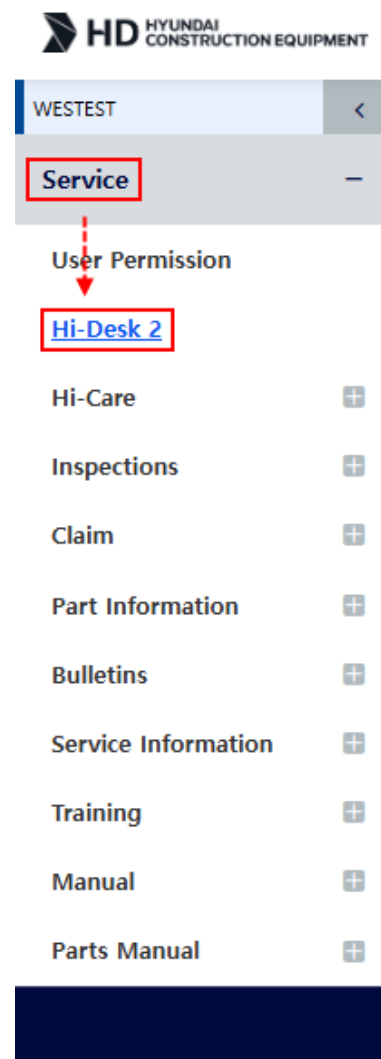


## Hi-Desk 2 – Dealer Manual



1. Login to the Hyundai Dealer Portal
2. Click on the Service tab
3. Click on Hi-Desk 2

## Contents (Main Landing Screen)

Dealer Portal Business Atlanta(DO) Language English

WESTEST Thompson Tractor Company, Inc. [0032002039] Log out

Hi-Desk2 [PDSSE003305] Help Quick menu

7 8 9 10  
Search Excel New Go to Solution

Updated Date 1 2024/02/10 3 ~ 2025/02/17 4 Category - select - 5 CE/FT - select - 6

No Search Text 2

All (10) 11 Inquired (0) 12 Answered (3) 13 Closed (7) 14

Seq.	Hi-Desk No. 15	Status 16	Category 17	Subject 18	Updated Date 19	Updated By 20	Delay	Written Date 21	Dealer 22	Main PIC 23	CE/FT 24	Model 25	Part No. 26
1	US-HD-202502-0002	Answered	TQ	Test For Wes	2025/02/07	PALAZZO, WESLEY		2025/02/07	0032002039 - Thompson Tracto...	PALAZZO, WESLEY	F	13BOP-7	
2	US-HD-202502-0001	Answered	ZZ	Trying to complete a new employee acc...	2025/02/04	CUMMINGS, BRYAN		2025/02/04	0032002039 - Thompson Tracto...	PALAZZO, WESLEY	F		
3	US-HD-202501-0008	Answered	TQ	50Da-9 1226 138 hours	2025/01/30	CUMMINGS, BRYAN		2025/01/30	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	50DA-9	21FV-70407
4	US-HD-202501-0006	Closed	TQ	Test	2025/01/23	CUMMINGS, BRYAN		2025/01/22	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	130D-9	
5	US-HD-202501-0005	Closed	TQ	ROYPOW Battery not staying powered up.	2025/01/14	CUMMINGS, BRYAN		2025/01/14	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	25BC-9U	
6	US-HD-202501-0004	Closed	TQ	30BH-9 #0523 20062 hrs	2025/01/09	CUMMINGS, BRYAN		2025/01/09	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	30BH-9	
7	US-HD-202501-0003	Closed	TQ	70D-9B Travel speed adjustment	2025/01/08	CUMMINGS, BRYAN		2025/01/08	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	70D-9B	
8	US-HD-202501-0001	Closed	ZZ	Not getting email confirmation on Passw...	2025/01/04	CUMMINGS, BRYAN		2025/01/02	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F		
9	US-HD-202501-0002	Closed	TQ	45D-9F #1872 3893 hours	2025/01/04	CUMMINGS, BRYAN		2025/01/04	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	45D-9F	
10	US-HD-202412-0004	Closed	TQ	Machine Down Will not power up. Batter...	2025/01/02	CUMMINGS, BRYAN		2024/12/31	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	15BCS-9	

1. (Drop-Down)
  - a. **Updated Date** is the last date the inquiry was updated
  - b. **Written Date** is the date the inquiry was initially created
2. (Drop-Down)
  - a. **No Search Text** is the default if a search is not being generated
  - b. **Subject,Contents,HiDESK No.** is a broad range of categories that can be used to search for a question, via subject of the inquiry, contents (keywords) or the Hi-Desk inquiry number itself (case number)
  - c. **Search by Dealer Name** will give the user the ability to search by dealer name
  - d. **Model, Serial No.** will allow the user to search by a specific model or specific serial number
3. Selectable Date Range **FROM**
  - a. It is good practice to back this date up many years when searching for any inquiry or publication on the Dealer Portal
4. Selectable Date Range **TO**
  - a. Default sets to 7 days ahead

5. Category (Drop-Down) – Filter searches by inquiry type
  - a. **Technical Question** – inquiries directly related to technical support (most common)
  - b. **HiMATE/Telematics/ICT/IOT** - inquiries directly related to HiMate
  - c. **Damage in Transit** – currently not utilized
  - d. **Dealer Portal System Question** - inquiries directly related to the dealer portal (ex: login, access, permissions, etc)
6. CE/FT (Drop-Down) – Filters searches by equipment type
  - a. **All** – No filter (both categories)
  - b. **Construction Equipment** – inquiries on Construction Equipment only
  - c. **Forklift Truck** – inquiries on Forklifts only
7. Search
  - a. Initiates the search for the selected criteria
8. Excel
  - a. Downloads the current view into Excel format
9. New
  - a. Opens a new inquiry/question (most commonly used)
10. Go to Solution
  - a. Shows a list of solutions based on criteria entered (opens new window)
11. All
  - a. Shows ALL inquiries by your dealership
12. Inquired
  - a. Shows all inquiries that are currently unanswered
13. Answered
  - a. Shows all inquiries that are currently answered
14. Closed
  - a. Shows all inquiries that are currently closed (if no further inquiry is made after the inquiry was marked as answered, the system will automatically close inquiries after 15 days)
15. Hi-Desk No.
  - a. This is the automatically generated “Case Number” that is assigned when an inquiry is made – can be used for tracking to specific work orders or repairs to reference later
16. Status
  - a. Current status of inquiry (Inquired, Answered, Closed)
  - b. See above descriptions

17. Category
  - a. TQ = Technical question
  - b. HM = Hi-Mate question
  - c. ZZ = Dealer Portal system related question
18. Subject
  - a. User input subject for inquiry – any reference you would like to make to the inquiry (similar to an e-mail subject)
19. Updated Date
  - a. Indicates the last date the inquiry/case was updated/changed
20. Updated By
  - a. Indicates the last user to update the inquiry/case
21. Written Date
  - a. The date the inquiry/case was originally created/opened
22. Dealer
  - a. Indicates the dealership who opened the inquiry/case
23. Main PIC
  - a. Indicates the main person in charge for that specific dealership (HMH technical support team member)
24. CE/FT
  - a. Indicates whether the inquiry/case is for Construction or Forklift Equipment (Construction Equipment/Forklift Truck)
25. Model
  - a. Indicates the model number that is associated with the inquiry/case
26. Part No.
  - a. Indicates a related part number that is associated with the inquiry/case

# How to Generate a New Inquiry/Question

Dealer Portal

Business

Atlanta(DO) ▾

Language

English ▾

WESTEST  
Thompson Tractor Company, Inc. [0032002039]

Log out



Hi-Desk2 [PDSSE003305] [Help](#) [Quick menu](#)

[Search](#) [Excel](#) [New](#) [Go to Solution](#)

Updated Date ▾ 2024/02/10 ~ 2025/02/17 Category ▾ - select - ▾ CE/FT ▾ - select - ▾

No Search Text ▾

All (10)														Inquired (0)	Answered (3)	Closed (7)
Seq.	Hi-Desk No.	Status	Category	Subject	Updated Date	Updated By	Delay	Written Date	Dealer	Main PIC	CE/FT	Model	Part No.			
1	US-HD-202502-0002	Answered	TQ	Test For Wes	2025/02/07	PALAZZO, WESLEY		2025/02/07	0032002039 - Thompson Tracto...	PALAZZO, WESLEY	F	13BOP-7				
2	US-HD-202502-0001	Answered	ZZ	Trying to complete a new employee acc...	2025/02/04	CUMMINGS, BRYAN		2025/02/04	0032002039 - Thompson Tracto...	PALAZZO, WESLEY	F					
3	US-HD-202501-0008	Answered	TQ	50Da-9 1226 138 hours	2025/01/30	CUMMINGS, BRYAN		2025/01/30	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	50DA-9	21FV-70407			
4	US-HD-202501-0006	Closed	TQ	Test	2025/01/23	CUMMINGS, BRYAN		2025/01/22	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	130D-9				
5	US-HD-202501-0005	Closed	TQ	ROYPOW Battery not staying powered up.	2025/01/14	CUMMINGS, BRYAN		2025/01/14	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	25BC-9U				
6	US-HD-202501-0004	Closed	TQ	30BH-9 #0523 20062 hrs	2025/01/09	CUMMINGS, BRYAN		2025/01/09	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	30BH-9				
7	US-HD-202501-0003	Closed	TQ	70D-9B Travel speed adjustment	2025/01/08	CUMMINGS, BRYAN		2025/01/08	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	70D-9B				
8	US-HD-202501-0001	Closed	ZZ	Not getting email confirmation on Passw...	2025/01/04	CUMMINGS, BRYAN		2025/01/02	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F					
9	US-HD-202501-0002	Closed	TQ	45D-9F #1872 3893 hours	2025/01/04	CUMMINGS, BRYAN		2025/01/04	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	45D-9F				
10	US-HD-202412-0004	Closed	TQ	Machine Down Will not power up. Batter...	2025/01/02	CUMMINGS, BRYAN		2024/12/31	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	15BCS-9				

Click on New at the top right of the Hi-Desk 2 screen

HiDesk New [PDSSE00333] Help Quick menu

**Step 1 - Select the Category**

- select -

- select -
- Technical Question
- HiMATE/Telematics/ICT/IOT
- Damage in Transit
- Dealer Portal System Question

Text Search

No.	Document No.	Subject	Affected Models and Pa
-----	--------------	---------	------------------------

Under Step 1 – click on the drop-down menu to classify your question type

HiDesk New [PDSSE00333] Help Quick menu

**Step 1 - Select the Category** Ste

Technical Question Mo

Call to US) Atlanta Next

**Step3 - Check the related Documents**

Text Search

No.	Document No.	Subject	Affected Models and Parts
-----	--------------	---------	---------------------------

Click on the Next button

## HYUNDAI MATERIAL HANDLING – HI-DESK 2

### Step 2 - Enter the Model or Parts

Model	Parts
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Previous	Next
<input style="width: 95%;" type="text"/> <span style="float: right; background-color: #808080; color: white; padding: 5px 15px; border: 1px solid #ccc;">Search</span>	
<div style="display: flex; justify-content: space-between;"> <span>parts</span> <span></span> </div>	

Enter the affiliated model number and part numbers (part numbers not required)

### Step3 - Check the related Documents

Text Search		Search	
No.	Document No.	Subject	Affected Models and Parts
1	US-SB-202310-004	Warranty Requirements for Replacing EPR on LPG Machines	15L-7M, 15LC-7M, 18L-7M, 18LC-7M, 20L-7M, 20LC-7M, 25L-7A, 25L-9A, 25LC-7A, 25LC-9, 30L-7A, 30L-9A, 30LC-...
2	US-SB-202306-007	Requirement of HMC 2.4 Theta Engine Starter Warranty Claim Report	25L-7A, 25L-9A, 25LC-7A, 25LC-9, 30L-7A, 30L-9A, 30LC-7A, 30LC-9, 33L-7A, 33L-9A, 33LC-9, 35LN-9A
3	US-HCEA-SB-F-2656	MSP Transmission Drive-Off Shock & Inching Controllability	22/25/30/33D-9E, 25/30/33L-9A, 35LN-9A

Previous
There is No Document that I want

All affiliated bulletins or publications will be shown and may answer your question without the need of submittal of a new one

If there are numerous bulletins or publications on the model that was input, the text search feature can be used

If none of the bulletins or publications are affiliated with your inquiry, click on the There is No Document that I want button (large blue)

# HYUNDAI MATERIAL HANDLING – HI-DESK 2

**HiDESK Editor** [PDSSSE00332] Help Quick menu Back Save Delete

**HiDESK Information**

HiDESK No.	US-HD-202502-0003	Status		Category *	Technical Question
Written Dealer	0032002039	Writer Name	WESTEST	Written Date	
Person In Charge		Assigned Date		Updated Date	
Subject *	EXCESSIVE NOISE FROM DRIVE AXLE				
Description * (2000 / 400 byte)	MACHINE IS OPERATED IN A LIGHT DUTY APPLICATION AND IS PRODUCING A LOUD CLUNKING NOISE FROM THE DRIVE AXLE MAINTENANCE RECORDS ARE ATTACHED AND WAS SERVICED 115 HOURS AGO VIDEO SHOWING NOISE ATTACHED DRAINED DIFFERENTIAL AND FOUND EXCESSIVE METAL SHAVINGS REMOVED DIFFERENTIAL COVER AND FOUND LOOSE ROLL PIN IN THE BOTTOM OF THE DRIVE AXLE HOUSING PLEASE ADVISE IF THIS SHOULD BE REPAIRED OR REPLACED				
Attachment	Attach Files 1-3-2025 10-14-07 AM.png x 10-15-2024 3-18-20 PM.png x ←----- EXAMPLES SHOWN				
Reference Link					

Upon clicking “There is No Document that I want” a new window will appear (top half shown above)

Enter your subject and description of the problem that is occurring. Providing as much detail as possible is key to resolving an issue promptly. Attaching images using the Attach Files button will also help aid in prompt resolution and may avoid having to make multiple trips to the location for assistance/further requested information. All document types are accepted. We highly recommend adding as much detail as possible in the Description field.

**Machine Information**

Model *	33L-9A	S/N *	0040	<a href="#">Search My Machine</a>	
CE / FT *	Forklift Truck	Machine Status *	R) Machine Running	Operating Hour *	324
Application *	FOOD WAREHOUSE	Material *	2B) Storage Warehouse	Failure Date *	2025/02/10
Problem Type *	05) Abnormal Noise	Part Group *	PT) Power Train & Under Carriage	Delivery Date	2019/01/17

**Related Parts** [Search Parts](#)

Main Causing Parts	Part No.	Part Name	Delete

**Affective Machines** [Search My Machine](#)

Model	S/N	Operating Hour	Delivery Date	Added Date	Delete

At the bottom half of the screen, click on the Search My Machine button to add the affected machine to the inquiry/question

## HYUNDAI MATERIAL HANDLING – HI-DESK 2

### Search My Machine ✕

Model 
S/N 
Full S/N 
Search

CE / FT	Model	S/N	Delivery Date	Warranty	
F	33L-9A	0040	2019/01/17	Expired	

Enter the model number and serial number of the machine

- Last four of the serial number if the machine was produced prior to 12/31/2023
- Last five of the serial number if the machine was produced after 01/01/2024
- Full serial number if the truck is not found or not registered (sold)
- Click on the correct serial number to add it to the inquiry/question

#### Machine Information

Model *	33L-9A	S/N *	0040		<span style="background-color: #003366; color: white; padding: 2px 5px;">Search My Machine</span>
CE / FT *	Forklift Truck	Machine Status *	R) Machine Running	Operating Hour *	324
Application *	FOOD WAREHOUSE	Material *	28) Storage Warehouse	Failure Date *	2025/02/10 <span style="font-size: 0.8em;">🗑️</span>
Problem Type *	05) Abnormal Noise	Part Group *	PT) Power Train & Under Carriage	Delivery Date	2019/01/17

#### Related Parts

Main Causing Parts	Part No.	Part Name	Delete
			Delete

#### Affective Machines

Model	S/N	Operating Hour	Delivery Date	Added Date	Delete
					Delete

Populate the current machine hour meter reading (at time of failure)

Populate the machine status (running or down)

Populate the failure date

Populate the application (or customer name), material (type of application)

Populate the problem type & part group (related to the failure)

## HYUNDAI MATERIAL HANDLING – HI-DESK 2

### Machine Information

Model *	33L-9A	S/N *	0040	<a href="#">Search My Machine</a>
CE / FT *	Forklift Truck	Machine Status *	R) Machine Running	Operating Hour *
Application *	FOOD WAREHOUSE	Material *	28) Storage Warehouse	Failure Date *
Problem Type *	05) Abnormal Noise	Part Group *	PT) Power Train & Under Carriage	Delivery Date

### Related Parts

Main Causing Parts	Part No.	Part Name	Delete
○	XKCF-01163	CARRIER ASSY	Delete

### Affective Machines

Model	S/N	Operating Hour	Delivery Date	Added Date	Delete
35LN-9A	0017	543	2018/07/05	2018/03/11	Delete

Add any affiliated part numbers if available (not required)

Add any additional machines at the location that may be experiencing the same symptoms (not required)

## HYUNDAI MATERIAL HANDLING – HI-DESK 2

**HiDESK Editor** [PDSSSE00332] Help Quick menu

Back Save Delete

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**HiDESK Information**

HiDESK No.	US-HD-202502-0003	Status	Category *	Technical Question <span>▼</span>
Written Dealer	0032002039	Writer Name	WESTEST	Written Date
Person In Charge		Assigned Date		Updated Date
Subject *	EXCESSIVE NOISE FROM DRIVE AXLE			
Description * (2000 / 400 byte)	MACHINE IS OPERATED IN A LIGHT DUTY APPLICATION AND IS PRODUCING A LOUD CLUNKING NOISE FROM THE DRIVE AXLE MAINTENANCE RECORDS ARE ATTACHED AND WAS SERVICED 115 HOURS AGO VIDEO SHOWING NOISE ATTACHED DRAINED DIFFERENTIAL AND FOUND EXCESSIVE METAL SHAVINGS REMOVED DIFFERENTIAL COVER AND FOUND LOOSE ROLL PIN IN THE BOTTOM OF THE DRIVE AXLE HOUSING PLEASE ADVISE IF THIS SHOULD BE REPAIRED OR REPLACED			
Attachment	<span>Attach Files</span> <span>1-3-2025 10-14-07 AM.png</span> <span>×</span> <span>10-15-2024 3-18-20 PM.png</span> <span>×</span>			
Reference Link				

---

**Machine Information**

Model *	33L-9A	S/N *	0040	<span>Search My Machine</span>	
CE / FT *	Forklift Truck	Machine Status *	R) Machine Running <span>▼</span>	Operating Hour *	324
Application *	FOOD WAREHOUSE	Material *	28) Storage Warehouse <span>▼</span>	Failure Date *	2025/02/10 <span>📅</span>
Problem Type *	05) Abnormal Noise <span>▼</span>	Part Group *	PT) Power Train & Under Carriage <span>▼</span>	Delivery Date	2019/01/17

---

**Related Parts**

Main Causing Parts	Part No.	Part Name	<span>Search Parts</span>
			<span>Delete</span>

---

**Affective Machines**

Model	S/N	Operating Hour	Delivery Date	Added Date	<span>Search My Machine</span>
					<span>Delete</span>

Upon completion of the inquiry/question – click the Save button at the top right hand corner of the screen and confirm.

This will alert the technical support team and a reply will be given as soon as possible.

The e-mail address registered to the login information used to generate the inquiry/question will receive a confirmation that the inquiry/question was submitted successfully

<End - How to Generate a New Inquiry/Question>

## Reviewing Answered Inquiry/Question

Hi-Desk2 [PDSSE003305] Help Quick menu Search Excel New Go to Solution

Updated Date: 2024/02/10 ~ 2025/02/17 Category: - select - CE/FT: - select -

No Search Text

All (11) Inquired (0) Answered (4) Closed (7)

Seq.	Hi-Desk No.	Status	Category	Subject	Updated Date	Updated By	Delay	Written Date	Dealer	Main PIC	CE/FT	Model	Part No.
1	<a href="#">US-HD-202502-0003</a>	Answered	TQ	EXCESSIVE NOISE FROM DRIVE AXLE	2025/02/11	PALAZZO, WESLEY		2025/02/11	0032002039 - Thompson Tracto...	PALAZZO, WESLEY	F	33L-9A	
2	<a href="#">US-HD-202502-0002</a>	Answered	TQ	Test For Wes	2025/02/07	PALAZZO, WESLEY		2025/02/07	0032002039 - Thompson Tracto...	PALAZZO, WESLEY	F	13BOP-7	
3	<a href="#">US-HD-202502-0001</a>	Answered	ZZ	Trying to complete a new employee acc...	2025/02/04	CUMMINGS, BRYAN		2025/02/04	0032002039 - Thompson Tracto...	PALAZZO, WESLEY	F		
4	<a href="#">US-HD-202501-0008</a>	Answered	TQ	50Da-9 1226 138 hours	2025/01/30	CUMMINGS, BRYAN		2025/01/30	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	50DA-9	21FV-70407
5	<a href="#">US-HD-202501-0006</a>	Closed	TQ	Test	2025/01/23	CUMMINGS, BRYAN		2025/01/22	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	130D-9	
6	<a href="#">US-HD-202501-0005</a>	Closed	TQ	ROYPOW Battery not staying powered up.	2025/01/14	CUMMINGS, BRYAN		2025/01/14	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	25BC-9U	
7	<a href="#">US-HD-202501-0004</a>	Closed	TQ	30BH-9 #0523 20062 hrs	2025/01/09	CUMMINGS, BRYAN		2025/01/09	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	30BH-9	
8	<a href="#">US-HD-202501-0003</a>	Closed	TQ	70D-9B Travel speed adjustment	2025/01/08	CUMMINGS, BRYAN		2025/01/08	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	70D-9B	
9	<a href="#">US-HD-202501-0001</a>	Closed	ZZ	Not getting email confirmation on Passw...	2025/01/04	CUMMINGS, BRYAN		2025/01/02	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F		
10	<a href="#">US-HD-202501-0002</a>	Closed	TQ	45D-9F #1872 3893 hours	2025/01/04	CUMMINGS, BRYAN		2025/01/04	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	45D-9F	
11	<a href="#">US-HD-202412-0004</a>	Closed	TQ	Machine Down Will not power up. Batter...	2025/01/02	CUMMINGS, BRYAN		2024/12/31	0032002039 - Thompson Tracto...	CUMMINGS, BRYAN	F	15BCS-9	

When your inquiry/question is responded to by technical support, the email address registered to the login information used to generate the inquiry/question will receive notification of the update.

To view the update, return to Hi-Desk via the Dealer Portal and locate your inquiry/question – click on the Hi-Desk No. assigned to access it

## HYUNDAI MATERIAL HANDLING – HI-DESK 2

### Threads

	<div style="background-color: yellow; height: 40px;"></div>	Inquiry <input type="text" value="Inquiry"/>
Attachment	<a href="#">Attach Files</a>	<input checked="" type="checkbox"/> Notice E-mail
Reference Link		
PALAZZO, WESLEY (2025/02/11)	Please attach additional images showing metal shavings and oil condition. Replace the differential assembly. Attach warranty pre-authorization to this claim.	<a href="#">Answer</a>
Reference Link		

### Affective Machines

Model	S/N	Operating Hour	Delivery Date	Added Date
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The reply to your inquiry/question will be at the bottom of the opened page – in green font.

To reply, enter in further information and attach files if necessary.

Leave the field above the same button as Inquiry if a reply is being made.

If a resolution has been met and you wish to close the case yourself, change the Inquiry to Close by Writer.

Otherwise, the technical support team will reply accordingly.

# HYUNDAI MATERIAL HANDLING – HI-DESK 2

HiDESK Detail [PDSSE00331] Help Quick menu

Claim
Copy
Back
Excel
Edit

### HiDESK Information

HiDESK No.	US-HD-202502-0003	Status	■ Answered	Category	Technical Question
Written Dealer	0032002039 - Thompson Tractor Company, Inc.	Writer Name	WESTEST	Written Date	2025/02/11
Person In Charge	<a href="#">PALAZZO, WESLEY</a>	Assigned Date	2025/02/11	Updated Date	2025/02/11
Subject	EXCESSIVE NOISE FROM DRIVE AXLE				
Description (2000 / 405 byte)	MACHINE IS OPERATED IN A LIGHT DUTY APPLICATION AND IS PRODUCING A LOUD CLUNKING NOISE FROM THE DRIVE AXLE MAINTENANCE RECORDS ARE ATTACHED AND WAS SERVICED 115 HOURS AGO VIDEO SHOWING NOISE ATTACHED DRAINED DIFFERENTIAL AND FOUND EXCESSIVE METAL SHAVINGS REMOVED DIFFERENTIAL COVER AND FOUND LOOSE ROLL PIN IN THE BOTTOM OF THE DRIVE AXLE HOUSING PLEASE ADVISE IF THIS SHOULD BE REPAIRED OR REPLACED				
Attachment (Download ZIP)					
Reference Link					

### Machine Information

Model	33L-9A	S/N	0040		<span style="border: 2px solid red; padding: 2px;">Claim History</span>
CE / FT	Forklift Truck	Machine Status	Machine Running	Operating Hour	324
Application	FOOD WAREHOUSE	Material	Storage Warehouse	Failure Date	2025/02/10
Problem Type	Abnormal Noise	Part Group	Power Train & Under Carriage	Delivery Date	2019/01/17

### Related Parts

Main Causing Part	Part No.	Part Name	

**\*\*Note**  
 When accessing a created inquiry/question, you will be able to view any previous warranty claim history via the Claim History button  
 If a resolution was made and you wish to file a warranty claim for the repairs, click on the Claim button at the top right of the screen.  
 This will automatically populate a large portion of the warranty claim for you to submit.

<End - Reviewing Answered Inquiry/Question>