

VOLVO CONSTRUCTION EQUIPMENT

SERVICE BULLETIN

Language Code GB	Group 212	Product EXC/ WLO	No. 18 K	Version 1	Date 2013-03-15	Page 1/5
Applies to models EC200B, EC210B F, EC210B LC, EC210B LR, EC210B NC, EC210B NLC, EC210C L, EC210C LR, EC210C NL, EW145B, EW180C, EW230C, FC2421C, L60F, L70F, L90F						

ONLY FOR DISTRIBUTORS / DEALERS

D6E Cylinder liner broken

NOTE!

Please pay attention to the safety instructions in the Operator's and Service Manuals concerned.

This Service Bulletin is to be considered as technical information only and is not subject to any reimbursement programs outside normal warranty.

Cause

There have been some cases reported where machine emitted excessive smoke along with abnormal noise, metal scraps in oil sump and no cylinder compression found by compression test. This might happen because the cylinder liner was cracked from its top flange and dropped down. (Fig1) The reason for this failure was found as the cylinder liner flange seat area on crankcase which was not properly chamfered during machining process. (Fig2)

Action

All crankcases have been 100% measured and inspected in production line and control process of tooling has been strengthened.

All crankcases after improvement have been marked with "C" together with crankcase serial number. (Fig3)

In case of field failure, contact to region technical support and follow the reporting procedure below.

Parts information

Designation	Part No.
Crankcase (D6E)	VOE21679572

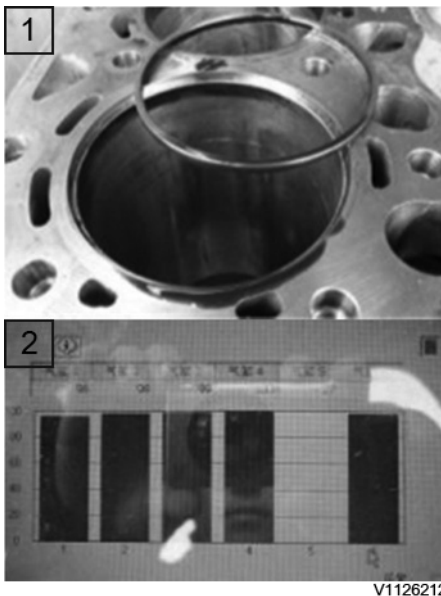


Fig.1 Broken cylinder liner

- 1 Snapped off cylinder liner flange
- 2 No compression found by VCADS test

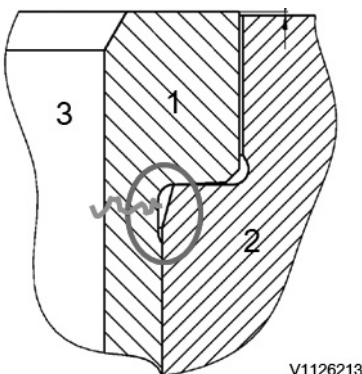


Fig.2 Chamfering on crankcase

- 1 Liner
- 2 Crankcase
- 3 Combustion



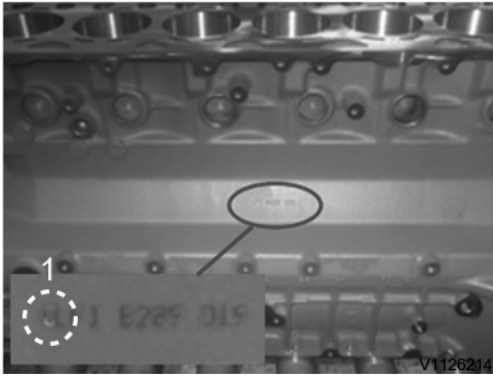
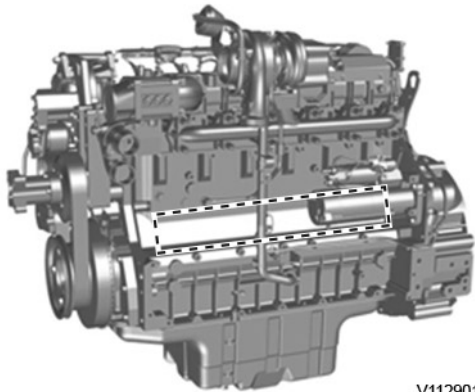


Fig.3 Crankcase serial number
 1 “C” marking on crankcase serial number.

Applies to models

Engine	Engine serial number cut in
D6E	11339780-



V1129010

Fig.4 Crankcase serial number location

Crankcase serial number location

- Crank serial number is located on surface of crankcase as shown on the Fig.4. (dotted line area)
- Location is not always same for all crankcases, but can be found on the area. See Fig 5 as examples.
- If the serial no. is not visible, clean the surface of crankcase.

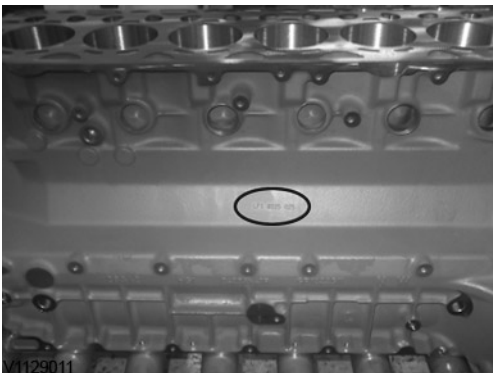
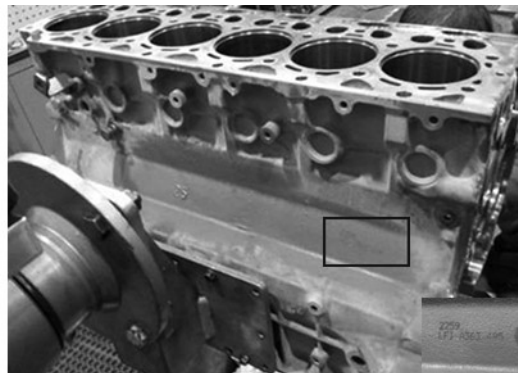


Fig.5 Example of crankcase serial number

- 1 Serial number found on the center of crankcase
- 2 Serial no. found on the right side of crankcase (behind the start motor)



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Reporting procedure

- 1 Open Techline call and inform to region technical support.
- 2 Download "Engine failure report" from Techline which to be found together with this Service bulletin.
- 3 Fill in "Engine failure report" with correct information and pictures.
Also PFR (Product Failure Report) can be used instead of Engine failure report, provided that all required information and picture are included.

NOTE!

Refer to the example of "Engine failure report" to see what kind of information need to be filled in.

NOTE!

All pictures shown on the example should be documented into the report.

- Picture.1: Engine serial number (on the Engine name plate)
- Picture.2: Crankcase serial number
- Picture.3: VCADS compression test result
- Picture.4: broken cylinder liner found in oil sump
- Additional pictures which can be attached to prove failure of engine.

- 4 Upload "Engine failure report" in Techline call.
- 5 Create a claim job via UCHP.
- 6 Use VOE21679572 as a causal part number for the claim job.
- 7 Record Techline call number together with claim text in UCHP.

NOTE!

Claim job will not be approved in case,

- Information in Engine failure report is missing
- Engine failure report is not uploaded on Techline call
- Techline call number is not recorded on a claim job.

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Engine failure report

Machine information		
Machine:	Serial No.:	Op. hours:
Dealer No.:	Claim No.:	
Customer:		
Date of failure:	Country:	
Engine information		
Part No.:	Engine Serial No.:	
Additional Serial No. info:		
Problem description		
Cause of failure & action taken		

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Pictures

Add your pictures according to instruction on page 3.