**PLEASE DO NOT DISMANTLE OR INTERFERE WITH FAULTY COMPONENTS**

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| --- | --- |
| Date of Report |  |
| Distributor / OEM Name: |  |
| End User Name: |  |
| Site location: |  |
| Type of Application i.e. Factory/Hotel |  |
| Operating Environment i.e. Dusty, City, Coastal |  |

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| --- | --- | --- | --- |
| Engine Model |  | Engine Serial Number |  |
| Date in Service |  | Date of failure |  |
| Hours run |  |  |  |
| Part number causing failure |  | Description of part causing failure |  |

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| Problem Description: provide an outline of the reported failure and symptoms observed, Please ensure the questions relating to the failed component are completed – **DO NOT DISASSEMBLE** the failed component, See additional information in page 2 |
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| Running Conditions before failure: (describe load, temp, pressures, etc, if possible) Service or Previous Failure History |
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| Suspected Root Cause of failure: include all observations made during investigation including good and bad) |
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General – Please ensure points are completed for failed component

1. Is the failure related to more than a single component
2. Is a battery charger included in the control panel and is it functioning correctly.
3. Provide photograph of batteries, cables and connections (both battery and starter)
4. Provide battery cable size/number of cables
5. Provide battery detail, CCA, Ah
6. What is the general condition of the installation, provide photographs
7. What is the general condition of the control panel, provide photographs
8. What is the general condition of the engine, provide photographs

Starter Motor: Provide the following information

1. Is the failure mechanical or electrical, if mechanical damage provide photograph of damage before starter removal
2. Provide photograph of the starter pinion
3. Measure and record the static battery voltage
4. For Vee engine are both starters damaged/faulty
5. Was the starter relay faulty

Fuel Stop Solenoid’s: Provide the following information

1. Photograph the failed solenoid location prior to removal
2. Provide photos of the terminals and connecting wiring
3. Photograph the replacement solenoid

Relay failures: Provide the following information

1. Photograph the failed relay location prior to removal
2. Provide photos of the terminals and connecting wiring
3. Photograph the relay after refitting the replacement

Battery Charging Alternator: Provide the following information

1. What is the output voltage from the alternator terminals when the engine is running
2. What is the voltage at the alternator terminals when the engine is stopped
3. Photograph the failed alternator prior to removal
4. Provide photos of the terminals and connecting wiring