

CAT 793D SERVICE ISSUE IDENTIFICATION

CASE STUDY

Location | Western Australia

Application | CAT 793D Haul Truck

Product | 793D Radiator



HEPI

Cooling Solutions



OVERVIEW

H-E Parts International (HEPI) Cooling division is a leading provider of reliable, application-specific heat transfer solutions. H-E Parts manufactures and supplies high quality, innovative products that are tailored to our customers' specific requirements. H-E Parts in-house engineering and product and service offerings guarantees support throughout the full product lifecycle and ensures the lowest total cost of ownership.

SITUATION

A customer located in Western Australia was experiencing radiator failures in their rebuilt CAT 793D haul trucks soon after installation. The failures prompted the customer to reach out to H-E Parts for a solution to prevent further downtime and find the root cause of the issue.

SOLUTION

HEPI technicians received the cooling unit at our facility as part of our service exchange program. To determine the cause of the failure, the team cut and removed a section of the core for further analysis. After only a short service period, the core showed internal signs of severe corrosion and random pitting, indicating that it may have been exposed to stray current, resulting in premature wear, cracking and ultimately leading to the radiator failure. After initial testing using a multimeter was conducted, an on-site investigation found the engine was missing an earth strap to the chassis. This was causing stray current to pass through the radiator.

H-E Parts identified the cause of the failures, preventing the customer from further downtime due to a third install.

RESULTS

The customer has not experienced any further failure or issues since the service exchange unit was installed, and the radiators are again meeting required service exchange intervals.

0

FAILURES

since installation of the new service unit

MINIMAL

DOWNTIME

HEPI Service Exchange unit provided the customer with reduced downtime



Web :
www.h-e-parts.com



LinkedIn :
[linkedin.com/company/h-e-partsinternational](https://www.linkedin.com/company/h-e-partsinternational)



Facebook :
<https://www.facebook.com/hepartsinternational>