

CASTROL® TECHNICAL EXPERTISE

Helps Customer Avoid Engine Replacement Cost



Customer Situation

- An engine in a haul truck at a large quarry failed during the warranty period due to a broken crankshaft
- This caused serious damage to the engine block, which rendered it useless
- The equipment dealer claimed that the failure of the crankshaft was due to the engine oil and that the engine would not be replaced under warranty
- The customer asked Castrol to visit the equipment dealer to inspect the failed engine components



Castrol Solution

- A Castrol field engineer inspected the engine components and documented the findings
- Castrol provided its customer with a report on the findings, including historic used oil analysis data, to dispute the claim that the engine oil was the cause of the engine failure
- Castrol's inspection found a manufacturing defect in the crankshaft, which was deemed significant enough to cause the failure



Success Story

- As a result of Castrol's findings, the equipment dealer replaced the engine under warranty coverage
- Castrol's intervention saved its customer \$55,000 by providing evidence that the engine failed due to a defect in the crankshaft



Delivering Value That Matters

The ongoing technical support provided by Castrol has played a key role in retaining this customer for over 20 years.

Go-Forward Maintenance Recommendation

- Contact your Castrol field engineering representative to assist with technical support on root-cause analysis



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