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### PLANNED INDICATORS

<table>
<thead>
<tr>
<th>PLANNED INDICATORS</th>
<th>DESCRIPTION</th>
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<tbody>
<tr>
<td>S•O•S\textsuperscript{SM} Services</td>
<td>S•O•S Services provide the best insight into internal component wear and potential failure.</td>
</tr>
<tr>
<td>Service Meter Hours</td>
<td>Operating and Maintenance Manual gives general guidelines for servicing based on service meter hours.</td>
</tr>
<tr>
<td>Experience – Observation &amp; Discussion</td>
<td>Talking with your machine’s operator can reveal many potential component problems.</td>
</tr>
<tr>
<td>Service History</td>
<td>Service history indicates how frequently routine maintenance is performed.</td>
</tr>
<tr>
<td>Fuel Consumption</td>
<td>Indicates when a piece of equipment is operating at less than optimum efficiency.</td>
</tr>
<tr>
<td>Site Operations Maintenance Advisor (SOMA)</td>
<td>SOMA is a software that assesses customers operating and maintenance practices and provides component life estimates.</td>
</tr>
</tbody>
</table>
## ENGINE INDICATORS

<table>
<thead>
<tr>
<th>PROBLEM INDICATOR</th>
<th>POSSIBLE CAUSES</th>
<th>OPTIONS</th>
<th>S-O-S INDICATOR</th>
<th>POSSIBLE CAUSES</th>
</tr>
</thead>
</table>
| Excess Black Smoke at Full Load (Hot, Unburned Fuel) | • Dirty primary/secondary air cleaner  
• Operating in too high a gear  
• Overfueling  
• Overloading | • Faulty Turbocharger  
• Technical Analysis Inspection  
• Customer/Dealer Discussion | Soot, Fe, Cr, Al | • Dirty air filter  
• Piston rings  
• Liners |
| Increased Fuel Consumption | • Malfunctioning fuel nozzles/injectors  
• Malfunctioning turbocharger  
• Dirty air cleaner  
• Improper set point  
• Fuel leak | • Technical Analysis Inspection  
• Customer/Dealer Discussion  
• Tune-up | Positive fuel contamination, decreased viscosity | • Fuel leaking into oil from injectors  
• Shearing of the oil additives |
| Blue Smoke (Oil Consumption) | • Worn turbocharger seals  
• Worn rings/liners  
• Worn valve guides  
• Hours on engine | • S-O-S Fluid Analysis  
• Component Inspection/Repair  
• Repair Determination Inspection  
• Customer/Dealer Discussion | Fe, Cr | • Broken or stuck piston rings  
• Ether start-up  
• Running too cold or hot  
• Oil jet broken |
| White Smoke (Steam: Water in Combustion Chamber) | • Cracked head and/or liners  
• Leaking head gasket | • Technical Analysis Inspection | Positive coolant contamination, Na, K, Si, Cu | • Coolant entry |
| White Smoke (On Start-Up: Unburned Fuel) | • Incorrect starting procedure  
• Incorrect fuel injector timing  
• Faulty injector | • Customer/Dealer Discussion  
• Tune-up | Positive fuel contamination, decreased viscosity | • Fuel leaking into oil from injectors  
• Shearing of the oil additives |
<table>
<thead>
<tr>
<th>PROBLEM INDICATOR</th>
<th>POSSIBLE CAUSES</th>
<th>OPTIONS</th>
<th>S • O • S INDICATOR</th>
<th>POSSIBLE CAUSES</th>
</tr>
</thead>
</table>
| Increased Oil Consumption (Excess Blow-By) | • Worn or broken rings/liners  
• Worn turbocharger seals  
• Worn valve guides  
• Hours on engine | • S-O-S Fluid Analysis  
• Component Inspection/Repair  
• Repair Determination Inspection  
• Technical Analysis Inspection  
• Customer/Dealer Discussion | Fe, Cr | • Broken or stuck piston rings  
• Ether start-up  
• Running too cold or hot  
• Oil jet broken |
| Unusual Noises | • Malfunctioning fuel nozzles/injectors  
• Malfunctioning turbocharger  
• Worn piston pin bushings  
• Worn rod/main bearings  
• Too much valve lash | • Technical Analysis Inspection  
• Repair Determination Discussion  
• Customer/Dealer Discussion  
• Tune-up  
• Component Inspection Repair | Positive fuel contamination, decreased viscosity, Cu, Pb, Al | • Fuel leaking into oil from injectors  
• Shearing of the oil additives  
• Rod eye bushing  
• Piston pin bushing  
• Lower rod bearings |
| Lack of Power | • Incorrect adjustment of governor linkage  
• Malfunctioning fuel nozzles/injectors  
• Slipping torque converter  
• Improper set point  
• Dirty fuel filter  
• Dirty air cleaner  
• Low quality fuel | • Technical Analysis Inspection  
• Customer/Dealer Discussion  
• Tune-up | Soot, Fe, Cr | • Dirty air filter  
• Low quality fuel  
• Piston rings and liners |
## ENGINE INDICATORS

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<thead>
<tr>
<th>PROBLEM INDICATOR</th>
<th>POSSIBLE CAUSES</th>
<th>OPTIONS</th>
<th>S·O·S INDICATOR</th>
<th>POSSIBLE CAUSES</th>
</tr>
</thead>
</table>
| Overheating           | • Malfunctioning temperature regulator  
                        • Incorrect adjustment or worn belts/pulleys  
                        • Incorrect operator technique  
                        • Plugged radiator core (external and internal)  
                        • Low coolant level  
                        • Dirty air cleaner | • Technical Analysis  
                        • Inspection  
                        • Customer/Dealer Discussion  
                        • Cooling system maintenance | Oxidation increases, Fe, Pb, Al, Cu, soot | • Liner  
                        • Gears  
                        • Valve train wear  
                        • Bearings  
                        • Cooler core leaching  
                        • Dirty air filter |
| Hard Starting         | • Malfunctioning fuel nozzles/injectors  
                        • Improper starting technique  
                        • Worn fuel injector pump  
                        • Low cranking speed  
                        • Low quality fuel (low cetane rating or water in fuel) | • Customer/Dealer Discussion  
                        • Tune-up | Soot, Fe, Cr | • Dirty air filter  
                        • Low quality fuel  
                        • Piston rings and liners |
| Oil Level Over Full   | • Coolant/fuel leak into crankcase  
                        • Improper oil fills | • S·O·S Fluid Analysis  
                        • Customer/Dealer Discussion | Positive coolant contamination, Na, K, Si, Cu | • Coolant Entry |
| Debris In Oil Filter  | • Coolant/fuel leakage into crankcase  
                        • Extended oil change period  
                        • Damaged bearings  
                        • Wrong oil used  
                        • Dirt entry | • S·O·S Fluid Analysis  
                        • Customer/Dealer Discussion | Positive coolant contamination, positive fuel contamination, oxidation increases, Si, Al | • Coolant entry  
                        • Fuel leaking into oil from injectors  
                        • Overheating  
                        • Dirt contamination |
## FINAL DRIVE INDICATORS

<table>
<thead>
<tr>
<th>PROBLEM INDICATOR</th>
<th>POSSIBLE CAUSES</th>
<th>OPTIONS</th>
<th>S • O • S INDICATOR</th>
<th>POSSIBLE CAUSES</th>
</tr>
</thead>
</table>
| Brake Slippage    | • Worn plates and discs  
|                   | • Wrong oil used  
|                   | • Linkage out of adjustment                          | • Technical Analysis Inspection  
|                   |                                                       | • Repair Determination Discussion  
|                   |                                                       | • Customer/Dealer Discussion              | Si increases, Fe increases,  
|                   |                                                       |                                             | (Ca, P, Zn) levels change from trend | • Worn disc  
|                   |                                                       |                                             |                                             | • Worn plate  
|                   |                                                       |                                             |                                             | • Wrong oil used |
| Unusual Noises    | • Worn plates and discs  
|                   | • Dirt entry  
|                   | • Low fluid level                                    | • Technical Analysis Inspection  
|                   |                                                       | • Repair Determination Discussion  
|                   |                                                       | • Customer/Dealer Discussion              | Si, Al, Fe  
|                   |                                                       |                                             |                                             | • Dirt entry  
|                   |                                                       |                                             |                                             | • Worn disc  
|                   |                                                       |                                             |                                             | • Worn plate |
| Overheating       | • Wrong oil used  
|                   | • Low fluid level                                    | • Technical Analysis Inspection  
|                   | • Worn or damaged seals                              | • Repair Determination Discussion  
|                   |                                                       | • S • O • S Services  
|                   |                                                       | • Customer/Dealer Discussion              | Oxidation increasing, Water,  
|                   |                                                       |                                             | Fe, Na, viscosity increasing       | • Wrong oil used  
|                   |                                                       |                                             |                                             | • Low fluid level  
|                   |                                                       |                                             |                                             | • Water entry |
# FINAL DRIVE INDICATORS

<table>
<thead>
<tr>
<th>PROBLEM INDICATOR</th>
<th>POSSIBLE CAUSES</th>
<th>OPTIONS</th>
<th>S • O • S INDICATOR</th>
<th>POSSIBLE CAUSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debris on Magnetic Plug</td>
<td>• Dirt entry</td>
<td>• S-O-S Services</td>
<td>(Si, Al), Fe, Cr, oxidation, viscosity increase, (Al, Cu, Fe)</td>
<td>• Dirt entry</td>
</tr>
<tr>
<td></td>
<td>• Wrong oil used</td>
<td>• Customer/Dealer Discussion</td>
<td></td>
<td>• Worn gears/bearings</td>
</tr>
<tr>
<td></td>
<td>• Extended oil change period</td>
<td></td>
<td></td>
<td>• Sleeve bushing wear</td>
</tr>
<tr>
<td></td>
<td>• Disc disintegration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Worn gears/bearings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vibration</td>
<td>• Gear failure</td>
<td>• Technical Analysis Inspection</td>
<td>Fe, Cr, (Si, Al), (Cu, Pb)</td>
<td>• Gear failure</td>
</tr>
<tr>
<td></td>
<td>• Sprocket failure</td>
<td>• Repair Determination Discussion</td>
<td></td>
<td>• Bearing failure</td>
</tr>
<tr>
<td></td>
<td>• Bearing failure</td>
<td>• S-O-S Services</td>
<td></td>
<td>• Dirt entry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Customer/Dealer Discussion</td>
<td></td>
<td>• Thrust washer failure</td>
</tr>
<tr>
<td>Leaks</td>
<td>• Worn, hard, cracked seals</td>
<td>• Repair Determination Discussion</td>
<td>Si, Al, Cr</td>
<td>• Dirt entry from worn seals</td>
</tr>
<tr>
<td></td>
<td>• Sprocket failure</td>
<td>• Customer/Dealer Discussion</td>
<td></td>
<td>• Bearing failure</td>
</tr>
<tr>
<td></td>
<td>• Bearing failure</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>
## TRANSMISSION INDICATORS

<table>
<thead>
<tr>
<th>PROBLEM INDICATOR</th>
<th>POSSIBLE CAUSES</th>
<th>OPTIONS</th>
<th>S • O • S INDICATOR</th>
<th>POSSIBLE CAUSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hesitation/Slippage</td>
<td>• Worn plates and discs&lt;br&gt;• Linkage out of adjustment&lt;br&gt;• Low fluid level&lt;br&gt;• Linkage not free&lt;br&gt;• Incorrect pressure settings&lt;br&gt;• Wrong oil used</td>
<td>• Technical Analysis Inspection&lt;br&gt;• Repair Determination Discussion&lt;br&gt;• S·O·S Services&lt;br&gt;• Customer/Dealer Discussion</td>
<td>Si increases, Fe increases, (Ca, P, Zn) levels change from trend</td>
<td>• Worn disc&lt;br&gt;• Worn plate&lt;br&gt;• Wrong oil used</td>
</tr>
<tr>
<td>Unusual Noises</td>
<td>• Worn gears/bearings&lt;br&gt;• Dirt entry&lt;br&gt;• Aeration/cavitation&lt;br&gt;• Low fluid levels</td>
<td>• Technical Analysis Inspection&lt;br&gt;• Repair Determination Discussion&lt;br&gt;• S·O·S Services&lt;br&gt;• Customer/Dealer Discussion</td>
<td>Fe, Cr, (Si, Al), (Ca, P, Zn) levels changed from trend, oxidation increases, viscosity increases</td>
<td>• Gears&lt;br&gt;• Bearings&lt;br&gt;• Dirt entry from breather&lt;br&gt;• Low fluid levels</td>
</tr>
<tr>
<td>Vibration</td>
<td>• Bent/damaged drive shaft&lt;br&gt;• Gear failure&lt;br&gt;• Bearing failure</td>
<td>• Technical Analysis Inspection&lt;br&gt;• Repair Determination Discussion&lt;br&gt;• S·O·S Services&lt;br&gt;• Customer/Dealer Discussion</td>
<td>Fe, Cr</td>
<td>• Bent drive shaft&lt;br&gt;• Gear failure&lt;br&gt;• Bearing failure</td>
</tr>
</tbody>
</table>
## TRANSMISSION INDICATORS

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<tr>
<th>PROBLEM INDICATOR</th>
<th>POSSIBLE CAUSES</th>
<th>OPTIONS</th>
<th>S•O•S INDICATOR</th>
<th>POSSIBLE CAUSES</th>
</tr>
</thead>
</table>
| Overheating       | • Wrong oil used  
• Plugged radiator  
• Worn pump/pressure relief valve  
• Worn or damaged seals  
• Low fluid level  
• Worn or dirty control valve | • Technical Analysis  
Inspection  
• Repair Determination  
Discussion  
• S•O•S Services  
• Customer/Dealer Discussion | Oxidation increase, coolant contamination (Na,K, Si, Cu) viscosity increase, (Si, Al), (Ca, P, Zn) levels changed from trend, Fe, Cr | • Extended drain interval  
• Coolant entry  
• Dirt entry  
• Wrong oil used  
• Worn gears/bearings |
| Debris in Filter and/or on Magnetic Screen | • Dirt entry  
• Wrong oil used  
• Extended oil change period  
• Worn gears/bearings  
• Disc disintegration | • S•O•S Services  
• Customer/Dealer Discussion | (Si, Al), (Ca, P, Zn) levels changed from trend, Fe, Cr | • Dirt entry  
• Wrong oil used  
• Worn gears/bearings |
| Leaks             | • Worn, hard, cracked seals                                                   | • Repair Determination  
Discussion  
• Customer/Dealer Discussion | (Si, Al)                                                                                                                          | • Dirt entry from seals                                                                                           |
## Differential Indicators

<table>
<thead>
<tr>
<th>Problem Indicator</th>
<th>Possible Causes</th>
<th>Options</th>
<th>S·O·S Indicator</th>
<th>Possible Causes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bent or Damaged Lines</td>
<td>• External damage</td>
<td>• Technical Analysis</td>
<td>N/A</td>
<td>• N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Inspection</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Repair Determination</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Discussion</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Customer/Dealer Discussion</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unusual Noises (when traveling straight)</td>
<td>• Worn gears/bearings</td>
<td>• Technical Analysis</td>
<td>Fe, Cr, (Si, Al), oxidation, viscosity increase</td>
<td>• Worn gears/bearings</td>
</tr>
<tr>
<td></td>
<td>• Ring and pinion need adjustment</td>
<td>• Inspection</td>
<td></td>
<td>• Dirt entry</td>
</tr>
<tr>
<td></td>
<td>• Dirt entry</td>
<td>• Repair Determination</td>
<td></td>
<td>• Low fluid level</td>
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<tr>
<td></td>
<td>• Low fluid level</td>
<td>• Discussion</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Customer/Dealer Discussion</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unusual Noises (when turning)</td>
<td>• Worn differential case assembly</td>
<td>• Technical Analysis</td>
<td>Fe</td>
<td>• Worn gears</td>
</tr>
<tr>
<td></td>
<td>• Worn spider gears</td>
<td>• Inspection</td>
<td></td>
<td>• Worn spider gears</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair Determination</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Discussion</td>
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<tr>
<td></td>
<td></td>
<td>• Customer/Dealer Discussion</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vibration</td>
<td>• Gear failure</td>
<td>• Technical Analysis</td>
<td>Fe, Cr</td>
<td>• Gear failure</td>
</tr>
<tr>
<td></td>
<td>• Spider gear failure</td>
<td>• Inspection</td>
<td></td>
<td>• Spider gear failure</td>
</tr>
<tr>
<td></td>
<td>• Differential failure</td>
<td>• Repair Determination</td>
<td></td>
<td>• Bearing failure</td>
</tr>
<tr>
<td></td>
<td>• Bearing failure</td>
<td>• Discussion</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Bent/damaged drive shaft</td>
<td>• Customer/Dealer Discussion</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• S·O·S Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PROBLEM INDICATOR</td>
<td>POSSIBLE CAUSES</td>
<td>OPTIONS</td>
<td>S·O·S INDICATOR</td>
<td>POSSIBLE CAUSES</td>
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<td>-----------------------------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Debris on Magnetic Plug</td>
<td>• Contamination entry (dirt/debris)</td>
<td>• S·O·S Services</td>
<td>(Si, Al), Fe, Cr, oxidation, viscosity increase</td>
<td>• Dirt entry</td>
</tr>
<tr>
<td></td>
<td>• Extended oil change period</td>
<td>• Customer/Dealer Discussion</td>
<td></td>
<td>• Worn gears/bearings</td>
</tr>
<tr>
<td></td>
<td>• Wrong oil used</td>
<td>• Worn gears/bearings</td>
<td></td>
<td>• Extended oil change period</td>
</tr>
<tr>
<td>Leaks</td>
<td>• Worn/damaged seals (pinion/differential)</td>
<td>• Repair Determination Discussion</td>
<td>(Si, Al), Cr</td>
<td>• Dirt entry from seals</td>
</tr>
<tr>
<td></td>
<td>• Worn bearings</td>
<td>• Customer/Dealer Discussion</td>
<td></td>
<td>• Worn bearings</td>
</tr>
<tr>
<td>Overheating</td>
<td>• Wrong oil used</td>
<td>• Technical Analysis Inspection</td>
<td>Oxidation increasing, (Ca, P, Zn) levels changed from trend, Water, Fe, Na, viscosity increasing</td>
<td>• Wrong oil used</td>
</tr>
<tr>
<td></td>
<td>• Low fluid level</td>
<td>• Repair Determination Discussion</td>
<td></td>
<td>• Low fluid level</td>
</tr>
<tr>
<td></td>
<td>• Worn or damaged seals</td>
<td>• S·O·S Services</td>
<td></td>
<td>• Water entry</td>
</tr>
</tbody>
</table>
# HYDRAULIC INDICATORS

<table>
<thead>
<tr>
<th>PROBLEM INDICATOR</th>
<th>POSSIBLE CAUSES</th>
<th>OPTIONS</th>
<th>S·O·S INDICATOR</th>
<th>POSSIBLE CAUSES</th>
</tr>
</thead>
</table>
| Leaks                   | • System pressure too high  
• Scored/bent cylinder rod  
• Failed or incorrect seals  
• Improperly torqued hose connection  
• Worn or damaged hoses, tubes and fittings  
• Missing guards | • Technical Analysis Inspection II  
• S·O·S Services  
• Hose Service | Cr, (Si, Al) | • Scored cylinder rods  
• Dirt entry from wiper seals |
| Excessive cylinder drift | • Valve adjustment needed  
• Scored cylinder  
• Failed seal or seals  
• Scored valve  
• Contaminated oil | • Measure Drift  
• Technical Analysis Inspection II  
• S·O·S Services | Cr, (Si, Al) | • Scored cylinder rods  
• Dirt entry from wiper seals |
| Slow cycle times        | • Engine performance  
• Faulty valve  
• Low fluid level  
• Worn system components  
• Contaminated oil | • Technical Analysis Inspection II  
• S·O·S Services | Oxidation increases, (Si, Al) | • Low fluid level  
• Dirt entry |
| Noisy operation         | • Engine performance  
• Low fluid level  
• Restriction in system  
• Aeration  
• Worn system components  
• Faulty relief valve | • Technical Analysis Inspection I  
• S·O·S Services  
• Pump Cavitation  
• Loose or failed bearing | Oxidation increases, (Cu, Cr, Fe), (Cu, Fe, Al) | • Low fluid level  
• Vane pump  
• Piston pump |
# HYDRAULIC INDICATORS

<table>
<thead>
<tr>
<th>PROBLEM INDICATOR</th>
<th>POSSIBLE CAUSES</th>
<th>OPTIONS</th>
<th>S • O • S INDICATOR</th>
<th>POSSIBLE CAUSES</th>
</tr>
</thead>
</table>
| System overheating            | • Faulty oil cooler  
• Low fluid level  
• Plugged filter  
• Worn system components  
• Faulty relief valve  
• Wrong viscosity or contaminated oil  
• Restriction in system  
• Poor operator habits | • Technical Analysis Inspection I  
• S • O • S Services | Positive coolant contamination (Na, K, Cu),  
(Si, Al), Oxidation increases, viscosity change from trend | • Coolant entry from cooler core  
• Dirt entry  
• Wrong viscosity oil  
• Low fluid level |
| Loose cylinder joints         | • Worn rod or cylinder eye/trunnion  
• Poor lubrication  
• Improper PM schedule | • Component Inspection/Repair | N/A | N/A |
| Blisters or abrasions in hose  | • Pinhole leaks in liner material  
• Poor hose routing  
• External damage | • Technical Analysis Inspection I  
• Replace Hose | N/A | N/A |
| Excessive hose movement       | • Improper clamping or routing of hose | • Use proper clips and wire ties | N/A | N/A |
CAT® DEALERS DEFINE WORLD-CLASS PRODUCT SUPPORT.

We offer you the right parts and service solutions, when and where you need them.

The Cat Dealer Network of highly trained experts keeps your equipment up and running to maximize your equipment investment.

For more information, contact your local Cat dealer or visit www.cat.com

For more information regarding SOS, refer to PEGJ0046