

Workshop title: PT. SWI_PT. Putra Perkasa Abadi_DA48123_A-
rocs 4845K Euro 5_HM415_BIB_Rear Axle_stabilizer bracket broken

Case no.	815773667
Creation date	31.01.2024 16:44
Order no.	31 Januari 2024
WhS editor	Hidayat, Abdul
reply date	19.02.2024 15:00

Vehicle	
Vehicle model	4133 K, 4136 K, 4140 K, 4142 K, 4143 K, 4145 K, 4146 K, 4148 K, 4151 K, 4152 K, 4153 K, 4158 K, 4163 K, 4848 K, 4851 K
FIN	W1T964.231-20-659356
VIN	W1T96423X20659356
Mileage (kms)	8727
Mileage (mls)	5422.7
Operating hours	
Initial registration date	
Engine no.	471.922-C0-802053
Transmission no.	715.523-G2-753470
Production date	19.01.2023

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		
19.02.2024 10:25	Notification WhS->workshop for processing	HIDAYAA(Hidayat, Abdul)
Dear Pak Hanan, Related to warranty process, please direct communication to related department. Thank & regards, Abdul Hidayat		

XENTRY TIPS

19.02.2024 08:27	Notification workshop->WhS for processing	D8FALASH(Falas jati, Hanan)
dear pak Abdul, thank you for your feedback, for this case, can we propose to warranty procces ? cause this case is first case at our dealer. thank you salam Hanan Falas Jati		
16.02.2024 17:43	Notification WhS->workshop for processing	HIDAYAA(Hidayat, Abdul)
Dear Pak Hanan, Thank for your Feedback. For repair recommendation, please replace the damage part with new one. Thank & regards, Abdul Hidayat		
16.02.2024 14:16	Notification workshop->WhS for processing	D8FALASH(Falas jati, Hanan)
dear pak Abdul, thank you for your feedback, sure this case happened any bolt loose before and possible make bracket stabilizer broken, for this case at our dealer just 1 case, and tahnk you for your sugest, the sugest we has done informed to job site before this case raise. for maintenance road condition we has informed to site to, but this condition beyond our reach. thank you, salam Hanan Falas Jati		
15.02.2024 11:31	Notification WhS->workshop for processing (feedback required)	HIDAYAA(Hidayat, Abdul)
Dear Pak Hanan, Could you informed, How many cases happen related this issue? Please informed detail history repair on this area (especially Arocs Euro 5). If we look the picture, the first is bolts loose/broken and make it broken on the bracket. Our suggestion, please check the bolt and bracket every service/daily check, retighten if necessary. For the root cause, possiblility due to heavy tension on rear stabilizer bar during the vehicle operation, this condition combined with heavy loaded. If the broken only on right side area, possiblility due to road condition (in this case road conditions tend to slope to the left). Thank & regards, Abdul Hidayat		
14.02.2024 08:12	Notification workshop->WhS for processing	D8FALASH(Falas jati, Hanan)
dear pak Abdul Hidayat,		

XENTRY TIPS

than kyou for your feedbac,

for this unit GVW record mix 60-69 ton and road condition overall flat and use hotmix asphalt condition.

thank you

salam

Hanan Falas Jati

02.02.2024 07:06	Reply date set	HIDAYAA(Hidayat, Abdul)
02.02.2024 08:00		
02.02.2024 07:06	Notification WhS->workshop for processing (feed-back required)	HIDAYAA(Hidayat, Abdul)
Dear Colleague, Please inform the information related : - GCW this vehicle. - Road condition overview. Thank & regards, Abdul Hidayat		
31.01.2024 23:34	Notification WhS->workshop for information	HIDAYAA(Hidayat, Abdul)
Dear Colleague, Thank for your Tips Case. Your data on analysis process. Thank & regards, Abdul Hidayat		
31.01.2024 17:08	Notification workshop->WhS for processing	D8FALASH(Falas jati, Hanan)
Customer complaint: Bracket stabilizer rear RH broken Workshop findings MA9603205478 BEARING BRACKET STABILIZER REAR AXLE 2 Measures performed: Mechanic check : - mechanic check condition from complaint driver - mechanic found bracket stabilizier rear axle has broken (see attachment) - mechanic not found bolt broken cause the bolt was missing at broken position - mechanic order parts - unit operation with current condition. please your advice for this case, why bracket can be broken ? thank you salam Hanan Falas Jati		
31.01.2024 16:44	Draft in workshop	D8FALASH(Falas jati, Hanan)

XENTRY TIPS

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

Environment			
When	Climate/ambient conditions	Mode	Load spectrum
	wetness rain dryness day night		

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

Attachments	
File	Description
IMG-20240108-WA0090.jpg	foto unit
IMG-20240108-WA0087.jpg	nomor rangka
IMG-20240108-WA0085.jpg	odometer
IMG-20240108-WA0086.jpg	hourmeter
IMG-20240107-WA0054(1).jpg	part terdampak kerusakan
IMG-20240108-WA0083.jpg	unit saat ini terpaksa di operasikan dengan kondisi seperti ini