|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | ***Checklist for******Warranty processing* \*** |
| STEYR Distributor: | **Claim Number:** | **Engine Hours at Fault:** | **General Mandatory Information***[ ]* Warranty Reg. Card[ ]  Service Proof[ ]  Commissioning Date[ ]  Claim Number [ ]  Engine Hours[ ]  Engine Number[ ]  Engine Model[ ]  Date of Del. to Customer[ ]  Use[ ]  Date of Damage[ ]  Date of Repair |
|  |  |  |
| **Engine Number:** | Engine Model: | **Date of Delivery to Customer:** |
|  |  |  |
| **USE (Pleasure or Commercial):** | **Date of Damage:** | **Date of Repair:** |
|  |  |  |
| **Hours Since Service:** | **Date of Last Service:** | **Drive Type:** |
|  |  |  |
| **Software Version:** | **Duty Rating** | **Date of First Operation:** |
| **Mentioned in the ECU Report** | [ ]  **PL**  [ ]  **HO [ ]  INT [ ]  MCD** |  |
| Description of Fault:  | Detailed description of the failure including a **picture**.Describe exactly what happened including history.What is the cause of the damage?Which parts are damaged?What must be repaired? Detailed description of the required labour. | **General Requested Information**[ ]  ECU Report[ ]  Log-file before repair[ ]  Log-file after repair[ ]  Pictures 🡪 (Installation, faulty part)[ ]  Fault causing description[ ]  Usage acc. to Duty Rating[ ]  Service code[ ]  BLimDiag |
| **Replaced Parts:** | **STEYR Part No.:** | **Price:** | **Part required to return** |
|       |       |       | [ ]  |
|       |       |       | [ ]  |
|       |       |       | [ ]  |
|       |       |       | [ ]  |
|       |       |       | [ ]  |
|       |       |       | [ ]  |
|       |       |       | [ ]  |
|       |       |       | [ ]  |
|       |       |       | [ ]  |
|       |       |       | [ ]  |
|       |       |       | [ ]  |
| SPARE PART TOTAL: |  |  |
| Hours of Labour:  |       | € / hour: |       | LABOUR TOTAL: |  |  |
| Hours of Travel:  |       | € / hour: |       | TRAVEL TOTAL: |  | [ ]  €/hr (max.4 hrs) |
| Travel km (max. 300km / 140mi):  |       | € / km: |       | TRAVEL TOTAL: |  | [ ]  €/km (max.300km/140mi) |
| Repaired by:       | **Amount (€) Total:** |  | [ ]   |
| **STEYR-MOTORS PARTNER** | **STEYR-MOTORS SERVICE DEPARTMENT** |
| The executing operator/company confirms herewith the proper operation as tested after repair. | **[ ]  approved**  | **[ ]  partly approved** | **[ ]  refused** |
| **Date:** | **Date:**  |
| **Name / Signature:** | **Name / Signature:**  |

The open fields in the form are required. In case of missing information, STEYR MOTORS reserves the right to refuse warranty claims. The grey column is an internal checklist for warranty processing.

**Check Matrix for Report Requirements**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **ECU Report** | **LOG-File (before / after)** | **Pictures / Videos** | **Blow By Measurement** | **Exhaust****Back Pressure** | **Detailed Report / Fault Description** |
| **General** (always requested) | X |  | X |  |  | X |
| Turbo Charger Fault | X | X | X |  | X | X |
| Engine Major Component Fault | X | X | X | X | X | X |
| Fuel Pump Fault |  | According to measurement sheet SMB No. AS022\_Measurement\_Sheet\_Fuel\_Pump | X |
| Unit Injector Fault | X | According to measurement sheet SMB No. AS024\_Unit Injector Investigation Form | X |
| Starter Motor Fault | According to measurement sheet SMB No. AS023\_Measurement\_Sheet\_Starter\_Motor | X |
| Alternator Fault | According to Measurement sheet SMB No. AS021\_Measurement\_Sheet\_Alternator | X |
| Sensors / Actors Fault | X | X | According to Trouble Shooting Sensors SMB No. Z011852-0 | X |
| Hybrid Faults | X | According to Hybrid Trouble Check Chart SMB NO. Z011851-0 | X |

Measurement Sheets and Trouble Shooting Manual published on the SMB Web Page

Please forward the completed claim form including required documents as detailed in table above to:

WARRANTY@steyr-motors.com

Based on actual SMB limited warranty conditions for end user and terms of sales and delivery for our trade partners as published on STEYR MOTORS Webpage resp. for registered SMB Service Partner via Extranet.