

	WARRANTY CLAIM Diesel Power Module	Version	Steyr Motors Claim #
		02	_____

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: DPM1648A	Engine Serial Number 645	Date of first operation:
Date of Damage:	Date of Repair:	Hours since PM Service:
Date of last PM Service:		

General Requested Information

<input type="checkbox"/> ECU Report	<input type="checkbox"/> Log-file while Occurrence	<input type="checkbox"/> Log-file after Repair	<input type="checkbox"/> Pictures / Videos Uploaded
<u>Description of Fault:</u> 		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

Repaired by:	Total
STEYR PARTNER DATE & SIGNATURE:	STEYR-MOTORS SERVICE DEPARTMENT (internal) DATE & SIGNATURE:
The executing operator/Company confirms herewith the proper operation as tested after repair.	<input type="checkbox"/> approved <input type="checkbox"/> partly approved <input type="checkbox"/> 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
Please upload large picture or video files to: <https://sftp.steyr-motors.com/u/d/52867534e4c6448eb270/>

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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:

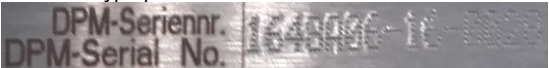
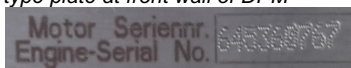
Ref. Engine diagnostic manual Tool 2.0 User Manual (page 35)

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	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 number, for each reported event
3	Engine operation Hours:	=	259	Accumulated hours of operation / engine / DPM
4	DPM Serial Number:	=	DPM1648A06 –16--0028 <small>(Standard pre-fix + alternating numbers)</small>	See DPM type plate at front wall of DPM 
5	Engine Serial Number:	=	645360767 <small>(Standard pre-fix + alternating numbers)</small>	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