

Workshop title: PT. SWI_PT. Putra Perkasa Abadi DA25003_Axor 2528 CH_Engine noise_due to valve drop Engine noise > Noise

Case no.	815532283
Creation date	05.09.2023 15:39
Order no.	PPA DA25003
WhS editor	Rahmawan, Mutiara Rendy
reply date	06.09.2023 09:54

Vehicle	
Vehicle model	MB 2528
FIN	MEC400.243-2P-113257
VIN	MEC2432BLMP113257
Mileage (kms)	66613
Mileage (mls)	41391.32
Operating hours	
Initial registration date	21.05.2022
Engine no.	400.951-D0-118104
Transmission no.	400.720-D0-081427
Production date	23.11.2021

Dealer			
Dealer data		Contact person	
Dealer no..	20220412	Name	
Name	PT Star Wagen Indonesia	E-mail	hananfj@starwagen.co.id
Address	Jl. Syarifuddin Yoes 32	Phone no..	082213060408
	76114 Balikpapan Selatan	Fax no..	
	ID	Mobile no..	

Case data		
06.09.2023 09:54	Reply date set	MRAHMAW(Rahmawan, Mutiara Rendy)
06.09.2023 03:54		
06.09.2023 09:54	Notification WhS->workshop for information	MRAHMAW(Rahmawan, Mutiara Rendy)
Dear Team,		
Thank you for creating TIPS Case.		

XENTRY TIPS

The information is received well and you will get the other feedback soon.

Regards,
CSP Technic

06.09.2023 08:34

Notification workshop->WhS for information

D8FALASH(Falas jati, Hanan)

dear team,

here we attach document about history maintenance unit record from site, and about historycal adjustment valve, our mechanic check and adjust (if neccesary) every general service 1000hm.

thank you
salam
Hanan Falas Jati

05.09.2023 17:08

Notification workshop->WhS for processing

D8FALASH(Falas jati, Hanan)

Customer complaint:

engine noise during operation

Workshop findings

intake valve cylinder 2 and exhaust valve cylinder 2 broken

Measures performed:

customer complaint :

any engine noise during operation, and then driver parking the unit at save position for mechanic check.

mechanic check :

- mechanic check at valve mechanism (cause this case allready happened at this case)
- mechanic not found part broken condition after remove cover cylinder head
- mechanic found any abnormal valve condition after remove valve rocker arm assembly (see attachment)
- mechanic try to remove cylinder head cause the patern due to valve drop
- after mechanic remove cylinder head, mechanic found piston cylinder 2 has been broken (see attachment)
- and mechanic found intake valve cylinder 2 and exhaust valve cylinder 2 broken to.
- and then mechanic overhoul the engine and record all part needed.

result :

the complaint about engine noise cause intake valve and exhaust valve at cylinder no 2 broken and then make piston at cylinder no 2 broken and make noise when engine running.

please your advice for this case.

thank you
salam
Hanan Falas Jati

05.09.2023 15:39

Draft in workshop

D8FALASH(Falas jati, Hanan)

Additional condition data

Speed from:		up to:	km/h
Speed from:	NaN	up to:	NaN mph
Engine speed from:		up to:	rpm
Tank:		Battery voltage:	0.0 V

XENTRY TIPS

Outside temperature:	°C	Coolant temperature:	°C
[X] Vehicle broken down [--] Vehicle ready and fit to drive Fault is reproducible [--] Repeat repair			

Environment			
When	Climate/ambient conditions	Mode	Load spectrum
	rain dryness day night	stop-and-go	

Symptom
Power generation > Engine noise > Noise

Control unit/fault code				
Control unit	Object no.	Hardware version	Software version	Version
Fault code	Fault text			

Attachments	
File	Description
IMG-20230902-WA0019.jpg	FOTO UNIT
IMG_20230901_163122.jpg	nomor rangka
IMG_20230901_163010.jpg	odometer
IMG_20230901_163020.jpg	hourmeter
IMG_20230902_085638.jpg	setelah cover head dibuka tampak masih rapi tersusun valve mechanism
IMG_20230902_090458.jpg	setelah rocker arm assembly di buka baru muncul intake valve yang sudah abnormal pada cylinder 2
WhatsApp Image 2023-09-05 at 14.08.25.jpeg	valve bridge kondisi
WhatsApp Image 2023-09-05 at 14.08.27.jpeg	valve bridge kondisi
WhatsApp Image 2023-09-05 at 14.08.30.jpeg	kondisi valve mechanism pada cylinder 2, push rod bent
IMG_20230903_105733.jpg	kondisi cylinder head setelah di buka
IMG20230903110151.jpg	tampak piston tampak jauh
IMG20230903105747.jpg	tampak sisa patahan valve masuk ke ruang bakar
cyl 4.jpeg	cylinder 4 kondisi
cyl 5.jpeg	cylinder 5 kondisi
IMG_20230903_110632.jpg	cylinder 1 kondisi
IMG_20230903_110001.jpg	cylinder 3 kondisi
HISTORICAL DA25003.xlsx	history maintenance

