# CATERPILLAR

# SERVICE REPORT

01-084391-11 (3900)

| ROUTING | |
|---|---|
| | |
| | |
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|---|---|---|
| DEALER CODE / STORE NO | WORK ORDER / SEG | CUSTOMER NAME |
| DATE / / | EMPLOYEE IDENTIFICATION | EQUIPMENT LOCATION |
| CATERPILLAR MODEL | SERIAL NO. / ✓ IF NON-CAT | INSTRUCTIONS, |
| HOURS / MILES / KILOMETERS | | |

| PART NUMBER RESPONSIBLE | ✓ IF NON-CAT | PART NAME | QTY. | DESC: CODE | GROUP NUMBER CONTAINING PART | ✓ IF NON-CAT | GROUP NAME | ✓ IF MADE PRODUCT INOPERABLE | ✓ IF DURABILITY ISSUE | DESCRIPTIVE COMMENTS |
|---|---|---|---|---|---|---|---|---|---|---|
| | ☐ | | | | | ☐ | | ☐ | ☐ | |
| | ☐ | | | | | ☐ | | ☐ | ☐ | |
| | ☐ | | | | | ☐ | | ☐ | ☐ | |

DESCRIPTION CODES:-
A- Structural
B - Surface
C - Leaks
0- Factory Assembly
E - System Malfunction
F - Factory Shipping
G - General Repair
H - Adjustment
K - Serviceability
N - Abuse
x - OPERATION COMPLAINT

| RELATED SERIAL NUMBERS | | | COMPONENT ARRANGEMENT TEST/SERIAL NUMBERS | | LABOR CODE | DESCRIPTION | MAN HOURS |
|---|---|---|---|---|---|---|---|
| CATERPILLAR | | OEM PRODUCT | | | | | |
| MODEL | SERIAL NO. | MAKE/MODEL | COMPONENT. | NUMBER | | | . |
| | | | | | | | . |
| | | VEHICLE.CONFIGURATION | | | | | . |
| | | DELIVERY DATE | | | DATE OF LAST LABOR | | . |

WHAT WAS THE CUSTOMERS' COMPLAINT?

ADDITIONAL COMMENTS ON THE CAUSE OF FAILURE?

WHAT WAS THE RESULTANT DAMAGE

HOW DID YOU REPAIR IT?

CUSTOMER SIGNATURE _____ SERVICEMAN SIGNATURE _____

IF COPY OF THIS IS BEING SENT TO CATERPILLAR, COMPLETE FOLLOWING

DEALER

STORE