

## Suwandi Susmoro

---

**From:** Aswin Hendarko  
**Sent:** 13 December 2019 12:19  
**To:** Puguh Hariyansyah  
**Cc:** Gusnawan Adi Putra; Sigit Dwitanto; Hananto Bentar; Dodiek Y Kurniawan; Mahyudi; Suyono Ikram; Amir Basyir; Jufri Sibarani; Sumardi; Suwandi Susmoro; Adi Prasetyo; Peter Jones  
**Subject:** FW: G3520C PHKT issue related un-expected shutdown

Mas Puguh,

Confirmed 19 Des teams HO akan support plan internal meeting TU BPN

Kami available di 20 Des juga untuk support cust. meeting ( namun kami sarankan pengaturan tsb akan lebih pas melihat perkembangan hasil pembahasan meeting di 19 Des )

Silahkan dilakukan pengaturan senior master tech gas engine BPN , dan Tarakan serta SBY utk memperkuat hands on di rig via serv. dept BPN

Terdapat tambahan pengaturan phone conference dg CAT pusat Lavayett USA di kamis pagi waktu 7.00 AM waktu BPN ( please coordinate more to Peter Jones's Arrangement )

Utk report, saya review kalau penyajian nya seperti draft tsb akan berpotensi kesulitan di terima customer,

Saran saya adalah gunakan pola laporan standard serv. Dept

1. FAR ( template CAT ) by fact finding approach
2. Customer report ( template corp com ) by after/before approach
3. Troubleshooting report ( service report ) std SiM's approach

See you on the table around in BPN

Best Regards

Engine Technical Support Manager

Head Office

PT Trakindo Utama

TMT 1 BUILDING, 11<sup>th</sup> Floor

Jalan Cilandak KKO No.1, Jakarta 12560, Indonesia

Tel. +62 21 782 2373, 299 766 20 • Mobile: +62 812 1009856