

Caterpillar Confidential: Yellow

Reman CPI Purchase Finished Hydraulics - High Warranty Claims for Reman Air Compressors

(Project Last Updated: 27 Feb 2017)

Models

C13, C15, C18

Symptom

No Data Available

Problem Description

A relatively high warranty to sales ratio has been noted for certain Reman air compressors. A deeper look into the failure modes and specific applications will aim at reducing issues in the field.

Dealer Status

Last Updated: 27 Feb 2017

Last Updated By: Michael P. Ciolino

Warranty is continued to be monitored. Largest failure modes reported are compressor not building pressure and threads pulling out of the head. The team has been examining failures for not building pressure. Compressors are found with debris, but no failed components. If a compressor is replaced, inspect Inlet check valve for damage and clean expansion chamber for debris. Also clean / replace inlet hose. TIBU8458 has been published to remind dealers of this. If the threads are found damaged in the head, verify correct tightening procedures for the inlet lines and assure the hard lines have been replaced with flex lines. Also verify there is no binding of the line. If a failure of one of these compressors is found, it is requested that a DSN service request be entered to go to Reman. It would be helpful to also provide information on the cleanliness of the expansion tank and condition of the check valve.

Organization: Reman
Project/List: 337442(STND)/2460
Status: Open, Active
Srv Req Id:
Team Leader: Michael P Ciolino
Sponsor: Jackie Earle
Process Owner: Unknown
List Mgr: Cliff E Miller
Score: 442
Level I: \$ 41,100
Level III: \$ 0
Cmml Impact: N/A
6 Sigma Phase: MEASURE
Opened: 25 Nov 2014
Close Target: 30 Jun 2017

Part Numbers

20R0178 (COMPRESSOR GP -B)

3850937 (COMPRESSOR GP -B)

New Parts

Causal Area

Interim Repair

Actn: If a compressor is replaced, make sure to check inlet check valve for failure. Also clean out expansion chamber and clean / change air inlet hose.

Type: Field - Corrective

Adaptability: BXS[00001-99999], MXS[00001-99999], NXS[00001-99999], JDK[00001-99999], RKS[00001-99999], SDP[00001-99999], WJY[00001-99999], WJH[00001-99999], 137[00001-99999], JRE[00001-99999], JDY[00001-99999], KRA[00001-99999], MPE[00001-99999], WJW[00001-99999], WRH[00001-99999], MCW[00001-99999], KCB[00001-99999]

Pubs: TIB

Num: TIBU8458

Release: 16 SEP 2015

Root Cause

No Data Available

Permanent Repair

No Data Available

Status (Recent Progress, Next Steps, Roadblocks)

No Data Available

Images

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None

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