

## Ridwan Undru

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**From:** Sumardi  
**Sent:** Monday, 11 September 2023 12:25  
**To:** Sam Cheong; Rozy Andrianto; Ridwan Undru  
**Cc:** Felice Stocco; Kusuma Brata  
**Subject:** RE: CAT Hammer Service Training, Oct 2023

Hi Pak Sam,  
Noted

Pak Ridwan please enrol the candidate to this course

Terima kasih  
Best Regards,

**Sumardi**  
Learning & Development

### **PT Trakindo Utama Training Center**

Jl. Raya Narogong KM. 19 Cileungsi, Bogor 16820, Indonesia  
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**From:** Sam Cheong <Cheong\_Sam@cat.com>  
**Sent:** Monday, September 11, 2023 12:20 PM  
**To:** Rozy Andrianto <randrianto@trakindo.co.id>; Sumardi <sumardi@trakindo.co.id>  
**Cc:** Felice Stocco <Stocco\_Felice@cat.com>; Kusuma Brata <kusuma.brata@trakindo.co.id>  
**Subject:** RE: CAT Hammer Service Training, Oct 2023

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Thanks Pak Rozy for your support.

Pak Sumardi, let me know if you have any question on the enrolment else  
Please send me an screenshot upon enrolment completion.  
Thank you.

BRegards,  
Sam Cheong  
GCI Work tools Consultant - South East Asia  
Global Construction & Infrastructure  
office: +65 6828 7195 | mobile: +65 9647 1124 | fax: +656828 7294  
email: [cheong\\_sam@cat.com](mailto:cheong_sam@cat.com)  
**CAT-on-CAT**

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Caterpillar: Confidential Green

**From:** Rozy Andrianto <[randrianto@trakindo.co.id](mailto:randrianto@trakindo.co.id)>  
**Sent:** Monday, 11 September 2023 1:10 PM  
**To:** Sam Cheong <[Cheong\\_Sam@cat.com](mailto:Cheong_Sam@cat.com)>; Sumardi Sumardi <[sumardi@trakindo.co.id](mailto:sumardi@trakindo.co.id)>  
**Cc:** Felice Stocco <[Stocco\\_Felice@cat.com](mailto:Stocco_Felice@cat.com)>; Kusuma Brata <[kusuma.brata@trakindo.co.id](mailto:kusuma.brata@trakindo.co.id)>  
**Subject:** Re: CAT Hammer Service Training, Oct 2023

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Sam,  
I confirmed 1 slot for Trakindo,

Pak Sumardi,  
Please right away enroll your 1 TC for this as Train the Traineer

Best Regards,

Rozy Andrianto  
**Division Head - Cons & Forag  
Marketing and Sales**

**PT Trakindo Utama**  
TMT 1 BUILDING, 15<sup>th</sup> Floor  
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On 11 Sep 2023, at 11.35, Sam Cheong <[Cheong\\_Sam@cat.com](mailto:Cheong_Sam@cat.com)> wrote:

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Pak Rozy,

Please advise status of enrolment and if Trakindo need one more slot.

As the training session is in next month ( Oct 16 – 20 ); we will need to confirm the slots this week. This service training is critical for service trainers to acquire and train respective branch technician / mechanics to improve service level to hammer customers. This provides a great confidence to customers purchasing CAT hammers from Trakindo.

Please help to follow up or I can work with the respective Trakindo training team that you refer.

Thank you for your support.

BRegards,  
Sam Cheong  
GCI Work tools Consultant - South East Asia  
Global Construction & Infrastructure  
office: +65 6828 7195 | mobile: +65 9647 1124 | fax: +656828 7294  
email: [cheong\\_sam@cat.com](mailto:cheong_sam@cat.com)  
**CAT-on-CAT**

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**From:** Sam Cheong  
**Sent:** Thursday, 7 September 2023 10:23 AM  
**To:** Felice Stocco <[Stocco\\_Felice@cat.com](mailto:Stocco_Felice@cat.com)>; Rozy Andrianto <[J210ROA@caterpillar.onmicrosoft.com](mailto:J210ROA@caterpillar.onmicrosoft.com)>  
**Cc:** Kusuma Brata  
**Subject:** RE: CAT Hammer Service Training, Oct 2023

**Dear Pak Rozy,**

Please see below course details with updated course date and DPC link for dealer enrolment.

The training is meant for Train-the-trainer format thus it's targeted for dealer service trainers. Thereafter, dealer will conduct their own service training to respective branch technician and technical communicator ( recommended within a month after this training ).

For Trakindo, please enrol **ONE** service trainer whom able to re-conduct this training when he/she is back to Trakindo to respective branch technician / technical communicator / mechanics and provide advice on hammer

troubleshooting and service matters. **Please let us know if Trakindo wish to enrol more than one service trainer - will review subjected to availability.**

**Please review and advise your appropriate action this week. Thank you.**

**Course Name:** [Hydraulic Hammer Troubleshooting](#)

**Session Unique ID:** B7Y9N6V

**Date:** [October 16 – 20, 2023](#)

**Location:** Sime Darby Malaysia

**Instructor:** Mochammad Ishak Al Bashori

[https://catdpc.docebosaa.com/learn/course/4921/hydraulic-hammer-troubleshooting?generated\\_by=135418&hash=ac354ff0c68ab1e17c5c48b41b6a266b26031cb8](https://catdpc.docebosaa.com/learn/course/4921/hydraulic-hammer-troubleshooting?generated_by=135418&hash=ac354ff0c68ab1e17c5c48b41b6a266b26031cb8)



## Hydraulic Hammer Troubleshooting

This course is intended for dealer service training instructors, field service personnel, technical communicators and shop

SESSIONS	ENROLLMENTS	SESSION STATISTICS	REPORTS	LEARNING PLANS	
<input type="checkbox"/>	CODE	NAME	SESSION UNIQUE ID	START DATE	EN
<input type="checkbox"/>	BZVXOOV	[GDL - Dubai LC] Hydraulic H...	BZVXOOV	02/20/2023 08:30 am	02/
<input type="checkbox"/>	B50W2Z5	[GDL - Dubai LC] Hydraulic H...	B50W2Z5	04/3/2023 05:00 pm	04/
<input type="checkbox"/>	B15ZK05	[GDL - Dubai LC] Hydraulic H...	B15ZK05	04/10/2023 05:00 pm	04/
<input type="checkbox"/>	BVR0M07	Hydraulic Hammer Troubles...	BVR0M07	06/19/2023 06:00 pm	06/
<input type="checkbox"/>	B56WN85	Hydraulic Hammer Troubles...	B56WN85	06/26/2023 06:00 pm	06/
<input type="checkbox"/>	B5L1ZD5	[GDL - Dubai LC] Hydraulic H...	B5L1ZD5	07/3/2023 08:30 am	07/
<input type="checkbox"/>	BVX0YY7	Hydraulic Hammer Troubles...	BVX0YY7	08/7/2023 06:00 pm	08/
<input type="checkbox"/>	B7Y9N6V	[GDL - Dubai LC] Hydraulic H...	B7Y9N6V	10/16/2023 04:30 am	10/

Let us know if you need any clarification – Thank you.

BRegards,

Sam Cheong

GCI Work tools Consultant - South East Asia

Global Construction & Infrastructure

office: +65 6828 7195 | mobile: +65 9647 1124 | fax: +656828 7294

email: [cheong\\_sam@cat.com](mailto:cheong_sam@cat.com)

**CAT-on-CAT**

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**From:** Felice Stocco <[Stocco\\_Felice@cat.com](mailto:Stocco_Felice@cat.com)>  
**Sent:** Wednesday, 6 September 2023 7:12 AM  
**To:** Rozy Andrianto <[randrianto@trakindo.co.id](mailto:randrianto@trakindo.co.id)>  
**Cc:** Sam Cheong <[Cheong\\_Sam@cat.com](mailto:Cheong_Sam@cat.com)>; Kusuma Brata <[kusuma.brata@trakindo.co.id](mailto:kusuma.brata@trakindo.co.id)>  
**Subject:** Re: CAT Hammer Service Training, Oct 2023

Hi Pak Rozy, the hammer course is comprehensive and therefore ensures complete and comprehensive set up and trouble shooting that EXD have awarded our GDL team the responsibility to ensure our dealers are best prepared

Suggestion could be to use P4P funding to get your best techs there or use this to reward one or two of your upcoming techs who'll have responsibilities to ensure the rest of Trakindo are at the same level upon their return

Felice  
+61408196716

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**From:** Rozy Andrianto <[randrianto@trakindo.co.id](mailto:randrianto@trakindo.co.id)>  
**Sent:** Tuesday, September 5, 2023 7:50:31 PM  
**To:** Felice Stocco <[Stocco\\_Felice@cat.com](mailto:Stocco_Felice@cat.com)>  
**Cc:** Sam Cheong <[Cheong\\_Sam@cat.com](mailto:Cheong_Sam@cat.com)>; Kusuma Brata <[kusuma.brata@trakindo.co.id](mailto:kusuma.brata@trakindo.co.id)>  
**Subject:** Re: CAT Hammer Service Training, Oct 2023

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Let me discussed internally and revert.

At glance it is very comprehensive training, 5 days for only hammer?

And the course fee is expensive, any support from CAT GCI re this?

Best Regards,

Rozy Andrianto  
**Division Head - Cons & Forag**  
**Marketing and Sales**

**PT Trakindo Utama**  
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On 5 Sep 2023, at 16.29, Felice Stocco <[Stocco\\_Felice@cat.com](mailto:Stocco_Felice@cat.com)> wrote:

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Pak Rozy, please try get at least 1-2 participants to this very important hammer training

As you know we're heading into a new exciting phase of hammer supply so it's critical we have the best technicians at this event but also be able to bring this level of expertise to the rest of the Takindo technicians

Regards,

Felice Stocco  
GCI Asia Pacific Industry Manager  
Caterpillar Global Construction & Infrastructure  
Tel: +613 9953 9281 Mob: +61 408 196716  
<http://www.gci.cat.com> - *Count on Us*

Caterpillar: Confidential Green

**From:** Sam Cheong <[Cheong\\_Sam@cat.com](mailto:Cheong_Sam@cat.com)>  
**Sent:** Tuesday, 5 September 2023 3:24 PM  
**To:** Rozy Andrianto <[randrianto@trakindo.co.id](mailto:randrianto@trakindo.co.id)>; Kusuma Brata <[kusuma.brata@trakindo.co.id](mailto:kusuma.brata@trakindo.co.id)>  
**Cc:** Felice Stocco <[Stocco\\_Felice@cat.com](mailto:Stocco_Felice@cat.com)>  
**Subject:** CAT Hammer Service Training, Oct 2023

Dear Pak Rozy,

Caterpillar Global Dealer Learning Team will be conducting a hammer service training for SE Asia dealers in Malaysia. This is the first face-to-face practical training after Covid for dealers to enrol. This kind of training will not happen frequently (probably once in 3-4 years) thus please take this opportunity to beef up dealer's service team hammer trouble shooting knowledge to service your customers more efficiently.

The training is meant for Train-the-trainer format thus it's targeted for dealer service trainers as first priority. Thereafter, dealer will conduct their own service training to respective branch technician and technical communicator ( recommended within a month after the training ).

Please review and communicate with respective training dept to provide at least 1 service trainer name (max 2 – subjected to availability) to participate in this training.

1. Course Title : Hydraulic Hammer Troubleshooting
2. Course Duration : 5 days ( 2H Oct 2023 – to be confirmed shortly )

3. Class Size : 10 pax max
4. Venue : SDI Academy, Puchong, Kuala Lumpur, Malaysia
5. Participants : SE Asia dealers ( max 2 pax per dealer subjected to availability - Focus on Service Trainers – for train-the-trainer format).
6. Course Fee : US\$2,300 per participant

### Course Description :

This course is intended for dealer service training instructors, technical communicators, field service, and shop service technicians who work on Caterpillar hydraulic hammers. This course is designed to prepare the participants to locate, identify, and explain the functions of components of the hydraulic hammer and auxiliary hydraulic circuit. Hammer selection, preventive maintenance, system testing, and adjusting will be discussed throughout the training. The participants will also be given the task of troubleshooting several problems with the hydraulic hammer installed on the excavator. 1 Day for System Operation & Selection, 2 days for PM & Testing Adjusting, 2 Days Troubleshooting. Training material is specially configured to cover all type of hammer and focus to cover GC series hammer on GX/GC/NGH machines.

Upon completing the course, participants will be able to:

- Identify components and explain the system operation of the excavator auxiliary hydraulic circuit
- Perform hammer pre-delivery inspection
- Perform Hydraulic Hammer Selection
- Perform Hydraulic Hammer Preventive Maintenance
- Identify and describe work tool parameters
- Perform work tool parameter setting from the machine monitor
- Perform work tool parameter setting from the electronic technician (ET)
- Perform input and output component calibration
- Perform auxiliary circuit pressure and flow setting
- Perform troubleshooting on the hydraulic hammer common problem

Let me know if you have any questions.

Thank you.

BRegards,  
Sam Cheong  
GCI Work tools Consultant - South East Asia  
Global Construction & Infrastructure  
office: +65 6828 7195 | mobile: +65 9647 1124 | fax: +656828 7294  
email: [cheong\\_sam@cat.com](mailto:cheong_sam@cat.com)  
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