*Below mentioned fields must be checked,* ***completely*** *filled out, and ticked off from the executing company.*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Assigned Service Partner | | | **Claim Number:** | | | Engine operation Hours: | | | |
|  | | |  | | |  | | | |
| **DPM Serial Number:** | | | Engine Serial Number | | | Date of first operation: | | | |
| **DPM1648A** | | | **645** | | |  | | | |
| **Date of Damage:** | | | **Date of Repair:** | | | Hours since PM Service: | | | |
|  | | |  | | |  | | | |
| **Date of last PM Service:** | | |  | | | | | | |
|  | | |
| General Requested Information | | | | | | | | | |
| ECU Report | Log-file while Occurrence | | | Log-file after Repair | | | Pictures / Videos Uploaded | |
| Description of Fault: | | | | | | | Detailed description of the failure scope including a picture  Describe exactly what happened (history)  What is the reason of the damage?  Which parts are damaged?  What must be repaired (description of labour)? | |
| **Replaced Parts:** | | | | | | | | | |
| Steyr Motors Part Number | | Part Name | | | | | | Price | |
|  | |  | | | | | |  | |
|  | |  | | | | | |  | |
|  | |  | | | | | |  | |
|  | |  | | | | | |  | |
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|  | |  | | | | | |  | |
|  | |  | | | | | |  | |
|  | |  | | | | | |  | |
| Repaired by: | | | | | Total | | |  | |
| STEYR PARTNER DATE & SIGNATURE:      The executing operator/Company confirms herewith the proper operation as tested after repair. | | | | | STEYR-MOTORS SERVICE DEPARTMENT (internal)  DATE & SIGNATURE:     |  |  |  | | --- | --- | --- | | approved | partly approved | refused | | | | | |

In case of missing information, STEYR MOTORS reserves the right to refuse warranty claims.

Please send the completed claim to the following E-Mail address: [warranty@steyr-motors.com](mailto:warranty@steyr-motors.com)

Please upload large picture or video files to: <https://sftp.steyr-motors.com/u/d/52867534e4c6448eb270/>

*Check Matrix for the required Reports & Information to submit back to STEYR MOTORS*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **ECU Report** | **LOG-File**  **(if possible, before / after damage)** | **Pictures / Videos** | **Blow By** | **Detailed Report / Fault Description** |
| General  (always requested) | X | X | X |  | X |
| Turbo Charger Fault | X | X | X |  | X |
| Engine Major Component Fault |  | X | X | X | X |
| Fuel Pump Fault |  | According to Measurement sheet SMO No. AS022\_Measurement\_Sheet\_Fuel\_Pump | | | X |
| Unit Injector Fault | X | According to Measurement sheet SMO No. AS024\_Unit Injector Investigation form | | | X |
| Starter Motor Fault | According to Measurement sheet SMO No. AS023\_Measurement\_Sheet\_Starter\_Motor | | | | X |
| Alternator Fault | According to Measurement sheet SMO No. AS021\_Measurement\_Sheet\_Alternator | | | | X |
| Sensors/ Actors Fault | X | X |  |  | X |

Measurement Sheet and Trouble Shooting instruction for *Monoblock* engine published on the SMO Web Page

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

**ECU Report:**

Ref. Engine diagnostic manual Tool 2.0 User Manual (page 13 and 18)

**Logfile:**

Ref. Engine diagnostic manual Tool 2.0 User Manual (page 35)

**Pictures / Videos:**

Detailed pictures of the defective component when installed and in the removed state.  
In the case of abnormal noise or smoke, be sure to record a video.

**Note:**

**Remarks to fill in provided SMO Form refer to example below:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Pos.** | **Description** |  | [**Designation**](https://dict.leo.org/englisch-deutsch/designation) | **Remark / explication** |
| **1** | **Assigned Service Partner** | **=** | VR | – Service and Maintenance Provider Finland |
| **2** | **Claim No.** |  | SI– 2018 - 001 | SI = abbreviation for Siemens, +  Year = 2018, + [incrementing](http://dict.leo.org/ende/index_de.html#/search=consecutive&searchLoc=0&resultOrder=basic&multiwordShowSingle=on&pos=0) [number](http://dict.leo.org/ende/index_de.html#/search=numbering&searchLoc=0&resultOrder=basic&multiwordShowSingle=on&pos=0), for each reported event |
| **3** | **Engine operation Hours:** | **=** | **259** | Accumulated hours of operation / engine / DPM |
| **4** | **DPM Serial Number:** | **=** | **DPM1648A**06 –16--0028  (*Standard pre-fix + alternating numbers*) | *See DPM type plate at front wall of DPM* |
| **5** | **Engine Serial Number:** | **=** | **645**360767  (*Standard pre-fix + alternating numbers*) | *See DPM type plate at front wall of DPM* |
| **6** | **Date of first operation:** | **=** | 12-12-2016 | Date when putting the product / DPM into first operation |
| **7** | **Date of Damage:** | **=** | 12-09-2017 | Date when fault occurred |
| **8** | **Date of Repair:** | **=** | 20-09-2017 | Date when repair had been done/ finished |
| **9** | Hours since PM Service: | **=** | **260** | Op. hours since last preventive maintenance Service |
| **10** | **Date of last PM Service:** | **=** | 18-05-2017 | Date of last preventive maintenance Service got done |
| **11** | *Space kept for add. Information* | **=** | ***Loc:3088*** | i.e. Locomotive No. |
| **12** | *Space kept for add. Information* | **=** | miscellaneous |  |
|  |  |  |  |  |
| **13** | Matrix to support fault finding and support fault description | **=** | See check matrix | Use guidance & information from table for general fault reports or specifically advised components |
| **14** | Utilize the SMO – Engine Diagnostic Tool = EDT2.0 to read data from Engine / ECU | **=** | For more details refer to “Operator Manual” (703106) Chapter 8 – Diagnostic software | To read engine- & software data or to perform loggings or obtain ECU data |