

Instruction Sheet

Ref No. (SAR or ST)	
Location	
Warranty Type: Tire, Track or Wheel (Enter one)	
Dealer Name	
Address	
End User Name	
Address	

Product Information:	
Product Part No.	See STI invoice for a part number & description.
Product Full Description	See STI invoice for a part number & description.
Serial Number (10 digit number)	If it cannot be found, please explain the situation.
Failure Code (see FC tab)	Feel free to enter failure details if a suitable code cannot be found.
Wear Rate	
Adjust % (= 100 - Wear Rate)	Wear Rate + Adjust % must be equal to 100%.

Equipment Information:	
Vehicle Brand	Name of manufacturer, for example, Toyota.
Vehicle Model	Manufacturer code, for example, H50.
Mounting Date (Track only)	
Demounting Date (Track only)	
Aver. Load	Normal load taken, not max load.
Aver. Speed	Normal speed in operation, not max speed.
Hours/Year	Normal trucks working on yearly base.
Floor Condition (see Floor Condition tab)	
Wheel Position (see Wheel Position tab)	
Operation Hours	Hours in operation after which failure occurred.

Other Comments	
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Please note: A claim cannot be submitted to TWECO will out complete "Product Information" section.

Failure Codes

Code	Description	Product
A01	GENERAL MOUNTING DIFFICULTIES	Track
E01	IMPACT CRACK OR DAMAGE	Track
E02	CHUNKING	Track
E03	LUG CRACKING OR BREAKING OUT	Track
E06	ABNORMAL FAST WEAR	Track
E07	PEELING OFF IN SHEETS	Track
E09	SOFT OR DISCOLOURED SPOT	Track
E10	FLASH CRACKING	Track
G01	DESTROYED ON SISA DECISION	Track
A	MOUNTING FAILURES/DIFFICULTIES	Track
B	GENERAL COSMETIC COMPLAINTS	Track
E	TREAD RELATED FAILURES	Track
G	ON COMMERCIAL BASE ONLY	Track
H	OTHER	Track
A11	LINKS	Track
A12	METALPIECE	Track
A13	GUIDING	Track
A14	WIDTH	Track
E13	WHEATHERING CRACKS	Track
K01	INSIDE RUBBER DAMAGE	Track
K02	CRACKS BETWEEN METALPIECES	Track
L01	METALPIECE WEARING	Track
L02	METALPIECE BREAKING	Track
L03	METALPIECE BREAKING OUT	Track
L04	STEELCORD COMING OUT	Track
L05	STEELCORD IMPACT CRACK	Track
L06	STEELCORD BREAKING	Track
L07	STEELCORD MISALIGNED	Track
L	MP/STEELCORD RELATED PROBLEMS	Track
M01	BONDING FAILURE JOINT	Track
M	JOINT RELATED PROBLEMS	Track
A15	DETRACKING	Track
M02	RUBBER DELAMINATION JOINT AREA	Track
H01	VIBRATION	Track
E14	BONDING FAIL. RUBBER-STEELCORD	Track
N	NOT SUITING TRACK FOR MACHINE	Track
L08	METAL PIECE BENDED	Track
M10	FINGERS OTT SNAPPED OFF	Track
C11	WEAR INSIDE GUIDING WINGS OTT	Track
B	GENERAL COSMETIC COMPLAINTS	Tire
C	HEEL AND BASE FAILURES	Tire
D	MIDDLE LAYER LOCATED PROBLEMS	Tire
E	TREAD RELATED FAILURES	Tire
G	ON COMMERCIAL BASE ONLY	Tire
H	OTHER	Tire
C10	BROKEN OR WORN OUT NOSE	Tire
D10	TYRECORD COMING OUT	Tire
D11	AIRLEAKAGE	Tire
D12	THERMAL EXPLOSION MIDDLE	Tire

Failure Codes

Code	Description	Product
E12	THERMAL EXPLOSION TREAD	Tire
H01	SMELLING	Tire
E13	FLAKEY TREAD	Tire
D13	UNDERCURE	Tire
H02	DESIGN FAILURE	Tire
C11	DELAMINATION IN HEEL	Tire
E14	TREAD DELAMINATION	Tire
H10	WEATHER CHECKING	Tire
A01	GENERAL MOUNTING DIFFICULTIES	Tire
A02	MOUNTING ADVANCEBAND DIFFICULT	Tire
A03	STEELBANDSIZE TOO BIG	Tire
A04	STEELBANDSIZE TOO SMALL	Tire
A05	STEELBAND OVAL	Tire
A06	BROKEN WELD OF STB OR BEADS	Tire
C01	SPINNING ON RIMS	Tire
C02	BONDING TO STEEL FAILURE	Tire
C03	INNER RUBBER MELTING	Tire
C04	BEADS BRAKING OUT	Tire
C05	EXC.WEAR OF BASE AB. RIM HOOKS	Tire
C06	RADIAL CRACKS STARTING IN BASE	Tire
C07	BROKEN HEEL	Tire
C08	BONDING FAIL.BASE MIDDLE LAYER	Tire
C09	BONDING FAILURE SHAFER TO BASE	Tire
D01	CIRCOMFERENTIAL CRACK	Tire
D02	SIDEWALL DAMAGE	Tire
D03	BROKEN MIDDLE LAYER	Tire
D04	RADIAL CRACKS	Tire
D05	PERMANENT DEFORMATION	Tire
D06	BONDING FAILURE MIDDLE LAYER	Tire
D07	AIR BUBBLE AT INSIDE CASINGS	Tire
D08	LAYERS OF CASING APART	Tire
D09	LAMINATION IN CENTRE (PRECURE)	Tire
E01	IMPACT CRACK OR DAMAGE	Tire
E02	CHUNKING	Tire
E03	LUG CRACKING OR BREAKING OUT	Tire
E04	UNEVEN WORN LUGS	Tire
E05	TAPERED WEAR	Tire
E06	ABNORMAL FAST WEAR	Tire
E07	PEELING OFF IN SHEETS	Tire
E08	OUT OFF ROUND	Tire
E09	SOFT OR DISCOLOURED SPOT	Tire
E10	FLASH CRACKING	Tire
E11	RADIAL CRACKS	Tire
H08	BEAD LEAKS	Tire
H09	VIBRATIONS	Tire
B	GENERAL COSMETIC COMPLAINTS	Wheel
G	ON COMMERCIAL BASE ONLY	Wheel
H	VALVE SLOTS DO NOT MATCH	Wheel
D11	AIRLEAKAGE	Wheel

Failure Codes

Code	Description	Product
I	MEASUREMENTS	Wheel
J	PACKING FAILURES	Wheel
A07	PONHUB/RIM/SW SEAT.DIAM TOOBIG	Wheel
A08	PONHUB/RIM/SW SEAT.DIAMTOOSMAL	Wheel
A10	TYRE WRONGLY MOUNTED ON WHEEL	Wheel
B01	PAINT (COLOUR,GLOSS,...)	Wheel
B03	WELD OF RIM/WHEEL/NAVEPLATE	Wheel
B04	DEBURRING (SHARP EDGES)	Wheel
B05	STAMPED MARKING	Wheel
B06	COUNTERSINKS(MARKINGS, ...)	Wheel
A01	GENERAL MOUNTING DIFFICULTIES	Wheel
A02	MOUNT.DIF.ADVBAND/LOCKR/SIDERI	Wheel
A03	STEELBANDSIZE TOO BIG	Wheel
A04	STEELBANDSIZE TOO SMALL	Wheel
A05	STEELBAND/RIM/SPLITWHEEL OVAL	Wheel
A06	BROKEN WELD OF STB OR BEADS	Wheel
A09	SW:WELDED BOLTS NOT ALIGNED	Wheel
B02	PAINT PEELING OFF	Wheel
C01	SPINNING ON RIMS	Wheel
E01	IMPACT CRACK OR DAMAGE	Wheel
A00	MOUNTING FAILURES/DIFFICULTIES	Wheel
B07	STEELPLATE ASPECT	Wheel
I01	OFFSET	Wheel
I02	RIM WIDTH	Wheel
I03	RIM DIAMETER	Wheel
I04	PILOT DIAMETER	Wheel
I05	NAVE THICKNESS	Wheel
I06	HOLE PCD	Wheel
I07	HOLE DIAMETER	Wheel
I08	COUNTERSINK DIAMETER	Wheel
I09	SKIMMING DIAMETER	Wheel
I10	TYPE OF CHAMFER(CONICAL,SHPERI	Wheel
I11	PAINT THICKNESS	Wheel
I12	OVALITY	Wheel
I13	DISTANCE FROM HOLE TO HOLE	Wheel
I14	ECCENTRICITY OF HOLES TO PILOT	Wheel
J01	PALLET	Wheel
J02	MARKING(CUSTOMER,SOL CODE,QUAN	Wheel
J03	WHEELS DAMAGED DURING TRANSPOR	Wheel
H01	RIM FAILURE	Wheel
I15	ECCENTRICITY PILOT-PCD TO RIM	Wheel

Floor Condition

Code	Description
CH	floor with chemical products
GR	floor with gravel or stones
ME	floor with metal pieces or chips
MI	mine application
NM	normal concrete or asphalt
OI	floor covered with oil
RO	rough and aggressive concrete
SC	scrap yard
SM	smooth, polished or coated floor
SO	soft not hardened floor
WE	always wet conditions

Wheel Position Chart

