submit draft formal request for approval
- Form is a letter to Hebert requesting field fix request for this engine family, population is x, solutions are follows, proposed to include 10 yr/ 435K miles..., will send attached letter to JD customers to inform that this field fix is in progress, will cover the following items.
- Once letter is sent, Chang will review for technical sense, then will go to John, Jeff, Dana, then follow up with us.
- Expect to have fairly quick approval – two weeks
- Urkov: Letter to OEM's should be sent to Dana and Jeff for review... ~~Need letter to instruct OEM's to notify their customers that have the engines... then we must insure that all were notified...~~
- ~~If we can convince CARB that all were notified and given the terms available, then that's what CARB needs...~~
- ~~Urkov: If our letter instructs to notify each serial number that went into a vehicle, and they attest to this that they did so, then that is sufficient.~~
- Urkov: If we agree to request the feedback from OEM's on customer notification, to the extent that we can, then this will be agreeable to CARB.
- Urkov: CARB understands our reason for specifying "consideration" of retroactive claims, citing their experience with false claims in past.

- In response to CARB's question: Turbos supplied under this program are better than original, despite same part number, due to mid-2009 process improvements



6081CNG Turbo
Varranty 27May10.

Steve Ephraim
Emissions Compliance. John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Ephraim Stephen R
Sent: Wednesday, June 09, 2010 6:14 PM
To: Purviance, Dana@ARB
Cc: jwong@arb.ca.gov
Subject: 9Jun10 CNG Turbo Field Fix Draft
Attachments: Field Fix 2010-02 CNG Turbo 9Jun10 Draft.pdf

Good afternoon, Dana.

Enclosed please find a draft letter to Annette Hebert summarizing our extended warranty agreement. We will appreciate your feedback before finalizing this letter for submittal. Will it be possible to provide your feedback this week?

Thanks in advance for your assistance.

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Purviance, Dana@ARB [mailto:dpurvian@arb.ca.gov]
Sent: Thursday, June 03, 2010 1:59 AM
To: Ephraim Stephen R
Cc: Wong, Jeff@ARB
Subject: RE: Call-In Number for Deere Phone Call on Turbo FIR

Steve,

Thank you for meeting by phone with us today.

Attached is section 2036 for your reference. Please review subsection (d)(4). This pertains to the manufacturers responsibilities in providing warranty, and for reimbursing warranted part repair expenses. The key point is that a customer is allowed to use *any replacement part* in an emergency. Therefore repair reimbursement, as well as subsequent service part replacement, should not necessarily exclude non-OEM parts.

Also attached is section 2114, our regulation for Recall Plan submission. This is the best reference for preparing your Extended Warranty plan. There is no specific reg covering submission for Extended Warranty plans, so adjust the 2114 procedures as needed to fit your circumstance. Contact me if you have questions. Your plan should consist of a letter with details described in § 2114(a) (1), (2), (3), (4), (5), (7), (9). Attachments will include, for 2114 (a)(6), the Letter to OEMs that details the Extended Warranty. For this letter, we suggest you add to your *Customer Notification Draft* information such as the reason for the program, and add the request that the OEMs supply you with a listing of affected vehicle VINs and/or engine serial numbers and notification status for the listed engines. Work with your OEMs to find what they will be able to offer along these lines. And then add, for 2114 (a)(8), your letter to the authorized repair locations. Again including the reason and the terms of the program, along with service bulletin instructions (inspect/test, replace, and clean procedures).

All the above should be sent to:
Ms. Annette Hebert, Chief
Mobile Source Operations Division
State of California Air Resources Board
9480 Telstar Avenue No. 4
El Monte, California 91731-2900

You can email drafts for review (if desired) and your final plan directly to me for expedited review.

Thank you very much for coming to the conclusions that you have, and moving forward to take a fair corrective action. I hope that as we discussed certain stipulations during our meeting, that it didn't hide our pleasure in receiving your proposal. Again, please let me know if you need any clarification or accommodation with respect to our requests.

Regards,

Dana Purviance | Air Pollution Specialist
California Air Resources Board
Mobile Source Operations Division
Field Operations Warranty Section
(626) 575-6726 Direct
(650) 861-1015 Cell
(626) 459-4377 Fax

From: Ephraim Stephen R [mailto:EphraimStephenR@JohnDeere.com]
Sent: Wednesday, June 02, 2010 6:25 AM
To: Wong, Jeff@ARB; Purviance, Dana@ARB; Urkov, John@ARB
Subject: Call-In Number for Deere Phone Call on Turbo FIR

Jeff/ Dana/ John –

Please call the following number for today's conference call (11:30 am Pacific Time). We look forward to our discussion.

Call-In: 866-692-3582
Passcode: 9460858

Thanks!

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

JOHN DEERE

John Deere Product Engineering Center
P.O. Box 8000
Waterloo, IA USA 50704-8000

JOHN DEERE
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DRAFT

10 June 2010

Ms. Annette Hebert, Chief
California Air Resources Board
Mobile Source Operations Division
9480 Telstar Avenue, Suite # 4
El Monte, California 91731-2900

Dear Annette,

This letter summarizes our proposal for an extended warranty agreement to address turbocharger failures on (246) John Deere 6081HFN04 engines in urban transit buses in California.

As outlined in FIR 10-01-532788 of 17 February 2010, our model year 2005 thru 2007 engines are affected by these failures. These engines were certified in the 5JDXH08.1066, 6JDXH08.1066, and 7JDXH08.1066 emissions families. We discontinued production of our CNG engine line at the end of 2007. This extended warranty is being provided in lieu of a verifiable design solution.

The following terms are in accordance with our agreement with ARB staff in a 2 June 2010 conference call:

- Field solution
- Replace turbocharger in the event of failure
- Replace UEGO if required
- Clean Charge Air Cooler, intake hoses & piping if required
- 10 yr / 435,000 miles from date of delivery
- Written Notification to Deere customer (OEM or Engine Distributor)

Details of the agreement are included in the attached sample letter of notification.

Please let me know if you have questions.

Sincerely,

Stephen R. Ephraim

From: Ephraim Stephen R
Sent: Tuesday, June 22, 2010 5:57 PM
To: Purviance, Dana@ARB
Cc: jwong@arb.ca.gov; jurkov@arb.ca.gov
Subject: 22Jun10 CNG Turbo Field Fix Draft
Attachments: Field Fix 2010-02 CNG Turbo Rvsd 22Jun10.pdf; 6081CNG Turbo Warranty OEM bulletin draft 22Jun10.pdf

Good afternoon, Dana.

Enclosed please find a draft letter to Annette Hebert summarizing our extended warranty agreement, along with a copy of our draft bulletin for implementing the program. We are requesting a NON-conditional approval based on the bulletin copy that we've provided at your request, in our 10 June phone call. We will appreciate your feedback before finalizing this letter for submittal.

Thanks in advance for your assistance.

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

JOHN DEERE

John Deere Product Engineering Center
P.O. Box 8000
Waterloo, IA USA 50704-8000

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DRAFT

23 June 2010

Ms. Annette Hebert, Chief
California Air Resources Board
Mobile Source Operations Division
9480 Telstar Avenue, Suite # 4
El Monte, California 91731-2900

Dear Annette,

This letter summarizes our proposal for an extended warranty agreement to address turbocharger failures on (246) John Deere 6081HFN04 engines in urban transit buses in California.

As outlined in FIR 10-01-532788 of 17 February 2010, our model year 2005 thru 2007 engines are affected by these failures. These engines were certified in the 5JDXH08.1066, 6JDXH08.1066, and 7JDXH08.1066 emissions families. We discontinued production of our CNG engine line at the end of 2007. This extended warranty is being provided in lieu of a verifiable design solution.

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- 10 yr / 435,000 miles from date of delivery
- Written Notification to Deere customer (OEM or Engine Distributor)

Details of the agreement are included in the attached sample letter of notification.

Please let me know if you have questions.

Sincerely,

Stephen R. Ephraim

JOHN DEERE
CONFIDENTIAL

JOHN DEERE

John Deere Power Systems
P.O. Box 5100
Waterloo, IA 50704-5100
Phone: 1-800-533-6446 Fax: 319-292-5844
Email: jdpswarrantysupport@JohnDeere.com

August 01, 2010

OEM/Distributor Name
Address
City, ST. ZIP

Fix-As-Fail Product Improvement Program 10RG264
Turbocharger Replacement
8.1L Compressed Natural Gas (CNG) Engines in Urban Transit Buses in California

This letter is to inform <OEM> that John Deere has implemented a program to replace turbochargers on a fix-as-fail basis on 8.1 CNG engines in urban transit buses in California. This program covers the repair costs for turbocharger failures for 10 years from the transit bus date of delivery or 435,000 miles, whichever occurs first. See the attached document for a list of the specific engine serial numbers sold to you that are covered by this program.

Repairs must be completed through John Deere authorized repair locations. Please contact the current owners of record for the referenced engines, and advise them to contact the nearest authorized John Deere dealer in the event of a failure. A copy of the Bulletin used to inform John Deere dealers of this program is attached for your reference. Feel free to provide a copy of this letter and the Bulletin to your customers. Please provide John Deere Customer Support feedback to confirm that you have notified your customers. This can be done via the e-mail address listed above.

If an owner has experienced a turbocharger failure outside their warranty period, they may submit a request for reimbursement to John Deere (address noted above) for consideration.

We appreciate your business and apologize for any inconvenience this program may cause you or your customers. If you have any questions, feel free to contact us at 1-800-JD ENGINE or email: jdpswarrantysupport@johndeere.com. Our goal is to continue the strong business relationship we have with you and meet our customers' expectations for quality and reliability.

Sincerely,

Raymond Hinton
Manager, PIP & Warranty Administration
John Deere Power Systems, Worldwide Customer Support

cc: Travis Wibben, JDPS
John Radke, JDPS

Attachment: Engine Serial Numbers

01 August 2010
Functional Group Code: 0400

John Deere Power Systems
Product Support Bulletin

JOHN DEERE

APPLIES TO: S450 6081 CNG Engines
SUBJECT: 10RG264 - PRODUCT IMPROVEMENT PROGRAM
Turbocharger Update – 8.1L Compressed Natural Gas (CNG) Engines
(Urban Transit Buses in California)

DTAC SOLUTION: XXXXX

Program Classification: Fix-as-Fail

SITUATION: 8.1L CNG engines in urban transit buses in California are experiencing turbocharger failures.

CORRECTION: In the event of a turbocharger failure on the specified engines, install MPRGXXXXX Turbocharger Kit.

SPECIAL TOOLS: None required.

ADMINISTRATIVE and TECHNICAL QUESTIONS: Labor will be reimbursed at 125% of your normal rate for installation of kits under this program, until expiration. Refer to JDPS Service Administration Manual (SAM) and WIN's User Guide for details.

North America – Submit claims using WIN or SAP.

If you have administrative questions you may contact John Deere Power Systems PIP Administration at 319-292-5534. If you have additional technical questions concerning this PIP, refer to the DTAC solution at the top of this bulletin; submit a DTAC case if required.

If a customer informs you that they have replaced the turbocharger in the past, and it was not covered under warranty, submit a DTAC case. The case should include engine serial number, customer information, and details of the previous repair. You will be provided with further instructions via DTAC.

DRAFT

KIT INFORMATION:

MPRGXXXXX
Order Type: TSA1

Kit Contents:
1 – XXXXXX
1 – XXXXXX

See **XXXXXX** Installation Instruction when performing this repair.

Refer to Component Technical Manual XXXX for additional instructions.

OTHER PARTS NEEDED:
XXXXXX – Description

LABOR: The labor allowed to complete the PIP is X.0 hour. Reasonable access time (if required) should be submitted as a separate labor line with an explanation in the comment section of the claim.

TRAVEL will be reimbursed as follows:

- **Mileage:** Miles x $0.75 USD or Kilometers x $0.47 CAD
- **Travel Labor:** Travel hours x Labor Rate x 110%
- Maximum reimbursement for the total of Mileage and Travel Labor is $400 (USD or CAD)

Claim the total of Mileage and Travel Labor in the "Other Credits". Provide the calculation for Mileage and Travel Labor in the "Correction" field of the claim.

REIMBURSEMENT: Reimbursement for parts, labor and travel, as defined above, will be reimbursed on any turbocharger failure that occurs less than 435,000 miles and within 10 years of vehicle delivery.

EXPIRATION/TERMINATION DATE: August 01, 2020.

CORE RETURN INSTRUCTIONS: Following the 30 day parts hold time, please fill out a core return card if included in the kit on each part. Send these parts back in their original shipping box or container with the core card for core credit. If there isn't a core card, refer to JD Point website listed below with any questions about the core return procedure. All core returns must be returned to the Servicing Depot where they were purchased, without exception.

Refer to this link **http://dlrdoc.deere.com/parts_depot/Returns/Core_Returns.htm**

10RG264 Engine Serial Number Selection List

DRAFT

From: Ephraim Stephen R
Sent: Wednesday, June 23, 2010 4:32 PM
To: Purviance, Dana@ARB
Cc: Wong, Jeff@ARB; Urkov, John@ARB
Subject: Final 23Jun10 CNG Turbo Field Fix Letter
Attachments: Field Fix 2010-02 CNG Turbo Final 23Jun10.pdf

Good afternoon, Dana.

We appreciate this confirmation.

Enclosed please find an electronic copy of the letter mailed to Annette today. We will await you final written approval. I will communicate these conditions to our customer support team.

Have a great evening!

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Purviance, Dana@ARB [mailto:dpurvian@arb.ca.gov]
Sent: Wednesday, June 23, 2010 4:28 PM
To: Ephraim Stephen R
Cc: Wong, Jeff@ARB; Urkov, John@ARB
Subject: RE: 22Jun10 CNG Turbo Field Fix Draft

Steve,

We will issue our final written approval of your CNG Turbo Field Fix (Extended Warranty) shortly.

We are doing this based on your assurance that your letter to OEMs and bulletin will remain identical, in substance, to the drafts emailed to us on June 22, 2010.
We understand that your target date for implementation will be in September 2010; please advise us of any changes to this.

Please send us a signed copy of your letter to Ms. Annette Hebert. If you can email a copy, that would be good.

It has been a pleasure working with you to ensure that John Deere customers in California receive appropriate corrective action.
I will send John Urkov your regards as per our conversation.

Regards,

Dana Purviance | Air Pollution Specialist
California Air Resources Board
Mobile Source Operations Division
Field Operations Warranty Section
(626) 575-6726 Direct
(650) 861-1015 Cell
(626) 459-4377 Fax

From: Ephraim Stephen R [mailto:EphraimStephenR@JohnDeere.com]
Sent: Tuesday, June 22, 2010 3:57 PM
To: Purviance, Dana@ARB
Cc: Wong, Jeff@ARB; Urkov, John@ARB
Subject: 22Jun10 CNG Turbo Field Fix Draft

Good afternoon, Dana.

Enclosed please find a draft letter to Annette Hebert summarizing our extended warranty agreement, along with a copy of our draft bulletin for implementing the program. We are requesting a NON-conditional approval based on the bulletin copy that we've provided at your request, in our 10 June phone call. We will appreciate your feedback before finalizing this letter for submittal.

Thanks in advance for your assistance.

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

JOHN DEERE

JOHN DEERE
CONFIDENTIAL

John Deere Product Engineering Center
P.O. Box 8000
Waterloo, IA USA 50704-8000

23 June 2010

Ms. Annette Hebert, Chief
California Air Resources Board
Mobile Source Operations Division
9480 Telstar Avenue, Suite # 4
El Monte, California 91731-2900

Dear Annette,

This letter summarizes our proposal for an extended warranty agreement to address turbocharger failures on (246) John Deere 6081HFN04 engines in urban transit buses in California.

As outlined in FIR 10-01-532788 of 17 February 2010, our model year 2005 thru 2007 engines are affected by these failures. These engines were certified in the 5JDXH08.1066, 6JDXH08.1066, and 7JDXH08.1066 emissions families. We discontinued production of our CNG engine line at the end of 2007. This extended warranty is being provided in lieu of a verifiable design solution.

The following terms are in accordance with our agreement with ARB staff in a 2 June 2010 conference call:

- Field solution
- Replace turbocharger in the event of failure
- Replace UEGO if required
- Clean Charge Air Cooler, intake hoses & piping if required
- 10 yr / 435,000 miles from date of delivery
- Written Notification to Deere customer (OEM or Engine Distributor)

Details of the agreement are included in the attached sample letter of notification.

Please let me know if you have questions

Sincerely,

Stephen Ephraim

Stephen R. Ephraim

JOHN DEERE
CONFIDENTIAL

JOHN DEERE

John Deere Power Systems
P.O. Box 5100
Waterloo, IA 50704-5100
Phone: 1-800-533-6446 Fax: 319-292-5844
Email: jdpswarrantysupport@JohnDeere.com

August 01, 2010

OEM/Distributor Name
Address
City, ST, ZIP

Fix-As-Fail Product Improvement Program 10RG264
Turbocharger Replacement
8.1L Compressed Natural Gas (CNG) Engines in Urban Transit Buses in California

This letter is to inform <OEM> that John Deere has implemented a program to replace turbochargers on a fix-as-fail basis on 8.1 CNG engines in urban transit buses in California. This program covers the repair costs for turbocharger failures for 10 years from the transit bus date of delivery or 435,000 miles, whichever occurs first. See the attached document for a list of the specific engine serial numbers sold to you that are covered by this program.

Repairs must be completed through John Deere authorized repair locations. Please contact the current owners of record for the referenced engines, and advise them to contact the nearest authorized John Deere dealer in the event of a failure. A copy of the Bulletin used to inform John Deere dealers of this program is attached for your reference. Feel free to provide a copy of this letter and the Bulletin to your customers. Please provide John Deere Customer Support feedback to confirm that you have notified your customers. This can be done via the e-mail address listed above.

If an owner has experienced a turbocharger failure outside their warranty period, they may submit a request for reimbursement to John Deere (address noted above) for consideration.

We appreciate your business and apologize for any inconvenience this program may cause you or your customers. If you have any questions, feel free to contact us at 1-800-JD ENGINE or email: jdpswarrantysupport@johndeere.com. Our goal is to continue the strong business relationship we have with you and meet our customers' expectations for quality and reliability.

Sincerely,

Raymond Hinton
Manager, PIP & Warranty Administration
John Deere Power Systems, Worldwide Customer Support

cc: Travis Wibben, JDPS
John Radke, JDPS

Attachment: Engine Serial Numbers

From: Ephraim Stephen R
Sent: Thursday, August 05, 2010 4:41 PM
To: Hinton Raymond W; Reynolds Jeffrey L; Dexter Robert J
Subject: Official Approval for CNG Turbo Extended Warranty



Field Fix 2010-02
CNG Turbo CA...

It's now official...

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

Air Resources Board

Mary D. Nichols, Chairman
9480 Telstar Avenue, Suite 4
El Monte, California 91731 www.arb.ca.gov

Linda S. Adams
Secretary for Environmental Protection

Arnold Schwarzenegger
Governor

Reference No. F-2010-022

July 27, 2010

Mr. Stephen R. Ephraim
Emissions Compliance
John Deere Product Engineering Center
P.O. Box 8000
Waterloo, IA 50704-8000

Dear Mr. Ephraim:

The Air Resources Board (ARB) received your letter dated June 23, 2010, regarding a warranty enhancement for the turbocharger on 2005-2007 model years John Deere urban buses equipped with 6081HFN04 engines. These engines appear in test groups 5JDXH08.1066, 6JDXH08.1066 and 7JDXH08.1066. John Deere will offer an extended warranty, Fix-As-Fail Product Improvement Program 10RG264, for a period of 10 years or 435,000 miles from the vehicle's in-service date, whichever occurs first, to replace the turbocharger and the UEGO sensor, as needed, in the event of failure. John Deere will also reimburse customers for expenses previously paid to repair this condition during the extended period. The extended warranty is scheduled to begin in September 2010, and affects 246 California registered vehicles.

The ARB has reviewed John Deere's voluntary extended warranty plan and distributer notification letter and finds that it meets our requirements. If you have any questions, please contact Mr. Jeffrey Wong, Manager, Field Operations/Warranty Section at (626) 575-7009 or jwong@arb.ca.gov.

Sincerely,

Annette Hebert, Chief
Mobile Source Operations Division

Solution Number: 87037

Solution Summary: PIP 10RG264 - 8.1L Compressed Natural Gas Turbocharger update (Urban transit buses in California) - FAF

Publication Date: Nov 17 2010

Paper copies of solutions may not be the most current solutions

UNIT : John Deere Power Systems Product Improvement Program

DATE : 17 November, 2010

DTAC: 87037

PROGRAM NUMBER : 10RG264

TITLE : 8.1L Compressed Natural Gas Turbocharger update (Urban transit buses in California)

CLASSIFICATION : Fix-as-Fail

PRODUCTS AFFECTED :

RG6081H (267315 – 300724)

The engine serial number range above is provided only as a quick reference. **Please refer to the linked PIN list at the bottom of the DTAC solution for the engines that are involved in this PIP.** If an engine serial number is NOT included in the list referenced below or is not on PIP HISTORY, but the situation indicates a need to replace a failed part, submit an engine DTAC case for assistance and advice on how to proceed.

SITUATION :

8.1L CNG engines in urban transit buses in California are experiencing turbocharger failures.

CORRECTION :

For urban transit buses located in California, within 10 years of date of delivery and less than 435,000 miles install MPRG32202 Turbocharger Kit in the event of a turbocharger failure. All other warranty policies apply, as defined in the Service Administration Manual (SAM).

It is important that special detail is taken when diagnosing a failed turbocharger. In order to qualify for this PIP the failed turbocharger must meet the criteria listed below.

In the event that a failed turbocharger causes failure of Universal Exhaust Gas Oxygen (UEGO) sensor, order MPRG32203 UEGO Sensor kit. UEGO kits and labor allowance for UEGO replacement will only be available in conjunction with Turbocharger kit.

Required failure mode to qualify for PIP:

- Broken turbine shaft
- External oil leak from turbocharger center housing
- Broken fin on turbine wheel NOT caused by foreign object debris
- Evidence of wheel to housing contact
- Must be visible damage, not by way of forcing rub from floating shaft

Conditions that do not qualify for PIP:

- Oil in housing from anything other than broken shaft or manufacturing defect
- Closed Crankcase Ventilation system, oil leftover from previous failures, etc.
- Damage to the compressor inlet from foreign object debris
- Low oil levels / Lack of lube oil
- Oil contamination
- Shaft "play"
- Turbo oil drain tube restriction
- Abnormally high exhaust temperatures
- Excessive carbon build-up

THIS PIP MAY NOT BE ISSUED IN ALL BRANCHES.

OPEN THE RESPECTIVE BRANCH LINK TO SEE IF THE PIP APPLIES TO YOUR BRANCH. INSTRUCTIONS AND RULES WILL BE DETAILED IF IT DOES.

United States	See Details.	PIN LIST.
Canada English	See Details.	
Canada French	See Details.	

6081

PIP, TURBO, ENG, F0416

From: Radke John
Sent: Wednesday, December 15, 2010 10:16 AM
To: Hinton Raymond W; Dexter Robert J
Subject: FW: OEM customer letters sent for PIP 10RG264

FYI

John A. Radke
Manager, Worldwide Customer Support
John Deere Power Systems
3801 W. Ridgeway Ave. (P.O. Box 5100)
Waterloo, IA 50701 (50701-5100)
Office: +1 (319) 292-5247
Cell: +1 (319) 240-2410
e-mail: RadkeJohnA@JohnDeere.com

CONFIDENTIALITY: This electronic mail and any files transmitted with it may contain information proprietary to Deere & Company, or one of its subsidiaries or affiliates, and are intended solely for the use of the individual or entity to which they are addressed. Such information is confidential and not disclosed to third parties without the written consent of the sender. If you are not the intended recipient or the person responsible for delivering the electronic mail to the intended recipient, be advised that you have received this electronic mail in error and that any use, dissemination, forwarding, printing, or copying of this electronic mail is strictly prohibited. If you have received this electronic mail in error, please immediately notify the sender by return mail.

From: Serocki Kyle
Sent: Wednesday, December 15, 2010 9:59 AM
To: Schares Faye M
Subject: OEM customer letters sent for PIP 10RG264

Faye,
We have released this PIP 11/17/10. Customer letters were sent out the first part of December. Please forward these customer letters to John for his records. I am waiting for return receipts of each letter sent registered mail.

Bell Power OEM letter.docx
Daimler Bus OEM letter.docx
Eldorado OEM letter.docx
McCray erprises OEM lette
New Flyer OEM letter.docx
North American Bus OEM letter....
Valley Power ystems OEM lette.
Western Power OEM letter.docx

Also, NHTSA (National Highway Traffic Safety Administration) was also notified with the following documents.

10RG264--NHTSA letter.docx
CNG OEM bulletin.pdf
OEM Customer .etter Template.p..

Please prepare this letter in a fashion to forward to John.

Thanks,
Kyle

Kyle Serocki
Product Improvement Program Administrator
John Deere Power Systems
3801 W. Ridgeway Ave
Waterloo, IA 50701
Tel: (319) 292.4289
SerockiKyle@JohnDeere.com

JOHN DEERE

John Deere Power Systems
P.O. Box 5100
Waterloo, IA 50704-5100
Phone: 1-800-533-6446 Fax: 319-292-5844
Email: jdpswarrantysupport@JohnDeere.com

December 01, 2010

Bell Power Systems Inc.
Mr. Paul St. Amand
C/o Ron Weir
36 Plains Rd PO Box 980
Essex, CT 06426

Fix-As-Fail Product Improvement Program 10RG264
Turbocharger Replacement
8.1L Compressed Natural Gas (CNG) Engines in Urban Transit Buses in California

This letter is to inform Bell Power Systems Inc. that John Deere has implemented a program to replace turbochargers on a fix-as-fail basis on 8.1 CNG engines in urban transit buses in California. This program covers the repair costs for turbocharger failures for 10 years from the transit bus date of delivery or 435,000 miles, whichever occurs first. John Deere has implemented a program to address this issue and update the potentially affected engines.

Repairs must be completed through John Deere authorized repair locations. Please contact the current owners of record for the referenced engines, and advise them to contact the nearest authorized John Deere dealer in the event of a failure. A copy of the Bulletin used to inform John Deere dealers of this program is attached for your reference. Feel free to provide a copy of this letter and the Bulletin to your customers. Please provide John Deere Customer Support feedback to confirm that you have notified your customers. This can be done via the e-mail address listed above.

If an owner has experienced a turbocharger failure outside their warranty period, they may submit a request for reimbursement to John Deere (address noted above) for consideration.

We appreciate your business and apologize for any inconvenience this program may cause you or your customers. If you have any questions, feel free to contact us at 1-800-JD ENGINE or email: jdpswarrantysupport@johndeere.com. Our goal is to continue the strong business relationship we have with you and meet our customers' expectations for quality and reliability.

Sincerely,



Raymond Hinton
Manager, PIP & Warranty Administration
John Deere Power Systems, Worldwide Customer Support

cc: Kyle Serocki, JDPS
John Radke, JDPS

Attachment: Engine Serial Numbers

The following engine serial numbers are included:

RG6081H272546

RG6081H272565

JOHN DEERE

John Deere Power Systems
P.O. Box 5100
Waterloo, IA 50704-5100
Phone: 1-800-533-6446 Fax: 319-292-5844
Email: jdpswarrantysupport@JohnDeere.com

December 01, 2010

Daimler Buses North America
Mr. Steve Batho
350 Hazelhurst Rd
Mississauga, Ontario L5J 4T8
Canada

Fix-As-Fail Product Improvement Program 10RG264
Turbocharger Replacement
8.1L Compressed Natural Gas (CNG) Engines in Urban Transit Buses in California

This letter is to inform Diamler Buses North America that John Deere has implemented a program to replace turbochargers on a fix-as-fail basis on 8.1 CNG engines in urban transit buses in California. This program covers the repair costs for turbocharger failures for 10 years from the transit bus date of delivery or 435,000 miles, whichever occurs first. John Deere has implemented a program to address this issue and update the potentially affected engines.

Repairs must be completed through John Deere authorized repair locations. Please contact the current owners of record for the referenced engines, and advise them to contact the nearest authorized John Deere dealer in the event of a failure. A copy of the Bulletin used to inform John Deere dealers of this program is attached for your reference. Feel free to provide a copy of this letter and the Bulletin to your customers. Please provide John Deere Customer Support feedback to confirm that you have notified your customers. This can be done via the e-mail address listed above.

If an owner has experienced a turbocharger failure outside their warranty period, they may submit a request for reimbursement to John Deere (address noted above) for consideration.

We appreciate your business and apologize for any inconvenience this program may cause you or your customers. If you have any questions, feel free to contact us at 1-800-JD ENGINE or email: jdpswarrantysupport@johndeere.com. Our goal is to continue the strong business relationship we have with you and meet our customers' expectations for quality and reliability.

Sincerely,

Raymond Hinton
Manager, PIP & Warranty Administration
John Deere Power Systems, Worldwide Customer Support

cc: Kyle Serocki, JDPS
John Radke, JDPS
Attachment: Engine Serial Numbers

The following engine serial numbers are included:

RG6081H277075
RG6081H279117
RG6081H279150
RG6081H280019
RG6081H281786
RG6081H282038
RG6081H282764
RG6081H282786
RG6081H282815
RG6081H282835
RG6081H282843
RG6081H282851
RG6081H282875
RG6081H283215
RG6081H283392
RG6081H284576
RG6081H284728
RG6081H284757
RG6081H284762
RG6081H284772
RG6081H284804
RG6081H284831
RG6081H286654
RG6081H286668
RG6081H286669
RG6081H291440
RG6081H293500
RG6081H294186
RG6081H294675
RG6081H294676
RG6081H294865
RG6081H294866
RG6081H294867
RG6081H294868
RG6081H294869
RG6081H295177
RG6081H295180
RG6081H295181
RG6081H295184
RG6081H295614
RG6081H300641
RG6081H300643
RG6081H300650
RG6081H300656
RG6081H300662
RG6081H300665

JOHN DEERE

John Deere Power Systems
P.O. Box 5100
Waterloo, IA 50704-5100
Phone: 1-800-533-6446 Fax: 319-292-5844
Email: jdpswarrantysupport@JohnDeere.com

December 01, 2010

Eldorado National
Mr. Tony Wayne
9670 Galena St
Riverside, CA 92509

Fix-As-Fail Product Improvement Program 10RG264
Turbocharger Replacement
8.1L Compressed Natural Gas (CNG) Engines in Urban Transit Buses in California

This letter is to inform Eldorado National that John Deere has implemented a program to replace turbochargers on a fix-as-fail basis on 8.1 CNG engines in urban transit buses in California. This program covers the repair costs for turbocharger failures for 10 years from the transit bus date of delivery or 435,000 miles, whichever occurs first. John Deere has implemented a program to address this issue and update the potentially affected engines.

Repairs must be completed through John Deere authorized repair locations. Please contact the current owners of record for the referenced engines, and advise them to contact the nearest authorized John Deere dealer in the event of a failure. A copy of the Bulletin used to inform John Deere dealers of this program is attached for your reference. Feel free to provide a copy of this letter and the Bulletin to your customers. Please provide John Deere Customer Support feedback to confirm that you have notified your customers. This can be done via the e-mail address listed above.

If an owner has experienced a turbocharger failure outside their warranty period, they may submit a request for reimbursement to John Deere (address noted above) for consideration.

We appreciate your business and apologize for any inconvenience this program may cause you or your customers. If you have any questions, feel free to contact us at 1-800-JD ENGINE or email: jdpswarrantysupport@johndeere.com. Our goal is to continue the strong business relationship we have with you and meet our customers' expectations for quality and reliability.

Sincerely,

Raymond Hinton
Manager, PIP & Warranty Administration
John Deere Power Systems, Worldwide Customer Support

cc: Kyle Serocki, JDPS
John Radke, JDPS
Attachment: Engine Serial Numbers

The following engine serial numbers are included:

RG6081H298120
RG6081H290083
RG6081H291185
RG6081H291525
RG6081H294578
RG6081H294625
RG6081H294644
RG6081H295547
RG6081H295550
RG6081H295553
RG6081H295808
RG6081H299581
RG6081H299584
RG6081H291505

JOHN DEERE

John Deere Power Systems
P.O. Box 5100
Waterloo, IA 50704-5100
Phone: 1-800-533-6446 Fax: 319-292-5844
Email: jdpswarrantysupport@JohnDeere.com

December 01, 2010

McCray Enterprises
Mr. Rick McCray
24268 5th Street
San Bernardino, CA 92410-4974

Fix-As-Fail Product Improvement Program 10RG264
Turbocharger Replacement
8.1L Compressed Natural Gas (CNG) Engines in Urban Transit Buses in California

This letter is to inform McCray Enterprises that John Deere has implemented a program to replace turbochargers on a fix-as-fail basis on 8.1 CNG engines in urban transit buses in California. This program covers the repair costs for turbocharger failures for 10 years from the transit bus date of delivery or 435,000 miles, whichever occurs first. John Deere has implemented a program to address this issue and update the potentially affected engines.

Repairs must be completed through John Deere authorized repair locations. Please contact the current owners of record for the referenced engines, and advise them to contact the nearest authorized John Deere dealer in the event of a failure. A copy of the Bulletin used to inform John Deere dealers of this program is attached for your reference. Feel free to provide a copy of this letter and the Bulletin to your customers. Please provide John Deere Customer Support feedback to confirm that you have notified your customers. This can be done via the e-mail address listed above.

If an owner has experienced a turbocharger failure outside their warranty period, they may submit a request for reimbursement to John Deere (address noted above) for consideration.

We appreciate your business and apologize for any inconvenience this program may cause you or your customers. If you have any questions, feel free to contact us at 1-800-JD ENGINE or email: jdpswarrantysupport@johndeere.com. Our goal is to continue the strong business relationship we have with you and meet our customers' expectations for quality and reliability.

Sincerely,

Raymond Hinton
Manager, PIP & Warranty Administration
John Deere Power Systems, Worldwide Customer Support

cc: Kyle Serocki, JDPS
John Radke, JDPS
Attachment: Engine Serial Numbers

The following engine serial number is included:

RG6081H299764

JOHN DEERE

John Deere Power Systems
P.O. Box 5100
Waterloo, IA 50704-5100
Phone: 1-800-533-6446 Fax: 319-292-5844
Email: jdpswarrantysupport@JohnDeere.com

December 01, 2010

New Flyer
Mr. Cliff Murray
25 De Baets St
Winnipeg, Manitoba R2J 4G5
Canada

Fix-As-Fail Product Improvement Program 10RG264
Turbocharger Replacement
8.1L Compressed Natural Gas (CNG) Engines in Urban Transit Buses in California

This letter is to inform New Flyer that John Deere has implemented a program to replace turbochargers on a fix-as-fail basis on 8.1 CNG engines in urban transit buses in California. This program covers the repair costs for turbocharger failures for 10 years from the transit bus date of delivery or 435,000 miles, whichever occurs first. John Deere has implemented a program to address this issue and update the potentially affected engines.

Repairs must be completed through John Deere authorized repair locations. Please contact the current owners of record for the referenced engines, and advise them to contact the nearest authorized John Deere dealer in the event of a failure. A copy of the Bulletin used to inform John Deere dealers of this program is attached for your reference. Feel free to provide a copy of this letter and the Bulletin to your customers. Please provide John Deere Customer Support feedback to confirm that you have notified your customers. This can be done via the e-mail address listed above.

If an owner has experienced a turbocharger failure outside their warranty period, they may submit a request for reimbursement to John Deere (address noted above) for consideration.

We appreciate your business and apologize for any inconvenience this program may cause you or your customers. If you have any questions, feel free to contact us at 1-800-JD ENGINE or email: jdpswarrantysupport@johndeere.com. Our goal is to continue the strong business relationship we have with you and meet our customers' expectations for quality and reliability.

Sincerely,

Raymond Hinton
Manager, PIP & Warranty Administration
John Deere Power Systems, Worldwide Customer Support

cc: Kyle Serocki, JDPS
John Radke, JDPS
Attachment: Engine Serial Numbers

The following engine serial numbers are included:

RG6081H272693
RG6081H272614
RG6081H271111
RG6081H271120
RG6081H271384
RG6081H271850
RG6081H271860
RG6081H272021
RG6081H272034
RG6081H286517
RG6081H287369
RG6081H287370
RG6081H287371
RG6081H287372
RG6081H287373
RG6081H287374
RG6081H287376
RG6081H287388
RG6081H287389
RG6081H287752
RG6081H287760
RG6081H287773
RG6081H287726
RG6081H287739
RG6081H287788
RG6081H287884
RG6081H287890
RG6081H287901
RG6081H288094
RG6081H288456
RG6081H288475
RG6081H288481
RG6081H293053
RG6081H294248
RG6081H294573
RG6081H295660
RG6081H295661
RG6081H295663
RG6081H295664
RG6081H295665
RG6081H272771
RG6081H271357
RG6081H271402
RG6081H271354
RG6081H271840
RG6081H271131
RG6081H267315
RG6081H271978
RG6081H272047
RG6081H272603
RG6081H271359
RG6081H271413
RG6081H271995
RG6081H272061
RG6081H272619

JOHN DEERE

John Deere Power Systems
P.O. Box 5100
Waterloo, IA 50704-5100
Phone: 1-800-533-6446 Fax: 319-292-5844
Email: jdpswarrantysupport@JohnDeere.com

December 01, 2010

North American Bus Industries
Ms. Mary Litke
106 National Drive
Anniston, AL 36207

Fix-As-Fail Product Improvement Program 10RG264
Turbocharger Replacement
8.1L Compressed Natural Gas (CNG) Engines in Urban Transit Buses in California

This letter is to inform North American Bus Industries that John Deere has implemented a program to replace turbochargers on a fix-as-fail basis on 8.1 CNG engines in urban transit buses in California. This program covers the repair costs for turbocharger failures for 10 years from the transit bus date of delivery or 435,000 miles, whichever occurs first. John Deere has implemented a program to address this issue and update the potentially affected engines.

Repairs must be completed through John Deere authorized repair locations. Please contact the current owners of record for the referenced engines, and advise them to contact the nearest authorized John Deere dealer in the event of a failure. A copy of the Bulletin used to inform John Deere dealers of this program is attached for your reference. Feel free to provide a copy of this letter and the Bulletin to your customers. Please provide John Deere Customer Support feedback to confirm that you have notified your customers. This can be done via the e-mail address listed above.

If an owner has experienced a turbocharger failure outside their warranty period, they may submit a request for reimbursement to John Deere (address noted above) for consideration.

We appreciate your business and apologize for any inconvenience this program may cause you or your customers. If you have any questions, feel free to contact us at 1-800-JD ENGINE or email: jdpswarrantysupport@johndeere.com. Our goal is to continue the strong business relationship we have with you and meet our customers' expectations for quality and reliability.

Sincerely,

Raymond Hinton
Manager, PIP & Warranty Administration
John Deere Power Systems, Worldwide Customer Support

cc: Kyle Serocki, JDPS
John Radke, JDPS
Attachment: Engine Serial Numbers

The following engine serial number is included:

RG6081H289227

JOHN DEERE

John Deere Power Systems
P.O. Box 5100
Waterloo, IA 50704-5100
Phone: 1-800-533-6446 Fax: 319-292-5844
Email: jdpswarrantysupport@JohnDeere.com

December 01, 2010

Valley Power Systems Inc.
Mr. Craig Nelson
425 S. Hacienda Blvd
City of Industry, CA 91745

Fix-As-Fail Product Improvement Program 10RG264
Turbocharger Replacement
8.1L Compressed Natural Gas (CNG) Engines in Urban Transit Buses in California

This letter is to inform Valley Power Systems Inc. that John Deere has implemented a program to replace turbochargers on a fix-as-fail basis on 8.1 CNG engines in urban transit buses in California. This program covers the repair costs for turbocharger failures for 10 years from the transit bus date of delivery or 435,000 miles, whichever occurs first. John Deere has implemented a program to address this issue and update the potentially affected engines.

Repairs must be completed through John Deere authorized repair locations. Please contact the current owners of record for the referenced engines, and advise them to contact the nearest authorized John Deere dealer in the event of a failure. A copy of the Bulletin used to inform John Deere dealers of this program is attached for your reference. Feel free to provide a copy of this letter and the Bulletin to your customers. Please provide John Deere Customer Support feedback to confirm that you have notified your customers. This can be done via the e-mail address listed above.

If an owner has experienced a turbocharger failure outside their warranty period, they may submit a request for reimbursement to John Deere (address noted above) for consideration.

We appreciate your business and apologize for any inconvenience this program may cause you or your customers. If you have any questions, feel free to contact us at 1-800-JD ENGINE or email: jdpswarrantysupport@johndeere.com. Our goal is to continue the strong business relationship we have with you and meet our customers' expectations for quality and reliability.

Sincerely,

Raymond Hinton
Manager, PIP & Warranty Administration
John Deere Power Systems, Worldwide Customer Support

cc: Kyle Serocki, JDPS
John Radke, JDPS
Attachment: Engine Serial Numbers

The following engine serial numbers are included:

RG6081H299447

RG6081H299453

JOHN DEERE

John Deere Power Systems
P.O. Box 5100
Waterloo, IA 50704-5100
Phone: 1-800-533-6446 Fax: 319-292-5844
Email: jdpswarrantysupport@JohnDeere.com

December 01, 2010

Western Power Products Inc.
Mr. Daniel Eaton
3000 Gateway Ave
Bakersfield, CA 93307-6828

Fix-As-Fail Product Improvement Program 10RG264
Turbocharger Replacement
8.1L Compressed Natural Gas (CNG) Engines in Urban Transit Buses in California

This letter is to inform Western Power Products Inc. that John Deere has implemented a program to replace turbochargers on a fix-as-fail basis on 8.1 CNG engines in urban transit buses in California. This program covers the repair costs for turbocharger failures for 10 years from the transit bus date of delivery or 435,000 miles, whichever occurs first. John Deere has implemented a program to address this issue and update the potentially affected engines.

Repairs must be completed through John Deere authorized repair locations. Please contact the current owners of record for the referenced engines, and advise them to contact the nearest authorized John Deere dealer in the event of a failure. A copy of the Bulletin used to inform John Deere dealers of this program is attached for your reference. Feel free to provide a copy of this letter and the Bulletin to your customers. Please provide John Deere Customer Support feedback to confirm that you have notified your customers. This can be done via the e-mail address listed above.

If an owner has experienced a turbocharger failure outside their warranty period, they may submit a request for reimbursement to John Deere (address noted above) for consideration.

We appreciate your business and apologize for any inconvenience this program may cause you or your customers. If you have any questions, feel free to contact us at 1-800-JD ENGINE or email: jdpswarrantysupport@johndeere.com. Our goal is to continue the strong business relationship we have with you and meet our customers' expectations for quality and reliability.

Sincerely,



Raymond Hinton
Manager, PIP & Warranty Administration
John Deere Power Systems, Worldwide Customer Support

cc: Kyle Serocki, JDPS
John Radke, JDPS
Attachment: Engine Serial Numbers

The following engine serial numbers are included:

RG6081H283487	RG6081H291992	RG6081H298780	RG6081H299466
RG6081H291025	RG6081H292037	RG6081H298786	RG6081H299469
RG6081H290637	RG6081H292043	RG6081H298793	RG6081H299472
RG6081H290627	RG6081H294428	RG6081H298794	RG6081H299515
RG6081H291966	RG6081H294435	RG6081H298799	RG6081H299670
RG6081H299685	RG6081H294439	RG6081H298802	RG6081H299671
RG6081H294803	RG6081H294444	RG6081H298805	RG6081H299674
RG6081H278596	RG6081H294794	RG6081H298809	RG6081H299677
RG6081H283501	RG6081H294795	RG6081H298810	RG6081H299680
RG6081H290308	RG6081H294854	RG6081H298817	RG6081H299684
RG6081H290644	RG6081H294855	RG6081H298835	RG6081H299688
RG6081H290656	RG6081H294856	RG6081H298842	RG6081H299692
RG6081H290823	RG6081H294857	RG6081H298844	RG6081H299693
RG6081H290825	RG6081H294858	RG6081H298852	RG6081H299697
RG6081H290846	RG6081H294859	RG6081H298853	RG6081H299698
RG6081H290850	RG6081H294863	RG6081H298861	RG6081H300328
RG6081H290854	RG6081H294864	RG6081H298958	RG6081H300356
RG6081H290856	RG6081H298061	RG6081H299016	RG6081H300357
RG6081H290859	RG6081H298064	RG6081H299401	RG6081H300359
RG6081H290862	RG6081H298065	RG6081H299406	RG6081H300360
RG6081H290865	RG6081H298068	RG6081H299407	RG6081H300363
RG6081H290883	RG6081H298069	RG6081H299410	RG6081H300366
RG6081H291276	RG6081H298072	RG6081H299411	RG6081H300367
RG6081H291283	RG6081H298121	RG6081H299434	RG6081H300369
RG6081H291291	RG6081H298122	RG6081H299440	RG6081H300370
RG6081H291292	RG6081H298123	RG6081H299452	RG6081H300373
RG6081H291300	RG6081H298124	RG6081H299454	RG6081H300376
RG6081H291953	RG6081H298176	RG6081H299457	RG6081H300380
RG6081H291959	RG6081H298177	RG6081H299461	RG6081H300381
RG6081H291978	RG6081H298178	RG6081H299462	RG6081H300413
RG6081H291980	RG6081H298779	RG6081H299465	RG6081H300724

JOHN DEERE

John Deere Power Systems
P.O. Box 5100
Waterloo, IA 50704-5100
Phone: 319-292-5542 Fax: 319-292-5844
Email: HintonRaymondW@JohnDeere.com

Raymond W. Hinton
Manager, Warranty Administration

1 December, 2010

Mr. Daniel Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200New Jersey Avenue, SE
West Building, 4th Floor (NVS-215)
Washington, D.C. 20590

Re: **John Deere RG6081H Compressed Natural Gas 450 Series Engines**

Dear Associate Administrator for Enforcement:

The attached courtesy copy of Deere & Company's (10RG264 – 8.1L CNG Turbocharger replacement) Product Improvement Program is submitted pursuant to 49 C.F. R. §579.5 (a).

This Program was released to the dealer network on 17 November, 2010.

If further information is desired, please contact Raymond Hinton.

Very truly yours,

Raymond Hinton

Enclosures
JDPS OEM Bulletin
OEM Customer Letter

1 December 2010
Functional Group Code: 0400

John Deere Power Systems
Product Support Bulletin

JOHN DEERE

APPLIES TO: S450 6081 Compressed Natural Gas Engines
SUBJECT: 10RG264 - PRODUCT IMPROVEMENT PROGRAM
Turbocharger Update – 8.1L Compressed Natural Gas (CNG) Engines
(Urban Transit Buses in California)

DTAC SOLUTION: 87037

Program Classification: Fix-as-Fail
RG6081H (267315 – 300724)

The engine serial number range above is provided only as a quick reference. **Please refer to the linked PIN list at the bottom of the DTAC solution for the engines that are involved in this PIP.** If an engine serial number is NOT included in the PIP HISTORY, but the situation indicates a need to replace a failed part, submit an OEM engine DTAC case for assistance and advice on how to proceed.

SITUATION: 8.1L CNG engines in urban transit buses in California are experiencing turbocharger failures.

CORRECTION: For urban transit buses located in California, within 10 years of date of delivery and less than 435,000 miles install MPRG32202 Turbocharger Kit in the event of a turbocharger failure. All other warranty policies apply, as defined in the Service Administration Manual (SAM).

It is important that special detail is taken when diagnosing a failed turbocharger. In order to qualify for this PIP the failed turbocharger must meet the criteria listed below.

In the event that a failed turbocharger causes failure of Universal Exhaust Gas Oxygen (UEGO) sensor, order MPRG32203 UEGO Sensor kit. UEGO kits and labor allowance for UEGO replacement will only be available in conjunction with Turbocharger kit.

Required failure mode to qualify for PIP:

- Broken turbine shaft
- External oil leak from turbocharger center housing
- Broken fin on turbine wheel NOT caused by foreign object debris
- Evidence of wheel to housing contact
    - Must be visible damage, not by way of forcing rub from floating shaft

Conditions that do not qualify for PIP:

- Oil in housing from something other than broken shaft or manufacturing defect
  - Closed Crankcase Ventilation system, oil leftover from previous failures, etc.
- Damage to the compressor inlet from foreign object debris
- Low oil levels / Lack of lube oil
- Oil contamination
- Shaft "play"
- Turbo oil drain tube restriction
- Abnormally high exhaust temperatures
- Excessive carbon build-up

SPECIAL TOOLS: None required.

ADMINISTRATIVE and TECHNICAL QUESTIONS: Labor will be reimbursed at 125% of your normal rate for installation of kits under this program, until expiration. Refer to JDPS Service Administration Manual (SAM).

North America – Submit claims using The New John Deere Warranty System.

If you have administrative questions you may contact John Deere Power Systems PIP Administration at 319-292-5534. If you have additional technical questions concerning this PIP, refer to the DTAC solution at the top of this bulletin; submit a DTAC case if required.

If a customer informs you that they have replaced the turbocharger in the past, and it was not covered under warranty, submit a DTAC case. The case should include engine serial number, customer information, and details of the previous repair. You will be provided with further instructions via DTAC.

KIT INFORMATION:

MPRG32202
Turbocharger Kit
Order Type: TSA1

Kit Contents:

1 – A4925R	Fitting
1 – AR48236	Clamp
1 – R105346	Gasket
2 – R122618	Screw
4 – R503718	Washer
4 – R503722	Nut
4 – R503820	Stud
1 – R61288	Dowel Pin
2 – R63551	Sealing Washer
2 – R63552	Tube Nut
1 – RE505151	Gasket
1 – RE532788	Turbocharger

MPRG32203
UEGO Sensor Kit
Order Type: TSA1

Kit Contents:

1 – RE519691	UEGO

NEW JOHN DEERE WARRANTY SYSTEM DEALERS: Use MPRG32202 in the Failure Part field in the claim header.

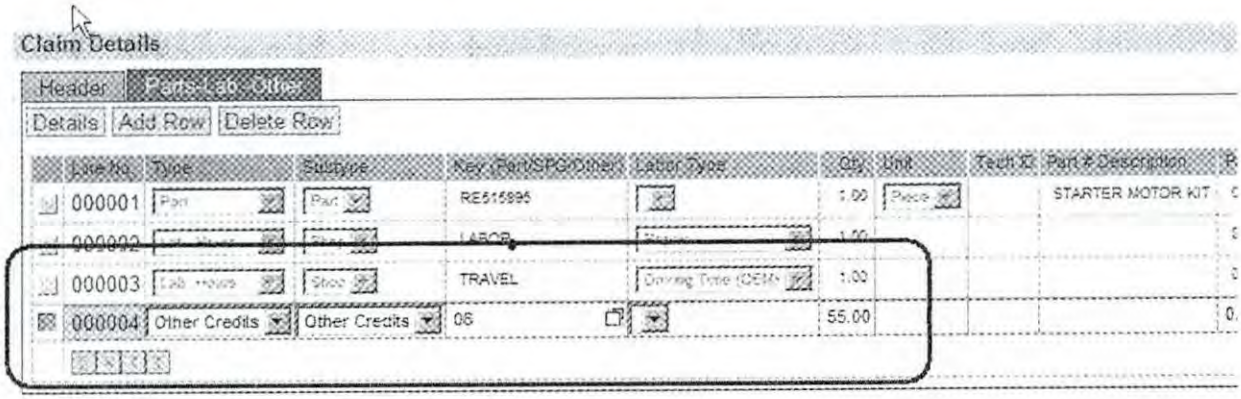
See **RG38715** Installation Instruction when performing this repair.

Refer to Component Technical Manual for additional instructions.

LABOR: The labor allowed for PIP kit MPRG32202 is **2.5** hours. The labor allowed for PIP kit MPRG32203, if necessary, is **1.0** hour. Charge air system cleaning and reasonable access time (if required) should be submitted as a separate labor line with an explanation in the comment section of the claim.

NEW JOHN DEERE WARRANTY SYSTEM DEALERS:

In the Parts – Lab – Other tab you will need to add two labor lines. One line for distance traveled and one line for the driving time. See the example below. For instructions on how to submit, the dealers can reference the User's Guide.



EXPIRATION/TERMINATION DATE: December 1, 2020.

RETURNED PARTS REQUIREMENTS: Following the completion of turbocharger replacement, please arrange to have the turbocharger returned to John Deere Engine Works in Waterloo, IA as soon as possible, as follows:

RETURN PARTS INSTRUCTIONS: Following the completion of parts replacement, please arrange to have the parts returned to John Deere Power Systems in Waterloo, IA as soon as possible, as follows:

1. **Print and Complete the RGA form below.** Record the engine serial number on the removed turbocharger in permanent ink or paint. Print and enter the information listed on the RGA form below.

2. **Package and ship the parts** freight prepaid (charged to John Deere) using the shipping carrier and account information found on the RGA form.

Refer to this link **http://dlrdoc.deere.com/parts_depot/Returns/Core_Returns.htm**

JOHN DEERE

AUTHORIZATION FOR TURBOCHARGER RETURN

Dealer Name: _____

Dealer Address: _____

City: _____

State: _____ Zip Code: _____

Dealer Account Number: _____

Engine Serial Number: _____

Vehicle ID (vehicle # preferred, VIN ok): _____

Accumulated mileage on failed turbo: _____

Current odometer reading: _____

Location & Customer: _____

RGA

Return Goods Authorization

ATTENTION: SERVICE MANAGER - SHIP WITHIN 48HRS/ ENGINES 2-3 DAYS

PLEASE RETURN ALL PARTS AS SOON AS POSSIBLE.

PLEASE BE SURE RGA NUMBER IS MARKED ON THE PACKAGE

RGA Number: 136698

Date: 2010/09/30

QUANTITY	PART NUMBER	DESCRIPTION	PIP CODE
1	RE532788	Turbocharger	10RG264

DTAC Case Number: 10RG264
Engine Serial Number:
Hours: 0
Vehicle Serial Number:

IMPORTANT: IF THIS PART HAS A CORE CREDIT, YOU MUST SUBMIT A MISCELLANEOUS RETURN IN JDPOINT AND FAX THE RGA, CORE CARD, AND A COPY OF THE FREIGHT VERIFICATION TO 309-749-0882.

Description:
PIP 10RG264 - for return of RE532788 turbocharger.

Ship To:
JOHN DEERE ENGINE WORKS
DEPT. 578
3801 WEST RIDGEWAY AVENUE
WATERLOO, IA 50701
Attn: PIP 10RG264

Return Freight:70 LBS OR LESS - UPS - PREPAID UPS ACCOUNT NUMBER: 536501
MORE THAN 70 LBS - SHIP COLLECT VIA CONWAY CENTRAL EXPRESS, CONWAY SOUTHERN EXPRESS, OR CONWAY WESTERN EXPRESS

Note: If you no longer have the part, fax this page to 319-292-5844 stating the reason for not having the part.

If you have any questions on this RGA, please call JDPS Field Service at 319-292-5319 for assistance.

JOHN DEERE

John Deere Power Systems
P.O. Box 5100
Waterloo, IA 50704-5100
Phone: 1-800-533-6446 Fax: 319-292-5844
Email: jdpswarrantysupport@JohnDeere.com

December 01, 2010

OEM/Distributor Name
Address
City, ST. ZIP

Fix-As-Fail Product Improvement Program 10RG264
Turbocharger Replacement
8.1L Compressed Natural Gas (CNG) Engines in Urban Transit Buses in California

This letter is to inform <OEM> that John Deere has implemented a program to replace turbochargers on a fix-as-fail basis on 8.1 CNG engines in urban transit buses in California. This program covers the repair costs for turbocharger failures for 10 years from the transit bus date of delivery or 435,000 miles, whichever occurs first. John Deere has implemented a program to address this issue and update the potentially affected engines.

Repairs must be completed through John Deere authorized repair locations. Please contact the current owners of record for the referenced engines, and advise them to contact the nearest authorized John Deere dealer in the event of a failure. A copy of the Bulletin used to inform John Deere dealers of this program is attached for your reference. Feel free to provide a copy of this letter and the Bulletin to your customers. Please provide John Deere Customer Support feedback to confirm that you have notified your customers. This can be done via the e-mail address listed above.

If an owner has experienced a turbocharger failure outside their warranty period, they may submit a request for reimbursement to John Deere (address noted above) for consideration.

We appreciate your business and apologize for any inconvenience this program may cause you or your customers. If you have any questions, feel free to contact us at 1-800-JD ENGINE or email: jdpswarrantysupport@johndeere.com. Our goal is to continue the strong business relationship we have with you and meet our customers' expectations for quality and reliability.

Sincerely,



Raymond Hinton
Manager, PIP & Warranty Administration
John Deere Power Systems, Worldwide Customer Support

cc: Kyle Serocki, JDPS
John Radke, JDPS

Attachment: Engine Serial Numbers

From: Polivka David L
Sent: Thursday, February 04, 2010 10:43 AM
To: Folken Chad (W Loo); Ephraim Stephen R
Subject: FW: CNG Information

From: Faber Kevin M
Sent: Thursday, February 04, 2010 10:42 AM
To: Polivka David L
Subject: CNG Information

Dave,

My research shows that the official SOP for RE532788 is February 19, 2007.



RE532788.JPG

Further research is showing that we still have a LCF (Low Cycle Fatigue) failure mode with this turbocharger. However, it no longer is the compressor wheel, but has shifted to the turbine wheel. The forged, boreless compressor wheel has been a great improvement and the turbine wheel is the next weakest link, but takes more cycles to reach failure. Slide 2 of the following presentation shows a good picture comparing the old cast compressor wheel, turbine wheel, and boreless compressor wheel life.



JD LCF ISSUE 01152010.ppt

Let me know if you have further questions.

Thanks,

Kevin Faber
John Deere Power Systems | S450 Continuous Improvement | office 319-292-6530 | cell 319-230-8245

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List Edit Goto System Help

Engineering Change Management Decision Report

Decision Header | Engineering Info | Material/Plant | BOM | Product Affected List | Workflow Replies | CA WF Replies

REPORT ID: ZCSVR_ECM_DECISION
SYSTEM ID: PDX-410
USER: KF85423

DEERE & COMPANY
Engineering Change Management Decision Report
ECM Number 013033RGPDML Print Date 04FEB2010 Effective 19FEB2007

Department Approval

ECN Number: 102761D0

Title
S450 NG Tier II Turbocharger Update

Proposed By

Workflow Step
ECM Released

Reason for Change
Need to adopt a new turbocharger with a boreless compressor wheel to help eliminate LCF (low cycle fatigue) failures. Part number will be RE532788, which will replace cancelled RE509038. 6081HFN04, HFN03, and HFN02 are affected. 6081HFN03 and 6081HFN02 are only affected by service parts.

Type of Change 1
RUNNING CHANGE PROJECT

DO download text for CA number: 08746
Had to manually update BOMs. Sent to RG 11/08/06 SN.
Selected "DON'T SEND TO FACTORY" PER BARB DETTMERING WILL BE MAJOR REWORKED AT DPAR SO CAN CHANGE BOM. SN 10/24/06
REWORK CHANGES TO CA: New Top option 65BE_RE533437 removed from change activity which in turn, removed the need for the csv file to add option 65BE to engine 6081HFN04. I have manually removed 65BE from BOM 6081HFN04. 11/03/06 SN.

Plant download text for CA number: 08746
"Critical Flow Urgent Need"
NOTE: RE532788 TURBO IS ADOPTED BY "INITIAL RELEASE"
ON 013037RGENGR AT RG.

Plants to Approve

Plants to Notify
D000 John Deere Power Systems - Eng
DY00 J.D. PARTS DIST. CENTER
RG00 John Deere Engine Works

Service Parts Affected Y

GT35A Natural Gas Low Cycle Fatigue (LCF)

Customer: John Deere
Application: GTA3571S

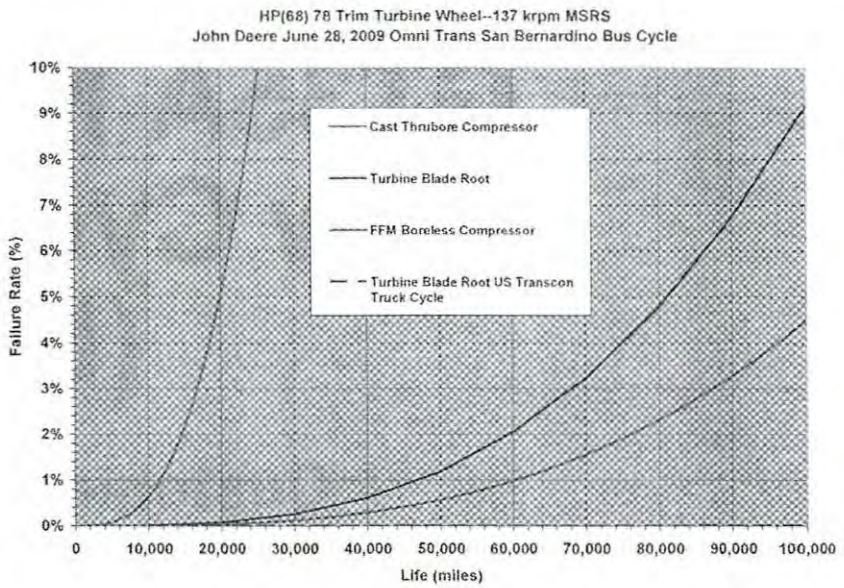
Eynas Kazraji
01/15/2010

John Deere Low Cycle Fatigue Issue

Honeywell

BACKGROUND

- 13 out of 37 JD GT35 Natural Gas Turbos were returned to Torrance due to Turbine Wheel Blade and/or Back Disc failure. 24 out of 37 came back from one customer location: San Bernardino, California (Bus application).
- Failure started Jan. 07 (After implementing FM Comp. Wheel).
- P/N Affected: 723945-0001, 723945-0002, 723945-5002.
- Turbine Wheel Supplier: Waterford (Cast Tool #913)
- Chemical Analysis show conformance to specification (IDM5383, Rev. K).
- All turbine wheels are failing due to LCF. However, there are 3 root causes to the LCF.
  - BLADE ROOT: Blade failed due to fatigue that originated at the blade root. No evidences of any casting defects. (Total = 3 units)
  - BACK DISC: Blade failed due to fatigue that originated from the back disc. Fatigue origins were located within the balance cut region on the back disc. No evidence of casting defects. (Total = 4 units)
  - CASTING DEFECT: Blade failed due to fatigue that originated at the turbine wheel blade due to inclusions (Aluminum Oxide). Some Inclusion observed: 2.2mmX5.2mm, 0.9mmX1.99mm. (Total = 5 units)



STEPS TAKEN

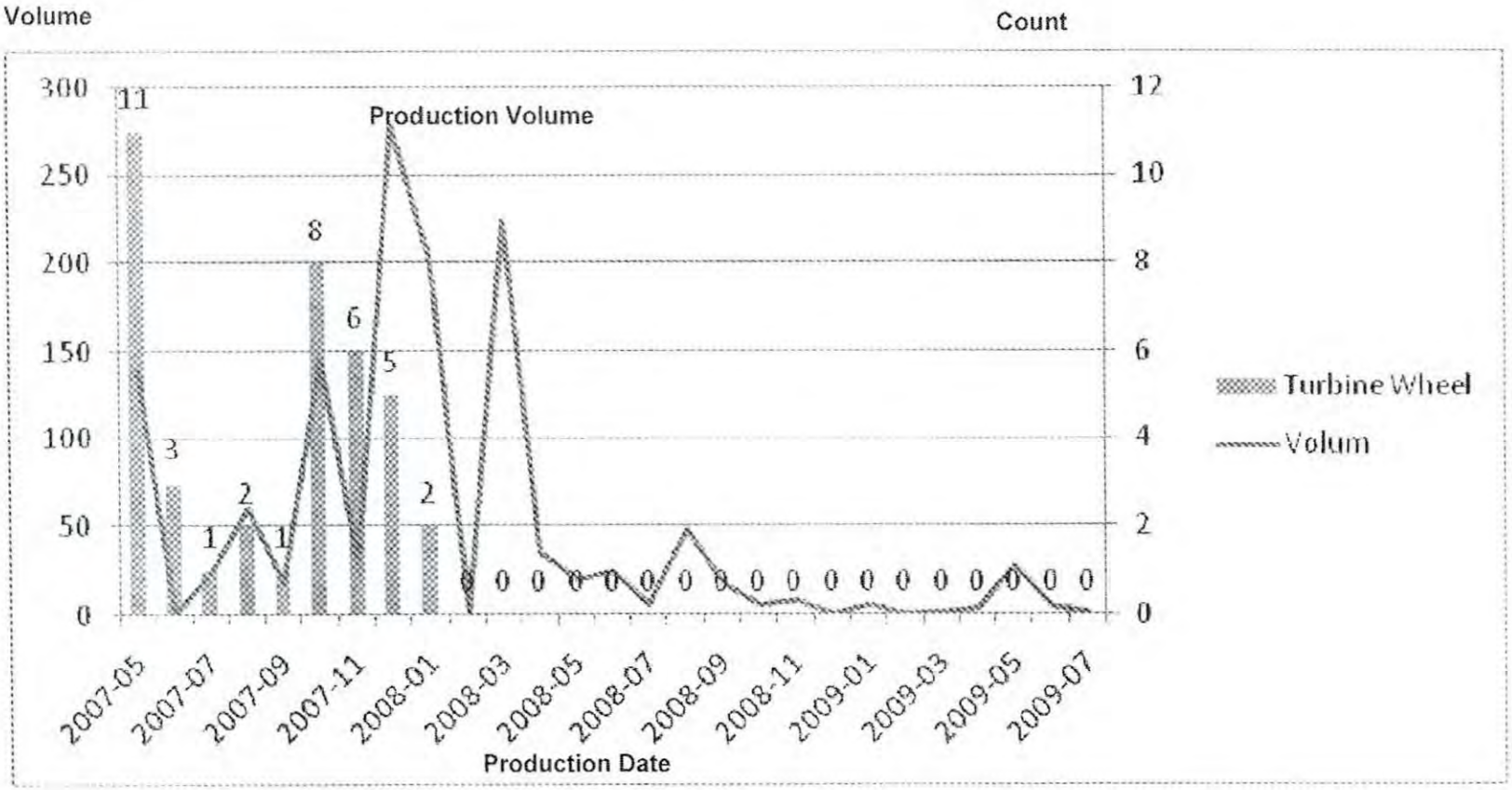
- ICA on Manual Balance Cuts:
  - Issued a Quality Alert to assure operators are following the correct process. (March 2009)
  - 100% Quality Inspection of Back Face Depth Cut. (June 2009)
  - Implemented visuals on the line of "Unacceptable" back face cuts. (June 2009)
- Inclusions Corrective Action:
  - Supplier believes cause of inclusions is due to the crucible process. Corrected the chamfer on the ingots. Implemented in April 2008.
  - All LCF failures occurred in 2006-2007 timeframe.
  - X-ray analysis on wheels after 8D implementations show some inclusions still exist. Note, inclusion size not measured – requires destructive testing.
- Duty Cycle at San Bernardino:
  - Obtained Duty cycle at Omnitrans (San Bernardino).
  - Results shows they are conforming to specification (within the speed limits, temperature, etc).

WEIBUL RESULTS

- **Failure rate within normal range (see Weibull below).**

Production Volume and Turbine Wheel Failures Vs. Production Date

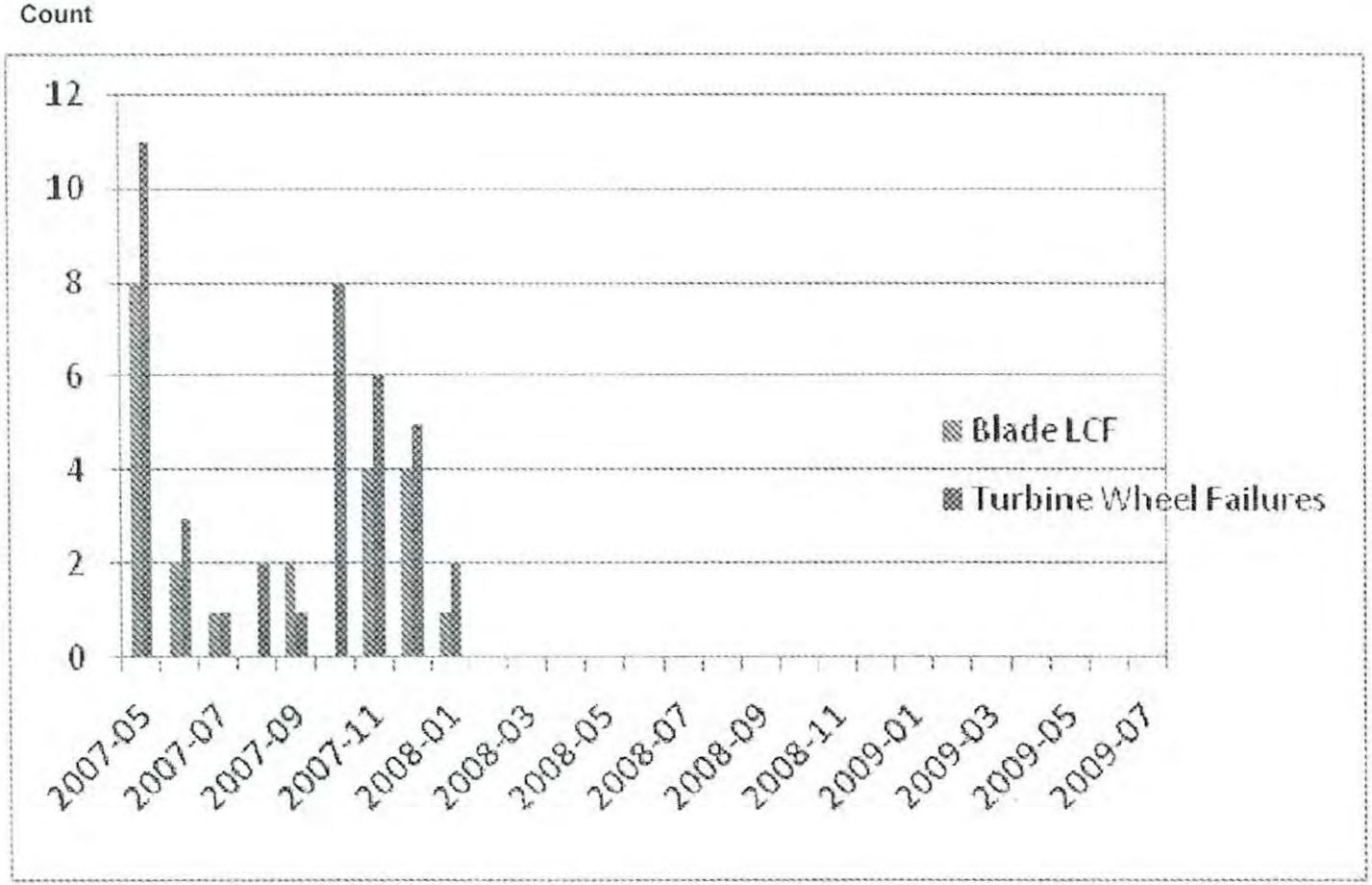
Honeywell



- Total Production Volume is 1330 units
- Total Turbine Wheel Failures is 37 Units (Including Blade LCF + Inclusions + Balance Cut)

Turbine Blade LCF Failures Vs. Production Date

Honeywell



- Total Turbine Blade LCF Failures is 22 units
- Total Turbine Wheel Failures is 37 Units (Including Blade LCF + Inclusions + Balance Cut)

Assumptions

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>Two scenarios are analyzed:

- 90 Days logistics delay to estimate time in service
- 30 Days logistics delay to estimate time in service

>The population of all municipalities is included in the analysis

> Special cause failures such as balance cut and inclusions are excluded from the analysis

> All other failures are treated as suspensions

> JD turbo millage is used for Weibull analysis of LCF failed turbine blades

> A distribution is applied to estimate mileage of remaining units in field. The distribution is based on the mileage of failed LCF units and the estimated months in service

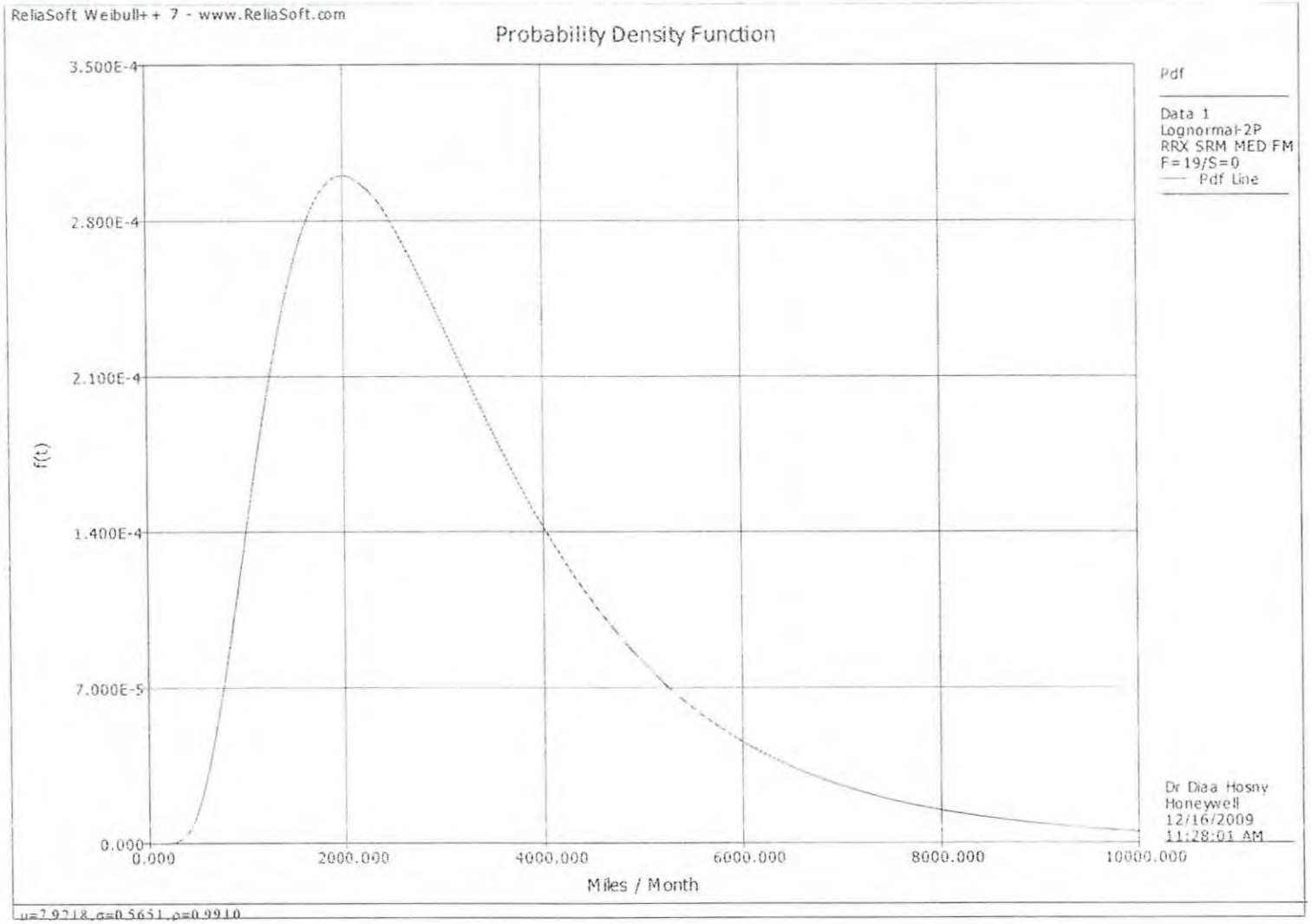
> Data is for service units only

> Both in and out of warranty LCF data is utilized

Miles / Month in Service Distribution

30 Days delay scenario

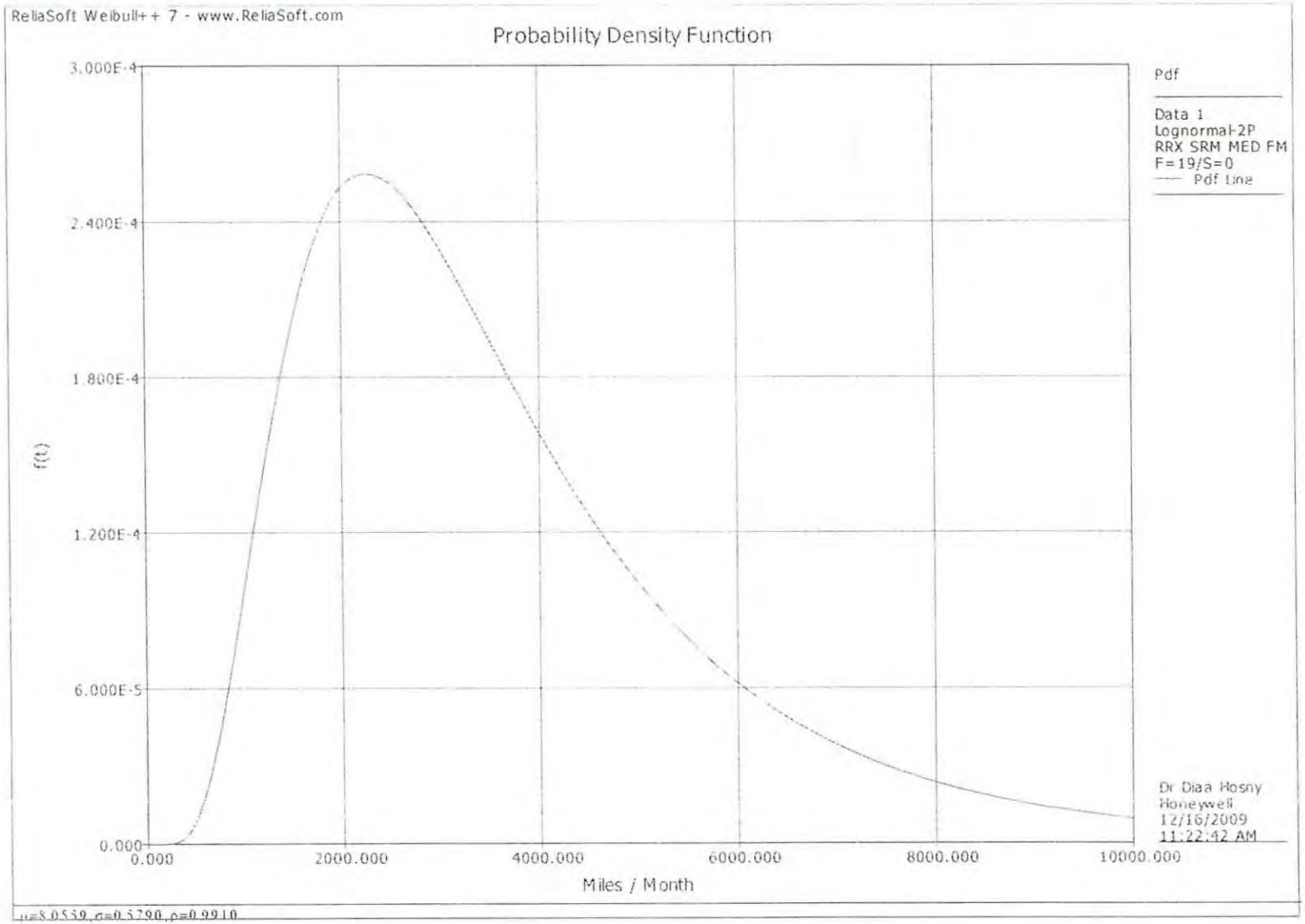
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Miles / Month in Service Distribution

90 Days delay scenario

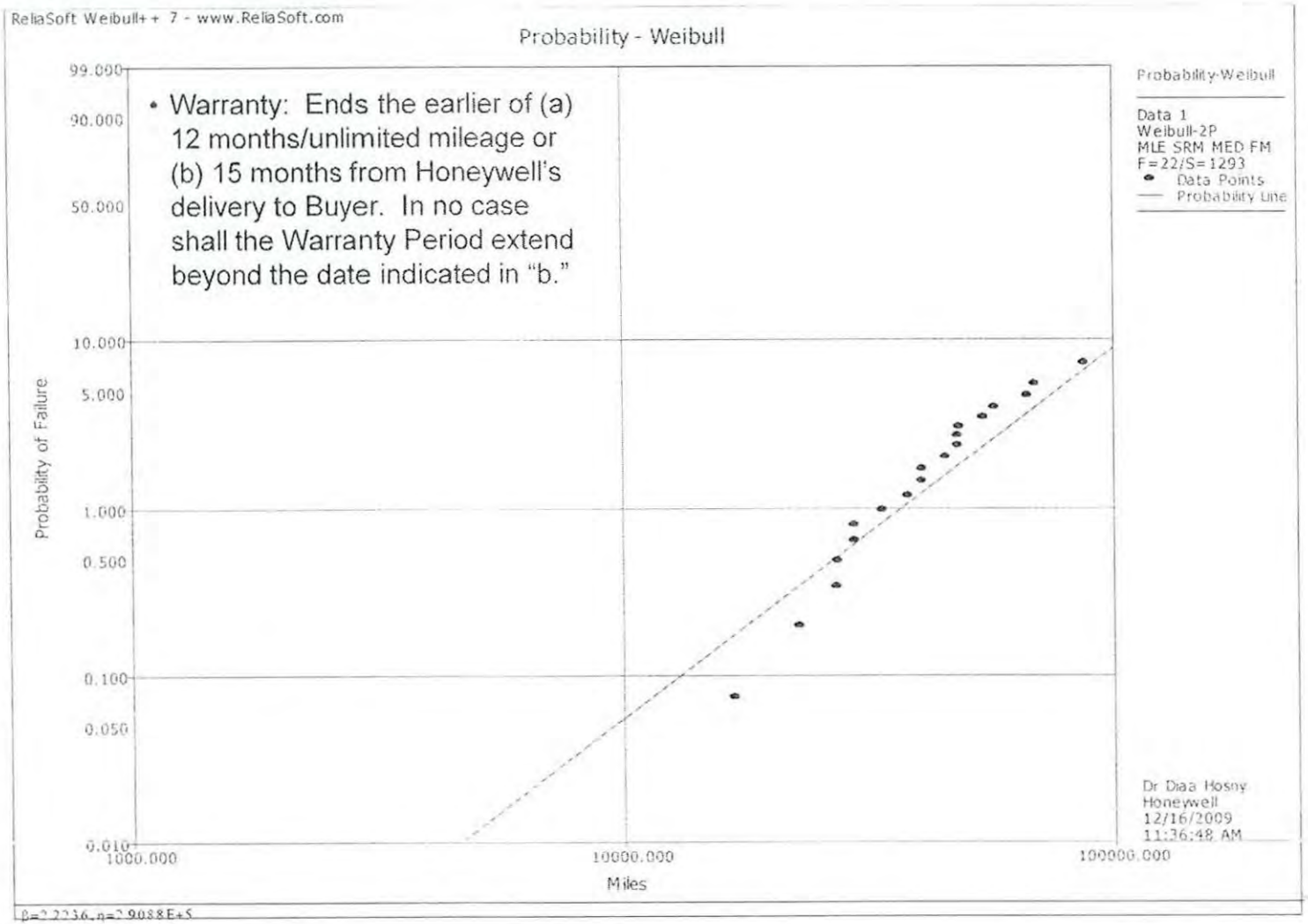
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Turbine Blade LCF Analysis

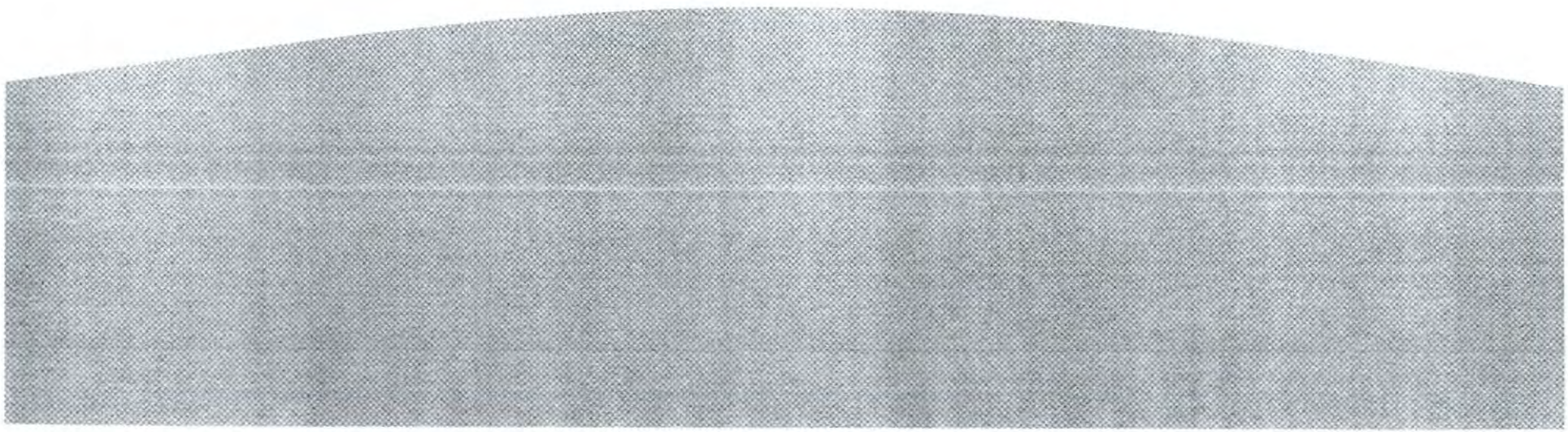
90 Days delay scenario

Honeywell



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www.honeywell.com



From: Ephraim Stephen R
Sent: Thursday, April 15, 2010 4:20 PM
To: Mills Wayne L
Cc: Hinton Raymond W; Hurban Richard T
Subject: RE: RE-SENDING WITH ENCLOSURE: Turbo Failure Claim Serial Numbers

Wayne –

Enclosed are the current California-registered and non-registered serial numbers for 2005-2007 urban bus engines, according to the emissions database.... Note that the California population used in our calculations for CARB reporting used estimates from two years ago (by marketing) and is somewhat different than current registrations, especially for 2007-built engines.



CA CNG
pulation 15Apr10.

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Mills Wayne L
Sent: Thursday, April 15, 2010 11:20 AM
To: Ephraim Stephen R
Cc: Hinton Raymond W; Hurban Richard T; Herring Paul J
Subject: RE: RE-SENDING WITH ENCLOSURE: Turbo Failure Claim Serial Numbers

Steve,

We were looking for the SN's for the entire population not of the failures. Can you please provide these SN's?

We need this to understand how the population is maturing and predict future costs for this population. Based on the SN's we will look up in-service dates and rough mileage estimates for future cost estimates.

Thanks

Wayne

From: Ephraim Stephen R
Sent: Thursday, April 15, 2010 8:39 AM
To: Mills Wayne L
Cc: Hinton Raymond W; Hurban Richard T; Herring Paul J
Subject: RE-SENDING WITH ENCLOSURE: Turbo Failure Claim Serial Numbers

<< File: RE532788 Wrnty Claim Ser Nos 14Apr10.xls >>

Wayne –

Enclosed are the engine serial numbers and other details related to the warranty claims for the turbos. After reviewing the data today, we determined that the 2005 family experienced one-half as many California claims as noted in our reports, due to (inexplicably) counting sales to Connecticut.... That reduces the number from 17% to 8%. We've confirmed that the 2006 and 2007 counts are accurate as reported. After further sorting through the data, you might make a case that the 2005 engines will not exceed the 4% level; if so, we'll need to have a plausible explanation to account for this.

Our California sales data (denominator of the % failure calculation) is based on registrations and other data compiled in 2008, and except for the 2007 family appears relatively unchanged in today's emissions tracking database. The 2007 family has about 20 less current registrations in CA than shown in the analysis, although that could be due to our earlier assumption that these yet-to-be-registered engines were destined for California. We've relied on our sales organization to adjust our CNG sales estimates year-over-year due to the dismal registration rates achieved on these engines. Also, after reviewing the data I noted that the current percentage of failures on 2007 engines might be understated (32.1%) because the denominator of the calculation assumes that all engines are in service.

Please let me know if you have further questions.

Thanks.

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

CA_CNG_Population

EPA Family Name	Engine Serial No	State
5JDXH08.1066	RG6081H267315	CA
5JDXH08.1066	RG6081H271111	CA
5JDXH08.1066	RG6081H271120	CA
5JDXH08.1066	RG6081H271131	CA
5JDXH08.1066	RG6081H271354	CA
5JDXH08.1066	RG6081H271357	CA
5JDXH08.1066	RG6081H271359	CA
5JDXH08.1066	RG6081H271384	CA
5JDXH08.1066	RG6081H271402	CA
5JDXH08.1066	RG6081H271413	CA
5JDXH08.1066	RG6081H271840	CA
5JDXH08.1066	RG6081H271850	CA
5JDXH08.1066	RG6081H271860	CA
5JDXH08.1066	RG6081H271978	CA
5JDXH08.1066	RG6081H271995	CA
5JDXH08.1066	RG6081H272021	CA
5JDXH08.1066	RG6081H272034	CA
5JDXH08.1066	RG6081H272047	CA
5JDXH08.1066	RG6081H272061	CA
5JDXH08.1066	RG6081H272546	
5JDXH08.1066	RG6081H272565	
5JDXH08.1066	RG6081H272603	CA
5JDXH08.1066	RG6081H272614	CA
5JDXH08.1066	RG6081H272619	CA
5JDXH08.1066	RG6081H272693	CA
5JDXH08.1066	RG6081H272771	CA
5JDXH08.1066	RG6081H277075	CA
5JDXH08.1066	RG6081H278596	CA
5JDXH08.1066	RG6081H279117	
5JDXH08.1066	RG6081H279150	
5JDXH08.1066	RG6081H280019	CA
5JDXH08.1066	RG6081H281786	
5JDXH08.1066	RG6081H282038	

EPA Family Name
5JDXH08.1066
6JDXH08.1066
7JDXH08.1066

5JDXH08.1066	RG6081H282764	CA
5JDXH08.1066	RG6081H282786	CA
5JDXH08.1066	RG6081H282815	CA
5JDXH08.1066	RG6081H282835	
5JDXH08.1066	RG6081H282843	CA
5JDXH08.1066	RG6081H282851	
5JDXH08.1066	RG6081H282875	CA
5JDXH08.1066	RG6081H283215	CA
5JDXH08.1066	RG6081H283392	CA
5JDXH08.1066	RG6081H283487	CA
5JDXH08.1066	RG6081H283501	CA
5JDXH08.1066	RG6081H284576	CA
5JDXH08.1066	RG6081H284728	CA
5JDXH08.1066	RG6081H284757	CA
5JDXH08.1066	RG6081H284762	CA
5JDXH08.1066	RG6081H284772	CA
5JDXH08.1066	RG6081H284804	CA
5JDXH08.1066	RG6081H284831	CA
5JDXH08.1066	RG6081H286517	CA
5JDXH08.1066	RG6081H286654	
5JDXH08.1066	RG6081H286668	CA
5JDXH08.1066	RG6081H286669	
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5JDXH08.1066	RG6081H287372	CA
5JDXH08.1066	RG6081H287373	CA
5JDXH08.1066	RG6081H287374	CA
5JDXH08.1066	RG6081H287376	CA
5JDXH08.1066	RG6081H287388	CA
5JDXH08.1066	RG6081H287389	CA
5JDXH08.1066	RG6081H287726	CA
5JDXH08.1066	RG6081H287739	CA
5JDXH08.1066	RG6081H287752	CA
5JDXH08.1066	RG6081H287760	CA
5JDXH08.1066	RG6081H287773	CA
5JDXH08.1066	RG6081H287788	CA

5JDXH08.1066	RG6081H287884	CA
5JDXH08.1066	RG6081H287890	CA
5JDXH08.1066	RG6081H287901	CA
6JDXH08.1066	RG6081H288094	CA
6JDXH08.1066	RG6081H288456	CA
6JDXH08.1066	RG6081H288475	CA
6JDXH08.1066	RG6081H288481	CA
6JDXH08.1066	RG6081H289227	CA
6JDXH08.1066	RG6081H290083	
6JDXH08.1066	RG6081H290308	CA
6JDXH08.1066	RG6081H290627	CA
6JDXH08.1066	RG6081H290637	CA
6JDXH08.1066	RG6081H290644	CA
6JDXH08.1066	RG6081H290656	CA
6JDXH08.1066	RG6081H290823	CA
6JDXH08.1066	RG6081H290825	CA
6JDXH08.1066	RG6081H290846	CA
6JDXH08.1066	RG6081H290850	CA
6JDXH08.1066	RG6081H290854	CA
6JDXH08.1066	RG6081H290856	CA
6JDXH08.1066	RG6081H290859	CA
6JDXH08.1066	RG6081H290862	CA
6JDXH08.1066	RG6081H290865	CA
6JDXH08.1066	RG6081H290883	CA
6JDXH08.1066	RG6081H291025	CA
6JDXH08.1066	RG6081H291185	CA
6JDXH08.1066	RG6081H291276	CA
6JDXH08.1066	RG6081H291283	CA
6JDXH08.1066	RG6081H291291	CA
6JDXH08.1066	RG6081H291292	CA
6JDXH08.1066	RG6081H291300	CA
6JDXH08.1066	RG6081H291440	CA
6JDXH08.1066	RG6081H291505	CA
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6JDXH08.1066	RG6081H291953	CA
6JDXH08.1066	RG6081H291959	CA
6JDXH08.1066	RG6081H291966	CA

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6JDXH08.1066	RG6081H291980	CA
6JDXH08.1066	RG6081H291992	CA
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6JDXH08.1066	RG6081H292043	CA
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6JDXH08.1066	RG6081H293500	
6JDXH08.1066	RG6081H294186	CA
6JDXH08.1066	RG6081H294248	
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6JDXH08.1066	RG6081H294435	CA
6JDXH08.1066	RG6081H294439	CA
6JDXH08.1066	RG6081H294444	CA
6JDXH08.1066	RG6081H294573	
6JDXH08.1066	RG6081H294578	
6JDXH08.1066	RG6081H294625	
6JDXH08.1066	RG6081H294644	
6JDXH08.1066	RG6081H294658	
6JDXH08.1066	RG6081H294675	CA
6JDXH08.1066	RG6081H294676	CA
6JDXH08.1066	RG6081H294794	CA
6JDXH08.1066	RG6081H294795	CA
6JDXH08.1066	RG6081H294803	CA
6JDXH08.1066	RG6081H294854	CA
6JDXH08.1066	RG6081H294855	CA
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6JDXH08.1066	RG6081H294857	CA
6JDXH08.1066	RG6081H294858	CA
6JDXH08.1066	RG6081H294859	CA
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6JDXH08.1066	RG6081H294864	CA
6JDXH08.1066	RG6081H294865	CA
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6JDXH08.1066	RG6081H294869	CA
6JDXH08.1066	RG6081H295177	CA

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6JDXH08.1066	RG6081H295181	
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6JDXH08.1066	RG6081H295614	CA
6JDXH08.1066	RG6081H295660	
6JDXH08.1066	RG6081H295661	
6JDXH08.1066	RG6081H295663	
6JDXH08.1066	RG6081H295664	
6JDXH08.1066	RG6081H295665	
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7JDXH08.1066	RG6081H298064	CA
7JDXH08.1066	RG6081H298065	CA
7JDXH08.1066	RG6081H298068	CA
7JDXH08.1066	RG6081H298069	CA
7JDXH08.1066	RG6081H298072	CA
7JDXH08.1066	RG6081H298120	CA
7JDXH08.1066	RG6081H298121	CA
7JDXH08.1066	RG6081H298122	CA
7JDXH08.1066	RG6081H298123	CA
7JDXH08.1066	RG6081H298124	
7JDXH08.1066	RG6081H298176	CA
7JDXH08.1066	RG6081H298177	CA
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7JDXH08.1066	RG6081H298799	CA
7JDXH08.1066	RG6081H298802	CA
7JDXH08.1066	RG6081H298805	CA
7JDXH08.1066	RG6081H298809	CA
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7JDXH08.1066	RG6081H298817	CA
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7JDXH08.1066	RG6081H298842	CA
7JDXH08.1066	RG6081H298844	CA
7JDXH08.1066	RG6081H298852	CA
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7JDXH08.1066	RG6081H298861	CA
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7JDXH08.1066	RG6081H299411	CA
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7JDXH08.1066	RG6081H299440	CA
7JDXH08.1066	RG6081H299447	CA
7JDXH08.1066	RG6081H299452	CA
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7JDXH08.1066	RG6081H299454	CA
7JDXH08.1066	RG6081H299457	CA
7JDXH08.1066	RG6081H299461	CA
7JDXH08.1066	RG6081H299462	CA
7JDXH08.1066	RG6081H299465	CA
7JDXH08.1066	RG6081H299466	CA
7JDXH08.1066	RG6081H299469	CA
7JDXH08.1066	RG6081H299472	CA
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7JDXH08.1066	RG6081H299581	CA
7JDXH08.1066	RG6081H299584	CA
7JDXH08.1066	RG6081H299670	CA
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7JDXH08.1066	RG6081H299674	CA
7JDXH08.1066	RG6081H299677	CA
7JDXH08.1066	RG6081H299680	CA
7JDXH08.1066	RG6081H299684	CA
7JDXH08.1066	RG6081H299685	CA

7JDXH08.1066	RG6081H299688	CA
7JDXH08.1066	RG6081H299692	CA
7JDXH08.1066	RG6081H299693	CA
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7JDXH08.1066	RG6081H299698	CA
7JDXH08.1066	RG6081H299764	CA
7JDXH08.1066	RG6081H300328	
7JDXH08.1066	RG6081H300356	CA
7JDXH08.1066	RG6081H300357	CA
7JDXH08.1066	RG6081H300359	CA
7JDXH08.1066	RG6081H300360	CA
7JDXH08.1066	RG6081H300363	CA
7JDXH08.1066	RG6081H300366	CA
7JDXH08.1066	RG6081H300367	CA
7JDXH08.1066	RG6081H300369	CA
7JDXH08.1066	RG6081H300370	CA
7JDXH08.1066	RG6081H300373	CA
7JDXH08.1066	RG6081H300376	CA
7JDXH08.1066	RG6081H300380	CA
7JDXH08.1066	RG6081H300381	CA
7JDXH08.1066	RG6081H300413	CA
7JDXH08.1066	RG6081H300641	
7JDXH08.1066	RG6081H300643	
7JDXH08.1066	RG6081H300650	
7JDXH08.1066	RG6081H300656	CA
7JDXH08.1066	RG6081H300662	CA
7JDXH08.1066	RG6081H300665	
7JDXH08.1066	RG6081H300724	

Includes CA and Unregistered	CA Registered
Number of Engines	Number of Engines
73	63
84	69
89	82

From: Ephraim Stephen R
Sent: Monday, May 03, 2010 11:26 AM
To: Mills Wayne L; McDonald Michael
Subject: RE: Info for CARB on Customers for CNG Engines (FW: VW Extended warranty)

Wayne –

Please consider whether/not this is even worth arguing over.... The whole purpose for this exercise is simply to get CARB to consider excluding 2005 engines from this action... If you determine that these engines are already approaching their 435K useful life, then why bother?

I'm not sure where privacy ends and CARB begins, but can assure that if we want to push the 2005 engine issue and want their cooperation, we'll need to furnish the "customer" names or provide them with complete data in lieu of that (or perhaps both)... Are there any secrets involved? Aren't these transit authorities, for which CARB could go out and find the buses? I believe they're only trying to be helpful in considering the exclusion of the 2005 engines.

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Mills Wayne L
Sent: Monday, May 03, 2010 8:13 AM
To: McDonald Michael; Ephraim Stephen R
Subject: RE: Info for CARB on Customers for CNG Engines (FW: VW Extended warranty)

Mike,

Wish list for the pivot table based only on the list of SN's sent:

Customer Avg miles/yr Max miles/yr Min miles/yr # of units w/ claims (in SN list)

Steve,

Mike will not have contact information but the customer field is descriptive. I would consider if it is the right thing to do to give CARB the customer information till we understand what they are going to do with it. Also I had another thought I was thinking the privacy laws should prevent us from giving out that information.

Wayne

From: Ephraim Stephen R
Sent: Monday, May 03, 2010 5:17 AM
To: Mills Wayne L; McDonald Michael
Subject: RE: Info for CARB on Customers for CNG Engines (FW: VW Extended warranty)

Wayne –

Will it be possible to include the names of the customers with the list, so that CARB can contact them if desired?

Thanks.

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Mills Wayne L
Sent: Friday, April 30, 2010 5:08 PM
To: McDonald Michael
Cc: Ephraim Stephen R
Subject: RE: Info for CARB on Customers for CNG Engines (FW: VW Extended warranty)

Mike,

On the list of SN's that you did the analysis on can you look at the claims and get an AAU in miles based on the claims you have?

Steve would like this information for CARB.

Thanks

Wayne

From: Ephraim Stephen R
Sent: Monday, April 26, 2010 8:31 PM
To: Mills Wayne L
Subject: RE: Info for CARB on Customers for CNG Engines (FW: VW Extended warranty)

Hi, Wayne.

I'm traveling in Ann Arbor... back on Wednesday.

If you have the mileage information, or can readily obtain it for the engines identified by "5JDX..." family names in the list we provided, then that's what I'll need. Please confirm this, and when it could be available, so that I can advise CARB that they don't need to take this extra fact-finding step. I'm a bit surprised that we would have this, unless we're paying warranty claims frequently on each and every s.n.?

If we can't readily obtain the data, then CARB is asking for whatever information they can use to track down the mileage for buses with our engines... I'm not sure that I have any concerns with this, do you?

Thanks.

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Mills Wayne L
Sent: Monday, April 26, 2010 2:01 PM
To: Ephraim Stephen R
Subject: RE: Info for CARB on Customers for CNG Engines (FW: VW Extended warranty)

Steve,

Not exactly what they are looking for but we can get the mileage accumulation information rather than having them call the end use customers.

We have all the information (mileage and customer) for most all the SN's. Just need to know exactly what YOU want to give to CARB.

Give me a call when you get a chance

Wayne

From: Ephraim Stephen R
Sent: Monday, April 26, 2010 1:25 PM
To: Mills Wayne L
Subject: Info for CARB on Customers for CNG Engines (FW: VW Extended warranty)

Wayne –

Here is the specific request from CARB to identify customers for our CNG engines in California... Can you provide by Wednesday?

Thanks in advance for your help.

Steve Ephraim
Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Purviance, Dana@ARB [mailto:dpurvian@arb.ca.gov]
Sent: Monday, April 26, 2010 12:51 PM
To: Ephraim Stephen R
Cc: Wong, Jeff@ARB
Subject: FW: VW Extended warranty

Steve,

Could you please provide information that you have regarding the ownership of the 2005 8.1L CNG buses in California? If you have at least the names of the companies, transit agencies, or school districts that would be helpful. We would like to survey a few of those owners to get a better picture of the mileage accumulation on these buses.

An alternative way that you can help us locate the buses is if you can give the common VIN characteristics. For example, these engines are placed in service in buses with these VINs: DDRWxxxUxxxxxxxxx, DDRTxxxUxxxxxxxxx, or GBDTxxxUxxxxxxxxx. If we know the most common VIN characteristics, i.e. positions (1st, 2nd,etc.) and characters that describe the manufacturer, model, and engine, then we can tap into data from the California DMV to extract vehicle ownership info.

Regards,

Dana Purviance | Air Pollution Specialist
California Air Resources Board
Mobile Source Operations Division
Field Operations Warranty Section
(626) 575-6726 Direct
(650) 861-1015 Cell
(626) 459-4377 Fax

From: Dexter Robert J
Sent: Thursday, May 27, 2010 12:30 PM
To: Ephraim Stephen R
Cc: Davis Taylor; Hinton Raymond W; Mills Wayne L
Subject: RE: CARB proposal presentation - CNG turbo
Attachments: 6081CNG Turbo Warranty 27Jun10A.pdf

Steve,

I made the changes below, but added some words to clarify we are replacing the turbo in the event of failure.

I made some additional changes Ray suggested:

- I think I'd recommend dropping the phrase about "useful life". I don't know that it adds anything to the letter, and may send a wrong message. Just state "turbocharger failures for 10 years from date of delivery, or 435,000 miles, whichever occurs first".
- Do you think we should also ask for a copy of the work order for any unreimbursed repairs??? I'm not sure what that adds to complexity, just trying to make sure we have legitimate claims coming in.

Attached is the revised version. If all on this note give the OK, you are good to go.

Dex

From: Ephraim Stephen R
Sent: Thursday, May 27, 2010 11:58 AM
To: Dexter Robert J
Cc: Davis Taylor
Subject: RE: CARB proposal presentation - CNG turbo

Bob –

Taylor and I have talked and recommend changes on slide 1 as shown in red italics... If agreeable, please make changes and I'll forward to CARB ...

Thanks.

- Fix-As-Fail Product Improvement Program ~~*on all turbocharger failure modes*~~
  - Replace turbocharger
  - Replace UEGO *if* required
  - Clean Charge Air Cooler, intake hoses & piping *if* required

Steve Ephraim
Emissions Compliance, John Deere Power Systems

ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Dexter Robert J
Sent: Thursday, May 27, 2010 10:53 AM
To: Davis Taylor
Cc: Ephraim Stephen R
Subject: CARB proposal presentation - CNG turbo

Taylor,

I have prepared a couple of slides for Steve to use in the discussion with CARB on the CNG turbo (attached). Steve and Ray have both reviewed.

Please review and provide feedback. Upon your approval, Steve, will likely send this prior to his discussion.

Regards,

Robert Dexter
Project Manager, Product Improvement Programs
John Deere Power Systems, Worldwide Customer Support
3801 W. Ridgeway Ave.
Waterloo, IA 50701-5100
Phone: +1.319.292.5250

From: Ephraim Stephen R
Sent: Friday, March 26, 2010 7:01 AM
To: Mills Wayne L; McCaw Don
Subject: Extended Warranty Solution for Turbos?

Wayne/ Don -

Yesterday, I spoke with a counterpart who's been involved in agency negotiations over on-highway defects. He advised that both CARB and EPA have expected mfrs. to pay for extended warranty throughout the useful life of the engines, in cases where there was no technological remedy for a defect. Whether that played out as a prescribed service interval, or fix-as-fail is unclear; however, we should discuss all of the alternatives when you are ready to do so.

Please let me know when you have questions....

Steve Ephraim

Emissions Compliance, John Deere Power Systems
ph (319)292-8181; fax (319)292-8457
e-mail ephraimstephenr@JohnDeere.com

From: Ephraim Stephen R
Sent: Tuesday, March 16, 2010 4:54 PM
To: McCaw Don
Subject: Forever (Is a Long, Long Time)

Don -

Following up to your v-mail today...

My understanding is that any agreement to pay for emissions-related maintenance would be beyond the emissions-related warranty period (5 years or 100,000 miles for heavy-duty diesel engines), whichever occurs first, at least to the end of the "useful life" (10 years/ 435,000 miles for urban bus for 2007, the most recent year of production)... This is uncharted territory for us, but going into the discussion, I suggest planning this into any proposals for scheduled turbo maintenance.

Steve Ephraim

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