

Service Information

Caterpillar Motoren GmbH & Co. KG product support information for medium-speed engines

Engine platform: -
Engine section: -

Engine type: -
Validity: until further notice

No. 0013com • Issue 1; December 11, 2018

Information for all recipients of Service Information

Action: for your information



New Service Information letterhead

With Service Information 0001com we informed about the nomenclature of Service Information for customers. For easier reference, we now added some more key words to the letterhead. Table 1 shows the new letterhead content.

Letter head item	Comment
Number of Service Information	For details about the nomenclature please see Service Information No. 0001 com published January 12, 2010
Issue # and date of the Service Information	Indicates if additional information to the same Service Information subject is available
Engine platform	Indicates engine type basis (e.g. M43)
Engine section	Indicates affected engine area (e.g. cylinder head)
Engine type	Identifies detailed engine type when needed (e.g. 6M43C)
Validity	States how long the Service Information is valid
Target audience	To whom is this Service Information of interest
Action	Shows the urgency of action to be taken by color and safety note symbol

Table 1

The goal of introducing an “Action” headline is to attract immediate attention, so that important information for engine operation is immediately transferred to the operators at site.

Depending on the urgency, the field “Action” contains colors and safety note symbols shown in table 2.



New Service Information nomenclature format

For Service Information going out to individual customers only, containing private content like i.e. engine Nos, ship names etc. we introduced a new Service Information nomenclature:

Service Information XXXXXXXX_IND

“XXXXXXXX” represents a date (i.e. “Service Information 20181101_IND”). Such Service Information will be distributed from our MaK service representatives directly to affected customers only and will not be published on MaK service representative web sites.






	Action	Description
	For your information	Information of general interest but no specific action required.
	At your convenience	Action required but can be delayed to next maintenance.
	At next opportunity	Action required at next engine stop. No immediate risk.
	For immediate attention	Not following this service information potentially exposes personnel or equipment at risk.
	For immediate action	Not following this service information exposes personnel or equipment at risk.

Table 2