



Doosan Infracore
Construction Equipment

Launch of "Technical Investigation Report" , "Picture Reference Guide" & "Warranty Intervention Request"

SCOPE:

- This multi-lingual form is a first step to improve the communication flow from the distribution channel to the factories.
- The “TIR” form will allow us to capture all the relevant information on the issue in one shot. This facilitates back and forward communication and allows for structured storage of data.

1. “Technical Investigation Report” (TIR)

Multi-lingual form (EN, IT, ES, PT, FR, DE & NL) available in

- a) Excel 2010 (.xltx version)
- b) Excel 97-2003-2007 (.xlt version)

2. “Picture Reference Guide” (PRG)

- a) Guide available in EN, IT, ES, FR, DE & NL

3. “Warranty Intervention Request” (WIR)

- a) Multi-lingual form available in EN, IT, ES, PT, FR, DE & NL

Technical Investigation Report (TIR)

What

- ☐ Xls form to capture technical failure information
 - ☐ Multilingual (EN, IT, ES, FR, DE, NL & PT)
 - ☐ Generic form for all products (depending product selection some fields may become mandatory)
-


Objective

- ☐ improve the communication flow from the distribution channel to the factories.
 - ☐ capture all the relevant information on the issue in one shot
 - ☐ facilitate back and forward communication
 - ☐ structured storage of data.
-

How

- ☐ Communicated to
 - Doosan field staff (Service Managers, Sales Managers, Regional Directors)
 - Dealers
- ☐ Internal use of ftp site
- ☐ All data is stored and searchable
- ☐ Access for PSM's, SM's and factories
- ☐ Visibility on all documents stored

Service e-news communication for BOBCAT

**Special Edition**

August 11, 2011

IN THIS ISSUE

Launch of multi-lingual "Technical Investigation Report" and "Picture Reference Guide"

Launch of multi-lingual "Technical Investigation Report" and "Picture Reference Guide"

Dear partner

We are pleased to announce a new tool to report 'product service' issues called "Technical Investigation Report". This multi-lingual form is a first step to improve the communication flow from the distribution channel to the factories.

The form will allow us to capture all the relevant information on the issue in one shot. This facilitates back and forward communication and allows for structured storage of data.

As from now, we kindly request you to use this form when reporting issues to your District Service Manager. He will only be able to obtain feedback and assistance if this form is submitted and completed correctly.

Also a "Picture Reference Guide" has been created, which provides guidelines for the collection of digital photos of technical issues.

- Technical Investigation Report n° [4700303](#)

Note: Depending on the Office Excel version you are using, please use either the ".xlt" format (Office Excel 97-2003 and 2007) or the ".xlsx" format (Office Excel 2010).

- Picture Reference Guide n° [4700304](#)

We trust that you will support us in our continued efforts to improve communication and issue resolution.

Service e-news communication for BOBCAT

[Welcome](#) [Products](#) [Sales Tools](#) [Aftermarket](#) [Events](#) [Training](#) [Loan Equipment](#) [Price Book](#) [BOP](#) [Media Center](#) [Portable Power](#) [DII Partner](#)

[Aftermarket](#) > [Service](#) > [Publications](#) > [Technical Investigation Report](#)



Technical Investigation Report

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[Technical Investigation Report](#) (Office Excel 97-2003 and 2007)

[Technical Investigation Report](#) (Office Excel 2010)

[Picture Reference Guide](#)

We trust that you will support us in our continued efforts to improve communication and issue resolution.



Same level topics

- [Serial Number Plate](#)
- [Technical Investigation Report](#)



Doosan Infracore
Construction Equipment

Service e-news communication for DOOSAN

To ensure you receive future Doosan emails, add infodealer@news.doosanequipment.eu to your address book or safelist.
If you can't read this email, please open the [online version](#)



11/08/2011

August 2011

Special Edition



Launch of multi-lingual "Technical Investigation Report" and "Picture Reference Guide"

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Technical Investigation Report n° [4700303](#).
Refer to Service Bulletin SB1108-01 on DOOBIZ for more detailed information.

Note: Depending on the Office Excel version you are using, please use either the ".xlt" format (Office Excel 97-2003 and 2007) or the ".xltx" format (Office Excel 2010).

Picture Reference Guide n° [4700304](#).

We trust that you will support us in our continued efforts to improve communication and issue resolution.



Doosan Infracore
Construction Equipment

Service e-news communication for DOOSAN

Global Service Network


David Vercammen Last Connected : 2011-08-18 00:49

| SiteMap | Contact Us | Manual | Logout









| Bulletin | Product | Claim | Parts | System | Help Desk | Technical Material | Training



 **BULLETIN**

 Refresh

Service Bulletin 

[-] Bulletin

-  General News
-  Engineering Change History
-  Service Bulletin
-  Service Bulletin (ADT)
-  Contact Point
-  Warranty Policy
-  Doosan Infracore
-  Worldwide Web

No	Doc. No	Subject	File	Registration	Inq
846	SB1108-01EN	Technical Investigation Report		2011-08-16	9
845	SB1108-01DE	technischen Untersuchungsbericht		2011-08-16	0
844	SB1108-01FR	Rapport d'Investigation Technique		2011-08-16	1
843	SB1108-01ES	Informe de investigación técnica		2011-08-16	1
842	SB1108-01IT	Rapporto Ispezione Tecnica		2011-08-16	1
841	SB1108-01EN	Technical Investigation Report		2011-08-09	29

Home

Product overview

Product Information

List orders

View invoices

Special requests

Contact us

Shopping Basket

Your basket is empty

[View basket](#)

4700304_Picture_Reference_Guide

[Return to Product Information](#)



Product detail

Name: 4700304_Picture_Reference_Guide
Category: Service Information
Version: 08-11
Number of pages: 41 Page(s)
Type: pdf
Machine:

PDF Newsitems


EN: [4700304-EN_Picture_Reference_Guide View PDF](#)
ES: [4700304-ES_Picture_Reference_Guide View PDF](#)
DE: [4700304-DE_Picture_Reference_Guide View PDF](#)
NL: [4700304-NL_Picture_Reference_Guide View PDF](#)
FR: [4700304-FR_Picture_Reference_Guide View PDF](#)
IT: [4700304-IT_Picture_Reference_Guide View PDF](#)

[Return to Product Information](#)



Doosan Infracore
Construction Equipment

Service e-news communication for PORTABLE POWER

**Dealer Update - Service**

August 11, 2011

IN THIS ISSUE

Launch of multi-lingual "Technical Investigation Report" and "Picture Reference Guide"

Launch of multi-lingual "Technical Investigation Report" and "Picture Reference Guide"

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- Technical Investigation Report n° [4700303](#) (.xlt" format), [4700303](#) (.xltx" format)

Note: Depending on the Office Excel version you are using, please use either the ".xlt" format (Office Excel 97-2003 and 2007) or the ".xltx" format (Office Excel 2010).

- Picture Reference Guide n° [4700304](#) ([EN](#)), ([FR](#)), ([DE](#)), ([IT](#)), ([ES](#)), ([NL](#)),

We trust that you will support us in our continued efforts to improve communication and issue resolution.



Service e-news communication for PORTABLE POWER

[Welcome](#)[Products](#)[Sales Tools](#)[Aftermarket](#)[Events](#)[Training](#)[Loan Equipment](#)[Price Book](#)[BOP](#)[Media Center](#)[Portable Power](#)[DII Partner](#)

sub-dealer

Technical Service Bulletins-SL











Service - Technical Service Bulletins - SL



Dear DI Portable Power Dealer,
You are currently viewing the DI Portable Power Service pages on BobcatNet-ESA. If you should require other service information than published below, do not hesitate to contact:

PortablePowerParts@dii.doosan.com

[Root](#) > [03_Service Publication](#) > [Technical Investigation Report](#)

-  [4700303 Technical Investigation Report_Office_2010](#)
-  [4700303 Technical Investigation Report_Office_97_2003](#)
-  [4700304-DE_Picture_Reference_Guide](#)
-  [4700304-EN_Picture_Reference_Guide](#)
-  [4700304-ES_Picture_Reference_Guide](#)
-  [4700304-FR_Picture_Reference_Guide](#)
-  [4700304-IT_Picture_Reference_Guide](#)
-  [4700304-NL_Picture_Reference_Guide](#)



Same level topics

-  [Portable Compressors](#)
-  [Generators](#)
-  [Light Towers & Balloon Light](#)
-  [Compressor Modules](#)
-  [Light Compaction](#)
-  [Construction Tools](#)
-  [Technical Service Bulletins-SL](#)
-  [Warranty](#)
-  [Training](#)



Doosan Infracore
Construction Equipment

Technical Investigation Report (TIR) Updated 2013-01



30/01/2013

January 2013

Newsletter

In this issue

Multi-lingual "Technical Investigation Report" (TIR) updated January 2013

The "Technical Investigation Report" (TIR), now includes all latest machine models and section to send feedback to the distribution channel. Use this form when reporting 'product service' issues to your Doosan Service Manager. You will only be able to obtain feedback and assistance if this form is submitted and correctly completed.

The "Picture Reference Guide" remains valid. The guide provides guidelines for the collection of digital photos of technical issues.

Both documents are downloadable from [BobcatNet](#) under Aftermarket > Service > Publications > Technical Investigation Report:

- Technical Investigation Report n° 4700303
Note: Depending on the Office Excel version you are using, please use either the "Office Excel 97-2003 and 2007" file or the "Office Excel 2010" file.
- Picture Reference Guide n° 4700304

We trust that you will support us in our continued efforts to improve communication and issue resolution.



Portable Power

05/02/2013

Special Edition

Multi-lingual "Technical Investigation Report" (TIR) updated January 2013

Dear Partner,

We are pleased to announce an update of the "Technical Investigation Report" (TIR), which now includes all latest machine models and section to send feedback to the distribution channel. Use this form when reporting 'product service' issues to your Doosan Service Manager. You will only be able to obtain feedback and assistance if this form is submitted and correctly completed.

The "Picture Reference Guide" remains valid, which provides guidelines for the collection of digital photos of technical issues.

Both documents are downloadable from [BobcatNet](#) under Portable Power > Service > Technical Service Bulletins-SL > 03_Service Publications > Technical Investigation Report:

- Technical Investigation Report n° 4700303
Note: Depending on the Office Excel version you are using, please use either the "Office Excel 97-2003 and 2007" file or the "Office Excel 2010" file.
- Picture Reference Guide n° 4700304

We trust that you will support us in our continued efforts to improve communication and issue resolution.

DOOSAN

13/02/2013

February 2013

Newsletter

In this issue

Aftermarket

Multi-lingual "Technical Investigation Report" (TIR) updated January 2013

The "Technical Investigation Report" (TIR), now includes all the latest machine models and a section to send feedback to the distribution channel. Use this form when reporting 'product service' issues to your Doosan Service Manager. You will only be able to obtain feedback and assistance if this form is submitted and correctly completed.

The "Picture Reference Guide" remains valid. The guide provides guidelines for the collection of digital photos of technical issues.

Both documents are downloadable from [Doobiz](#) > DooBiz Service System > Data Tracking (GSN) > Bulletin > Service Bulletin. Refer to Service Bulletin SB1301-001 on [DOOBIZ](#) for more detailed information.

Note: Depending on the Office Excel version you are using, please use either the "Office Excel 97-2003 and 2007" file or the "Office Excel 2010" file.



Doosan Infracore
Construction Equipment



Technical Investigation Report (TIR)



Launch of “Technical Investigation Report” (.xlsx version)

DEALER **Technical Investigation Report**

Report Date: Reported By: Report Number: XXXXXMM-001

General Product Information

Product * Model * Serial Number *
 Country * Dealer Name Customer Name
 Location (City)
 Delivery Date * Failure Date * Working Hours *
 Component * Part Number * Severity *
 Type of Problem * Warranty Coverage * Extended Warranty End Date

Application & Specifications

Application * Work Type * Material *
 Detailed explanation of Application
 Attachment (brand, model, weight, volume) Please provide especially this information in case of a non-Doosan/Robert approved attachment.
 Options (if applicable & related to failure)
 Quick Coupler (brand, model, weight)

Other Serialized Components

Component as for example: engine, transmission, axle, pump, control valve, drive motor, slew motor, starter, alternator, controller, ...

Component	Model	Serial Number
Component 1	<input type="text"/>	<input type="text"/>
Component 2	<input type="text"/>	<input type="text"/>
Component 3	<input type="text"/>	<input type="text"/>
Component 4	<input type="text"/>	<input type="text"/>

Description of the Problem: * (Customer complaint / How was the problem noticed?)

1-
 2-
 3-
 4-

Troubleshooting Performed: * (Error Codes, Diagnostic Software Data download, Measurements, ...)

1- Measurements & Troubleshooting steps performed: VALUE: pressure, flow, cycle times, engine speed, voltage, current, frequency, power factor, ambient temp, humidity, ...

2- Error Codes: If YES, what is/are the codes displayed?

3- Diagnostic Software Troubleshooting: If YES, please attach downloaded file!

Probable Root Cause of Failure / Comments: (Is this the first time you experience this issue? Please specify)

1-
 2-
 3-
 4-

Specify the exact request here: * (For info only, request for investigation, ... Please specify)

1-
 2-
 3-
 4-

Supporting Documents/Pictures: (Indicate what type of pictures are available)

<input type="checkbox"/> "Application / Work Site"	<input type="checkbox"/> "Machine Hour-meter"	<input type="checkbox"/> "Failure Area"
<input type="checkbox"/> "Machine/Attachment"	<input type="checkbox"/> "Affected Component"	<input type="checkbox"/> "Close-up of the Failure Area"
<input type="checkbox"/> "Machine/Attachment ID plate"	<input type="checkbox"/> "ID plate of affected Component (if applicable)"	<input type="checkbox"/> "Video's"

Please use the procedure described in the product related "Picture Reference Guide" !

General Product Information

Application & Specifications

Other Serialized Components

Description of Problem

Multi-lingual

Trouble-shooting Performed

Probable Root Cause

Specify exact request

Supporting Documents / Pictures

Launch of “Technical Investigation Report” (.xlt version)

DEALER NAME **Technical Investigation Report**

Report Date Reported By Report Number

General Product Information

Product * -Select- Model * -Select- Serial Number *
 Country * Dealer Name Customer Name
 Location (City)
 Delivery Date * Failure Date * Working Hours *
 Component * Part Number * Severity * -Select-
 Type of Problem * -Select- Warranty Coverage * -Select- Extended Warranty End Date

Application & Specifications

Application * -Select- Work Type * -Select- Material * -Select-
 Detailed explanation of Application
 Attachment (brand, model, weight, volume) -Select- Please provide especially this information in case of a non-Doosan/Bobcat approved attachment.
 Options (if applicable & related to failure) -Select-
 Quick Coupler (brand, model, weight)

Other Serialized Components Component as for example: engine, transmission, axle, pump, control valve, drive motor, slew motor, starter, alternator, controller, ...

Component 1 Model Serial Number
 Component 2 Model Serial Number
 Component 3 Model Serial Number
 Component 4 Model Serial Number

Description of the Problem: * (Customer complaint / How was the problem noticed?)

1-
2-
3-
4-

Troubleshooting Performed: * (Error Codes, Diagnostic Software Data download, Measurements, ...)

1- Measurements & Troubleshooting steps performed: VALUE: pressure, flow, cycle times, engine speed, voltage, current, frequency, power factor, ambient temp, humidity, ...

2- Error Codes: -Select- If YES, what is/are the codes displayed?

3- Diagnostic Software Troubleshooting: -Select- If YES, please attach downloaded file!

Probable Root Cause of Failure / Comments: (Is this the first time you experience this issue? Please specify)

1-
2-
3-
4-

Specify the exact request here: * (For info only, request for investigation, ... Please specify)

1-
2-
3-
4-

Supporting Documents/Pictures: (Indicate what type of pictures are available)

"Application / Work Site" "Machine Hour-meter" "Failure Area"
 "Machine/Attachment" "Affected Component" "Close-up of the Failure Area"
 "Machine/Attachment ID plate" "ID plate of affected Component (if applicable)" "Video's"

Please use the procedure described in the product related "Picture Reference Guide" !

General Product Information

Application & Specifications

Other Serialized Components

Description of Problem

Multi-lingual

Trouble-shooting Performed

Probable Root Cause

Specify exact request

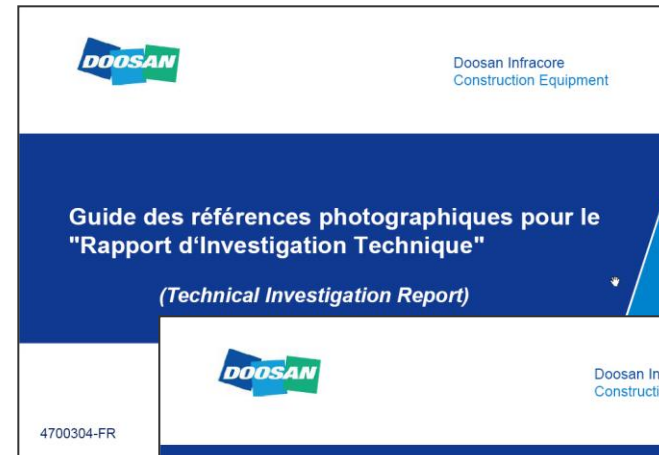
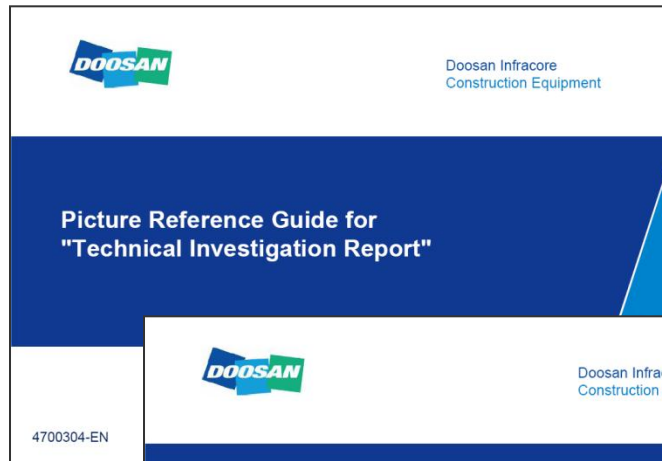
Supporting Documents / Pictures



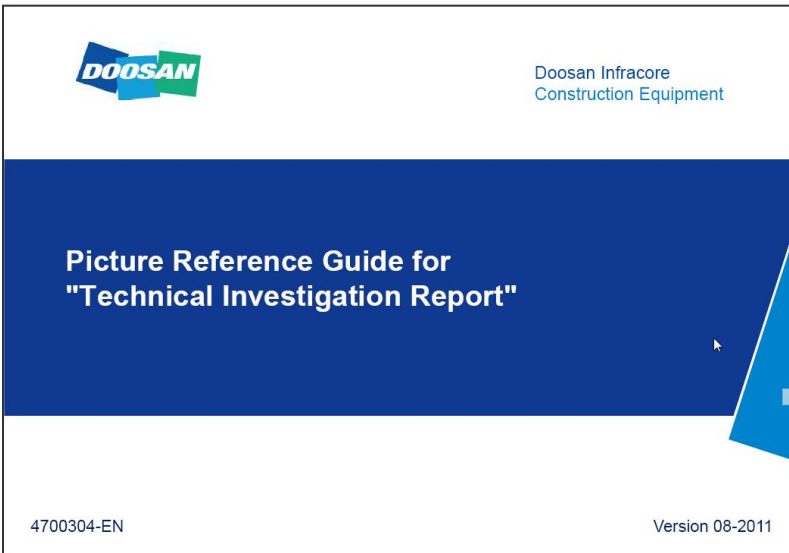
Picture Reference Guide (PRG)



Launch of "Picture Reference Guide"



Launch of “Picture Reference Guide”



Overview

1. Application / Work Site
2. Machine/Attachment
3. Machine/Attachment ID plate
4. Machine Hour-meter
5. Affected Component
6. ID plate of affected Component (if applicable)
7. Failure Area
8. Close-up of the Failure Area

Examples: [Wheel Loader \(WL\)](#)
[Attachment \(ATT\)](#)
[Compressor \(COMP\)](#)
[Generator \(GEN\)](#)



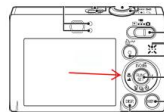
Page 1

Picture Resolution

Use **low resolution** for all pictures, except failure area.



When making pictures of failure area, use Macro mode or Close-up (if photo camera is equipped with this option).



When applicable, include pictures of ground engaging tools: tips, bits, teeth, cutting edges...



Digital Picture Collecting Guideline



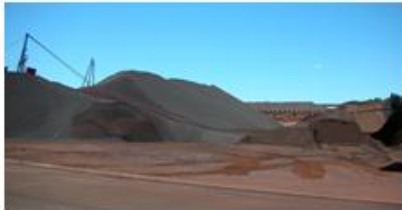
Page 2



Launch of “Picture Reference Guide”

Example: Wheel Loader

1. Application / Work site



Page 8

2. Machine/Attachment



Page 9

3. Machine/Attachment ID plate



Page 10

4. Machine Hour-meter



Page 11

5. Affected Component



Page 12

6. ID plate of affected Component (if applicable)



Page 13

7. Failure Area



Page 14

8. Close-up of the Failure Area



Page 15

Launch of “Picture Reference Guide”

Example: Attachment

1. Application / Work site



2. Machine/Attachment



3. Machine/Attachment ID plate



4. Machine Hour-meter



5. Affected Component



6. ID plate of affected Component (if applicable)



7. Failure Area



8. Close-up of the Failure Area



Launch of “Picture Reference Guide”

Example: Compressor

1. Application / Work site



2. Machine/Attachment



3. Machine/Attachment ID plate



4. Machine Hour-meter



5. Affected Component



6. ID plate of affected Component (if applicable)



7. Failure Area



8. Close-up of the Failure Area



Launch of “Picture Reference Guide”

Example: Generator

1. Application / Work site



2. Machine/Attachment



3. Machine/Attachment ID plate



4. Machine Hour-meter



5. Affected Component



6. ID plate of affected Component (if applicable)



7. Failure Area



8. Close-up of the Failure Area





Warranty Intervention Request (WIR)



Warranty Intervention Request (WIR)

What

- ☐ Xls form to capture warranty intervention request information
- ☐ Multilingual (EN, IT, ES, FR, DE, NL & PT)
- ☐ Generic form for all products

Objective

- ☐ improve the communication flow from our distribution channel to the dealer of a component manufacturer in case this is required, like for certain types of electronic governed engines, axles, ...
- ☐ capture all the relevant information on the issue in one shot and provide an official proof of your request to the external supplier
- ☐ facilitates back and forward communication

How

- ☐ Communicated to
 - Doosan field staff (Service Managers, Sales Managers, Regional Directors)
 - Dealers

Service e-news communication for BOBCAT-DIPP-DOOSAN



18/01/2013

Special Edition

Launch of multi-lingual "Warranty Intervention Request (WIR)" form

Dear Partners,

We are pleased to announce a new tool to request a warranty intervention from an external supplier. This multi-lingual form called **"Warranty Intervention Request (WIR) 4700305"** has been developed to improve the communication flow from our distribution channel to the dealer of a component manufacturer in case this is required, like for certain types of electronic governed engines, axes, ...

The form will allow us to capture all the relevant information on the issue in one shot and provide an official proof of your request to the external supplier. This facilitates back and forward communication.

As from now, we kindly request you to use this form when requesting a warranty intervention to the dealer of a component manufacturer, but please make sure to always copy your local Doosan Service Manager. In case of further assistance required, it will only be possible to ensure a proper support if this form is submitted and completed correctly.

The Warranty Intervention Request (WIR) n° 4700305 is available on BobcatNet under Aftermarket > Service > Publications > Warranty Intervention Request.

Note: Depending on the Office Excel version you are using, please use either the "Office Excel 97-2003 and 2007" file or the "Office Excel 2010" file.

We trust that you will support us in our continued efforts to improve communication and issue resolution.

Best regards,



Portable Power

18/01/2013

Special Edition

Launch of multi-lingual "Warranty Intervention Request (WIR)" form

Dear Partner,

We are pleased to announce a new tool to request a warranty intervention from an external supplier. This multi-lingual form called **"Warranty Intervention Request (WIR) 4700305"** has been developed to improve the communication flow from our distribution channel to the dealer of a component manufacturer in case this is required, like for certain types of electronic governed engines, axes, ...

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The Warranty Intervention Request (WIR) n° 4700305 is available on [BobcatNet](#) under Service > Warranty > Docs > Warranty Intervention Request.

Note: Depending on the Office Excel version you are using, please use either the "Office Excel 97-2003 and 2007" file or the "Office Excel 2010" file.

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Best regards,



18/01/2013

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Access the Warranty Intervention Request (WIR) n° 4700305 on Doobiz under Doobiz Service system > Data Tracking (GSM) > Bulletin > Service Bulletin. Refer to Warranty Bulletin WB1501-001 on [DOOBIZ](#) for more detailed information.

Note: Depending on the Office Excel version you are using, please use either the "Office Excel 97-2003 and 2007" file or the "Office Excel 2010" file.

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Sincerely,



Doosan Infracore
Construction Equipment

