

Product Support Policy Manual (PSPM) For Off Highway Products

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INTRODUCTION

This Product Support Policy Manual outlines the policies and procedures related to service, warranty and policy administration.

This Manual also contains the express warranties provided by the VM MOTORI, on Engines, Parts and Accessories, manufactured by VM MOTORI.

Also, covered in the Manual, are the provisions and procedures under which Dealers will be reimbursed for warranty and policy adjustments on VM MOTORI products.

VM MOTORI reserves the right, at any time, to change any or all provisions of this Product Support Policy Manual, such change to become effective upon notice to Dealers.

This Manual is intended for CONFIDENTIAL use by key personnel in Service Outlets and should be available for immediate reference when questions arise relating to service operations and administration.

WARRANTY

GUARANTEE CONTRACT REGULATIONS

In order to obtain a direct guarantee from VM Motori S.p.A., the customer must, before first starting up the engine and maybe with the assistance of his local dealer, fill in and sign the guarantee form provided after this introduction, and must send off it to VM Motori Service Dept.

Online registration available from authorized users at www.vmmotori.it, extranet reserved area.

The customer will be required to produce the guarantee booklet when requesting any repairs during the guarantee period, as proof that the guarantee is valid.

Electronic record can be checked at the web address here above searching the engine serial number.

For Detailed instructions refer to Warranty booklet.

1) Duration of the guarantee

A) VM Motori S.p.A. hereby provides the user, according to the regulations indicated below, with a guarantee covering engines manufactured by itself, for:

up to 12 (twelve) months

or

up to 24 (twenty-four) months or 2000 hours (whichever first occurs),

starting from the date on which the engine was first started up and put into service by the user. VM Dealers can check the specific warranty coverage of each engine at www.vmmotori.it reserved extranet area or refer to the warranty booklet provided with the engine.

B) Startup and start of service must take place within 6 (six) months of the date on which the engine leaves the VM Motori S.p.A. factory, or an outside warehouse, as the result of sale to any party, proof of which will be given by the shipping document and the invoice issued by VM Motori S.p.A. or by its consignee.

Storage extension period before warranty start can be increased up to 18 months if specific protection procedure is applied (every 6 months), see chapter "Engine Storage".

C) Engines batches have been provided with special storage protection from assembly plant and consequently startup and start of service is allowed to happen up to max 24 months from the date on which the engine leaves the VM Motori S.p.A. factory. Usually engines are identified by a yellow label "Long Storage Engine Protected"

For details about Engines involved please refer to Service Bulletin Group 19 no. 11 .

Activation of the guarantee

D) The first user of the engine, with the assistance of the dealer, has the job of filling in part A of the guarantee form properly, signing it in acceptance of the guarantee clauses and conditions, and sending it off, within 10 (ten) days of initial startup, to VM Motori S.p.A.. Should the engine later be transferred to another owner, the new user must fill in part B of the same form, signing it in acceptance of the guarantee clauses and conditions, and send it to VM Motori S.p.A.

E) The user is required to perform the proper scheduled maintenance of the engine following the instruction contained in the User Manual. It is also required to record in the booklet the maintenance carried out.

F) If the service maintenance is not performed within the terms and in the manner foreseen under point E above, the guarantee will expire.

2) Contents of the guarantee

A) In the event of any malfunction in the engine caused by an original defect, or in the event of an original defect being found, i.e. a defect that was already present when the engine left the VM Motori S.p.A. factory or external warehouse, VM Motori S.p.A. will, free of charge and at the request of the user, supply original spare parts and/or carry out the necessary repairs, either directly or through authorised workshops, using new or reconstructed parts or components that have been supplied or approved by VM Motori S.p.A..

B) The faulty engine components may be replaced or repaired, at the discretion of VM Motori S.p.A., and the latter may replace the engine if, in their own opinion, it is necessary to do so.

C) Every engine, or engine part, that is replaced or repaired under the guarantee, will be guaranteed for the residual guarantee period.

3) Exceptions to the guarantee

The guarantee does not cover the following:

A) the cost of transport and packing for the engines or parts of engines that have been replaced or repaired, with the exception of a one-off repayment amounting to 10% of the list price of the spare parts used to repair the engines.

B) the cost of any removing and refitting of engines and towing that may be necessary for repair and replacement;

C) no requests may be made to terminate the contract, reduce the price or request compensation for damages, either direct or indirect, deriving from the inability to use the engine even for extended periods of time, either to VM Motori S.p.A., or to the person who sold the engine to the user who, by accepting this form of guarantee, waives in advance any right to termination of the contract, reduction of the price and compensation for damages, confirming said waiver at any subsequent request for intervention.

4) Limits of the guarantee

A) If the repair is requested during:

the first 12 months

or

the first 24 months (max 2000 operating hours).

from initial running in (depending on specific warranty coverage of the engine involved), the warranty is operative and effective. A service coupon is suggested at the end of the first 12 months of engine operating.

B) If the hour counter is missing, consider that 25 (twentyfive) km travelled equal 1 (one) hour of operation, and 12 (twelve) hours of operation equal one solar day.

C) The following components are covered by the guarantee over the commercial warranty period up to 36th (thirty-sixth) month with no more than 12,000 (twelve thousand) hours:

• the block, the drive shaft, the camshaft and the connecting rods. The cost of labour required for replacing these components is to be paid by the user.

D) Complaints relating to excessive consumption will not be taken into account, unless they derive from a specific and proven defect.
Claims of low power will not be taken into consideration after 100 (one hundred) working hours or 60 (sixty) days from initial startup.

E) The guarantee does not cover replacement of materials and components that fall under ordinary maintenance, for example flexible pipes, nozzles, fluids, belts, filters, etc....

F) The guarantee does not include setup of the engine, unless this is necessary following repairs or replacements under the guarantee.

G) The guarantee does not cover any components not supplied by VM Motori S.p.A. that may have been installed after leaving the VM Motori S.p.A. factory, nor damage to any part, including original parts, caused by a component that is not covered by this guarantee.

H) After the 12th (twelfth) month from initial startup, the guarantee will no longer cover the following:

- the alternator, the starter motor, injection system components and accessories

5) Expiry of the guarantee

The guarantee will cease immediately in the following cases:

A) tampering with the seals affixed by the factory;

B) dismantling, repair or modification of the engine by persons outside the VM Motori S.p.A. service network or not authorized by VM Motori S.p.A.;

C) careless and/or negligent use of the engine and use of fuel, lubricants and coolants of a type other than the ones prescribed;

D) inadequate maintenance of the lubrication, fuel and air supply circuits;

E) inadequate storage or storage without preventive maintenance;

F) failure to comply with the rules indicated for startup, heating, stoppage of the engine, inadequate running in, overloading, excessively high running speed;

G) failure to comply with the terms indicated in the warranty card.

6) Exclusive rights - Applicability of Italian law - Jurisdiction of the Italian Courts - Court of competent jurisdiction

Please refer to warranty card booklet chapter "Guarantee Contract Regulation".

PRODUCT SUPPORT

Warranty Procedures

Service standard response timing

In order to meet customer expectation, in case of not emergency repair, VM MOTORI has defined a standard response timing to be met by the service outlets:

- 1) Customer contact within one (1) working day from first notification of the problem.
- 2) Repair or repair agreement date with the customer within three (3) working days from the notification of the problem.
- 3) Decision if the case must be managed as an emergency repair or not it has to be defined together with the customer

Request For Intervention

(see Service Bulletin Group 19 no. 10)

In order to make available to the dealer the necessary information when called to take care of a warranty repair, VM Motori did ask major OEM to use a dedicated form for the request of the repair under warranty. See attached "Request for Intervention".

Urgent Spare Parts Request

This form must be used by the dealer for any urgent request of parts in case, during the repair mentioned above. See attached "g" Urgent Spare Parts Request Form.

Fast Feedback

Problem affecting the product at the OEM or at the first running in are key issue for fast reaction in resolution of manufacturing process.

In case of major issues as:

- Failure with heavy cost repair
- Repair not possible
- Not clear failure cause
- Repeated failure on the same engine
- Repeated similar failures on different engines

notify VM Service Dept. via e-mail or fax by the proper form see MOD. 169/DQA in attached "c".
See Contact List for address.

Please note this will be just a fast info in the system: relevant warranty claim, for cost administration, must be raised on warranty claim form, see attached "a"

Warranty Repairs Basic Guidelines

- Before carrying out expensive repairs (more than 50 % of engine value) contact VM MOTORI Service Dept. for approval to minimize financial exposure.
- Proper maintenance must be proven.
- Fuel, oil and coolant samples must be collected immediately, if relevance for the failure is possible.

It is responsibility of the service dealer to check that correct terms and conditions of the warranty are in place. See warranty card. Distributors and Service Dealers are responsible for confirming/determining the warranty coverage applicable to the Products in case of warranty repair request.

The following items should be taken into consideration when determining warranty coverage and the correct starting date in the order indicated below:

- Verification via VM MOTORI's data records of delivery date. (verification in the section "Warranty" in the VM Motori internet extranet area, authorized users only)

- Complete the Warranty Registration Card and send it to VM MOTORI (refer to the section "Warranty" in the VM Motori internet extranet area, authorized users only)
- Documentation from customer reflecting date of sale and delivery. Obtain copy of Product's delivery note and send it to VM MOTORI, if requested by Service Dept.

Accessories and components fitted by OEM

Accessories and components fitted by OEM are not covered by the VM MOTORI's warranty. In case such accessory causes damage, direct or subsequent, to the engine, the consequent costs are not covered by VM MOTORI.

Responsibility of the authorized Service Outlet

It is the responsibility of the authorized Service Outlet to check and record prior to the warranty repair all conditions of the engine and related system in order to determine the cause of failure.

Service Outlets have the responsibility to determine the most economical means of performing repairs. This includes determining if component is to be repaired or to be replaced.

Cost Repair Exceed 50% engine price

Warranty claims of which the total amount exceeds 50% of Distributor Net Price of the respective engine, Service Outlet must obtain an approval from VM MOTORI prior to the warranty repair. See attached "h".

Repairs on Fuel and Electrical system components

Repairs on Fuel and Electrical system components are covered also by the respective suppliers network and VM Motori will accept their decision about warranty responsibility. In the event that a failed component must be removed and taken to a local supplier authorized repair shop it will be:

- if the failure is determined to be warrantable:

VM MOTORI will reimburse the labor to R&R the component. The failed component must be repaired or replaced by the local respective shop. In the event the local shop is unable to support the repair in a timely manner it is acceptable to replace the component. VM MOTORI will need a copy of the report from supplier shop with their findings to support the warranty claim.

- If the failure is determined to be non-warrantable:

The repair or replacement will not be taken under VM MOTORI responsibility.

Warranty Claims Management

Repairs carried out under warranty must be notified to VM Motori Service Dept. within 30 days from the repairing completion by the proper electronic warranty form MOD. 169/DQA attached "a".

Please send it to VM Motori Service Dept.. See VM MOTORI email contacts herein manual..

VM MOTORI undertakes to process the Warranty claims within 45 days from receiving date unless analysis from component supplier. This time is required to define the responsibility, and providing request for amendments or approvals for invoice of the related amount.

REIMBURSEMENTS FOR LABOUR AND TRAVEL

Repairs will be settled based on agreed rate for hourly labour, kilometres and spare parts reimbursement. Approved labour time will be based on the "Labour Time Guidelines" chapter of the workshop manual for each specific engines application.

REIMBURSEMENTS SUBSISTENCE RATES

Based on VM MOTORI internal procedures the choice of net items should be based upon moderation principles in order to minimize warranty costs.

With regard to VM MOTORI rules expenses due to meals must not exceed :

- LUNCH / DINNER: maximum 30 euros for each technician involved

and about hotel accommodation:

- HOTEL ACCOMODATION: The choice should be based upon moderation principles in order to minimize warranty costs.

If applicable this cost shall be claimed under net items. All receipts shall be attached to warranty form MOD.169/DQA to support the claimed amount.

ENGINE REMOVAL & REINSTALLATION, ACCESSIBILITY

The repair time is usually referred to engine components only.

In case of:

- engine replacement

any related labour cost will be reimbursed upon "Labour Time Guideline", chapter of the workshop manual, system "A" "ENGINE – CRANKCASE – LINER", operation "Engine Removal & Reinstallation".

Even extra time due to removal & reinstallation of foreign parts fitted on the engine by OEM or due to frame parts will be reimbursed as per "Labour Time Guideline", chapter of the workshop manual, system "A" "ENGINE – CRANKCASE – LINER", operation "Engine Removal & Reinstallation".

Along with the warranty request, the customer has to provide, if requested, a proper documentation of the maintenances carried out. (record on the operator manual or warranty booklet, supplied parts invoice, etc....)

Parts listed in the Warranty Return Part List (see document attached "i") when replaced in warranty must be returned to VM Motori Service Dept.

All other component replaced in warranty repairs must be kept available by the repairing dealer, until his Warranty claim have been settled by VM MOTORI, unless the part is subject to return under specific request. Each part must be duly labelled with reference to the warranty claim and engine serial number. Parts from the same warranty repair must be sent in one batch.

Special cases

In any case the warranty claims notified to VM MOTORI with more than 90 days of delay from the repair date will not be processed for reimbursement.

POLICY

Definition

Service Policy is a discretionary expense to VM MOTORI, extended to customers who have repeated part malfunctions due to conditions resulting from defects in material or workmanship after the warranty has expired.

Procedure

In case, that

- the part is obviously defective through no fault of maintenance delinquency or usage factors, the Dealers submit a completely filled in Policy Inquiry Form (see Mod. 183/DQA attached "c") to VM MOTORI Service Dept. upon start of the respective repair work.

Acceptance of a policy recommendation will be determined and a response will be provided within the shortest possible time.

In cases where VM MOTORI has made a prior commitment to participate in a policy adjustment the customer is not to be billed for the portion of the adjustment committed to by VM MOTORI.

Undoubtedly, policy adjustments as allowed can only tend to create good will for the product and the Dealership.

Therefore, Service Outlets submitting claims should advise VM MOTORI of any planned participation in a final settlement with the owner. Such advice can only assist VM MOTORI in reaching a decision on deserving claims.

Reimbursement

The claim may be submitted to VM MOTORI Service Dept. through normal claim procedures.

VM MOTORI will consider each claim on an individual basis and decide whether markup is applicable and if the claim will be credited in full, in part, or processed without credit allowance. The subsequent warranty

claim form process result will provide notice of this decision and will entitle the Dealer to raise the related invoice.

It should be noted that VM MOTORI has no warranty obligation and any credit that may be extended is done so only as a matter of policy. In cases where VM MOTORI has made a prior commitment to participate in a policy adjustment, a copy of the acceptance letter (Policy Inquiry) is to be attached to the warranty claim form.

ENGINE STORAGE

Warranty coverage extension for long storage

When an engine is still unsold six months after the shipment date the proper procedure must be carried out in order to renew the protection for additional six months.

This procedure must be applied within 30 days from the expiration of the first 6 months.

This will allow you the benefit to increase the storage time before putting the engine in service and consequent start of the warranty coverage time.

The extended storage protection activity will be carried out at the customer or dealer expense.

The procedure can be followed one additional time (only).

Procedure

See user manual chapter "HANDLING AND INSTALLATION INFORMATION", paragraph "Storage".

SPARE PARTS WARRANTY

Please refer to "Spare Parts Warranty" document in the section "Manuals/Documents" of VM MOTORI customer reserved extranet area.

The warranty does not apply to Parts provided by VM MOTORI at no-charge.

INSTALLATION INSPECTION

Basic Guidelines

Product failures resulting from installation deficiencies will become the financial responsibility of the Distributor selling the Products if the installation varies from the accepted installation as per EPQ (End Product Questionnaire, MOD. 104/DIT attached "e").

This questionnaire has to be compiled (with all the requested informations about engine operating conditions) upon agreement in place with Commercial Dept. and mailed the completed form to VM MOTORI sales dept. within 30 days of completion.

If the Distributor/Dealer cannot perform the EPQ, please notify VM MOTORI.

EPQ activity are covered by sales/commercial agreement: no specific reimbursements is provided.

ANNEX

SERVICE DOCUMENTATION

Listed below are some of the basic literature and forms required by Distributors in conducting day to day service operations.

For a complete listing of Service Publications per engine series please refer to the Directory of Manuals/Documents in the VM MOTORI Extranet, or refer to company appointed dept.

Technical literature

- Engine instruction manuals (available at www.vmmotori.it VM Motori web site, public area) (Usually supplied together with the engine)
- Workshop manuals (available at Directory of Manuals/Documents in the VM MOTORI Extranet, only for authorized users)
- Tools List (see workshop manual,)
- TSB (technical service bulletin, available at Directory of Manuals/Documents in the VM MOTORI Extranet, only for authorized users)
- Spare Parts Catalogue (available at Directory of Orders/Spare Parts Catalogue in the VM MOTORI Extranet, only for authorized users)
 - Warranty booklets (available at Directory of Manuals/Documents in the VM MOTORI Extranet, only for authorized users)
 - service & parts organization (available at www.vmmotori.it VM Motori web site, public area)

Forms

- Warranty claim (Mod.167/DQA) – attached “a”***
- Fastfeedback (Mod. 169/DQA) – attached “b”***
- Policy inquiry (Mod. 183/DQA) – attached “c”***
- Warranty coverage extension form for long storage (Mod. 178/DQA) – attached “d”***
- EPQ End Product Questionnaire (Mod. 104/DIT) – attached « e »***
- Request for intervention see technical service bulletin group 19 no.10 – attached “f”***
- Urgent spare parts request see technical service bulletin group 19 no.10 – attached “g”***
- Request for engine replacement (Mod. 148/DQA) – attached “h”***
- Returned parts list – attached “i”***

Attached

“a” - warranty claim (Mod.167/DQA)

warranty claim (Mod.167/DQA)

		DEMANDE DE GARANTIE WARRANTY CLAIM RECLAMATION EN GARANTIA GARANTIE - ANTRAG						N. _____			
Station de Service Taller de Servicio			Service Station Kundendienstwerkstatt			Utilisateur Licuario		End User Kunde			
Direccion Address			Address Address			Tel. Tel.		Direccion Address			
Ville Ciudad		Town Stadt		Pays Nation		Country Land		Ville Ciudad			
Moteur Engine Motor	Type - Tipo - Typ	Numero - S. n° Serial - Nr.	Date d'achat - Date of Sale Fecha entrega - Auslieferungstag	Date incident - Failure Date Fecha averia - Schadenatum	Heures - Hours Horsas - Stunden	Version Ausführung	Max. Tours/min. - rpm - u/min				
	Marque - Make - Marca - Marke		Type - Tipo - Typ		Numero - S. No - Matricule Matricule - Genet Nr.		Charge - Load A carga - Last	A vide - Idle Sin carga - Leerlauf			
Machine Application Maschine Gerät	Concessionaire Dealer Agente / Händler			Address Direccion			NOTE				
	Difficulté signalée Complaint			Defecto observado Beschreibung							
Incident - Failure Avaria - Verfall			Cause presumée Failure analysis			Causes supposées Feststellungen					
Reparation exécutée Corrective repairs			Remedio realizado Durchgeführte Arbeit								
Réf - Ref - Bezeichnung											
Pièces utilisées - Parts replaced Piezas reemplazadas - Ausgetauschte Teile	Quant. Cant. Anzahl	Designation - Description Denomination - Teilbezeichnung		Reference - Part No. N. pieza - Teil-Nr.	Pric - Price - Precio - Preis			Ricon.			
					Unit	Total	Total	CODICE APPLICAZIONE			
								CODICE AVARIA			
								RAPP. N.			
								Servizio autorizzato			
								Cod.			
								N. fattura			
								Data fattura			
								Importo			
								Mese di contabil.			
				Pieces Parts Piezas Teile	TOT.			Commissa			
Main d'oeuvre - Labor Mano de obra - Arbeit	Designation - Description Description - Benennung			Heures Hours Stunden	Pric - Price - Precio - Preis			Imp. Mat.			
					Unit	Total	Total	Imp. m. o.			
	Moteur Engine Motor							Imp. Tot.			
	Machine Application Maschine Gerät							Data			
				Main d'oeuvre - Labor Mano de obra - Arbeit	TOT.			Visto S.A.T.			
Date Fecha Datum	Signature Firma Unterschrift			TOTALE GENERALE IMPORTE TOTAL TOTAL AMOUNT GESAMTBETRAG							

“b” fastfeedback (Mod. 169/DQA)

	ENGINE / COMPONENTS CONCERN <input type="checkbox"/> 0 HOURS <input type="checkbox"/> SEVERE FIELD CONCERN	DATE: _____ Nr.: _____
---	--	---------------------------

Complied by: _____ Company: _____

Address: _____ Tel. _____

Customer: _____ Country: _____

Address: _____ Tel. _____

 Engine location:

City: _____ Tel. _____

Engine type: _____ Serial Number _____

Application: _____

 Concern description:

Note:

- N.° of involved engines:.....
- Machine out of order: YES NO
- Urgent spare parts need: YES NO
- Repair not possible due to:.....
- Engine replacement need: YES NO
- Other:.....

VM SERVICE DEPT. AREA	
VM technician resp.: _____	
Planned date of repair: _____	
Complain received by: _____	Date: _____

“c” policy inquiry (Mod. 183/DQA)


POLICY INQUIRY		Nr.	Date
Distributor			
Dealer			
Application			
Customer	Warranty end date	Date of failure	
Engine / Product Model	Engine operating hours		
Engine / Product Serial No.	Failed-part operating hours		
Nature and cause of failure			
Previous history of engine / product			
Reason for inquiry			
Estimated repair cost:			
Parts cost (Basis: Distributor net price)			
Labor cost	_____	_____	Rate / Hour
Net Items	_____	_____	
Total	_____	_____	
Recommendations:			
Participation	Parts cost	Mark-up	Miscel. Labor Total
VM Motori	_____	_____	_____
Dealer	_____	_____	_____
Customer	_____	_____	_____
Other	_____	_____	_____
Distributor Service Manager			
Name	_____	Date	_____ Signature
Phone	_____	Fax	_____ E-mail
VM Motori Service Manager			
Name	_____	Date	_____ Signature

Mod. 183/DQA - Ed.1- 06/04

“d” warranty coverage extension form for long storage (Mod. 178/DQA)

WARRANTY COVERAGE EXTENSION

Engine type _____ Engine s/n _____

Check List for Engine Inspection

**First time inspection
carried out**

**Second time inspection
carried out**
1ST 2nd

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Protection caps or tape removed |
| <input type="checkbox"/> | <input type="checkbox"/> | Lube oil level checked; lube oil added (if necessary) * |
| <input type="checkbox"/> | <input type="checkbox"/> | Coolant (**) level checked; coolant added (if necessary) * |
| <input type="checkbox"/> | <input type="checkbox"/> | Fuel system checked (with particular attention to the tank condition) |
| <input type="checkbox"/> | <input type="checkbox"/> | Injection pump checked |
| <input type="checkbox"/> | <input type="checkbox"/> | Air cleaner checked |
| <input type="checkbox"/> | <input type="checkbox"/> | Belt tension checked |
| <input type="checkbox"/> | <input type="checkbox"/> | All rubber hoses checked |
| <input type="checkbox"/> | <input type="checkbox"/> | Engine running and idle operating for few minutes |
| <input type="checkbox"/> | <input type="checkbox"/> | Engine running until the coolant (**) temperature reaches the standard working condition (70 / 80 °C - 158/176 °F) |
| <input type="checkbox"/> | <input type="checkbox"/> | Engine stopped and cooled |
| <input type="checkbox"/> | <input type="checkbox"/> | Protections reinstalled |
| <input type="checkbox"/> | <input type="checkbox"/> | Hose clamps checked and tightened if necessary |
| <input type="checkbox"/> | <input type="checkbox"/> | Oil or coolant leakages absent |

*) See instruction manual for fluids characteristics

**) When applied

(First inspection) Date: _____ Signature: _____

(Second inspection) Date: _____ Signature: _____

“e” EPQ End Product Questionnaire (Mod. 104/DIT)

Motore:	
----------------	--

End Product Questionnaire nr.	
Engine Type:	
Serial Number & Engine stage (F3.-.F5):	
Machine Manufacturer:	
Machine Type:	
VM Operators:	
Date:	
The Customer declare to respect all the requirements specified on the engine Installation Manual (I.M.) Rev: _____, except for all as indicated in this EPQ report. For the installation conditions, please refer to the following pages.	

GENERAL REMARKS:

MODIFICATION REQUEST :

SERVICEABILITY REMARKS :

Related to Maintenance & Repairs section, if all components are valued as YES, no action are required. In case some components are valued as NO, Customer subscription means that the extra time for Maintenance & Repairs will be at its own cost.

EPQ
 approved
 rejected
 approved under modification reserve
 out standing for further verify

The approval is referred to the current machine configuration; further modify must be point out to VM that will decide if a new approval is necessary. Customer must provide to VM the documentations/drawings/pictures of all modifications done.

SIGNATURES:
VM Technical Director: _____

Customer Engineering Rep: _____

VM Chief Engineer in charge: _____

Customer Service Representative _____

“f” Request for intervention

REQUEST FOR INTERVENTION

Requester:			
Engine serial number:		Located at address:	
Machine brand:		Zip code/town:	
Machine model:		Country:	
requires repair for a technical problem on the engine and requests VM Motori S.p.A. to activate the direct guarantee at the conditions indicated in the warranty booklet (page 11 attached), which are hereby accepted and approved.			
Engine Data		Machine Data	
Engine type:		Date of machine delivery	
Operating hours:		to End customer:	
End customer:		Vehicle dealer:	
Contact person:		Contact person:	
Address:		Address:	
Zip code, city, country:		Zip code, city, country:	
Telephone:		Telephone:	
Fax:		Fax:	
e-mail:		e-mail:	
Statement of Problem		Statement of Problem (notes)	
Oil			
<input type="checkbox"/> Oil loss			
<input type="checkbox"/> No oil pressure			
Cooling System			
<input type="checkbox"/> Water loss			
<input type="checkbox"/> Engine is getting hot			
Engine Speed			
<input type="checkbox"/> Irregular running			
<input type="checkbox"/> No acceleration			
<input type="checkbox"/> Engine overtorque			
Start		What has already been checked?	
<input type="checkbox"/> Engine starts hardly			
<input type="checkbox"/> Engine doesn't start			
<input type="checkbox"/> Engine starts and immediately stops again			
Performance			
<input type="checkbox"/> Insufficient power			
<input type="checkbox"/> Excessive power			
Miscellaneous			
Smoke: <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Blue			
<input type="checkbox"/> Excessive noise			
Error codes (Send collected engine data "log file" if available)			
<p>The signature here below testifies the requester accepts the warranty condition contained in the chapter "GUARANTEE FORM AND ACCEPTANCE OF RELEVANT RULES" of GUARANTEE BOOKLET of the engine. The requester also gives authorization to be charged for the repair cost in case the warranty coverage of the repair is not accepted by the engine manufacturer.</p>			
_____		_____	
Place, date		stamp of Requester / signature	

"g" Urgent spare parts request



REQUEST FOR INTERVENTION

Requester: _____
 Engine serial number: _____ Located at address: _____
 Machine brand: _____ Zip code/town: _____
 Machine model: _____ Country: _____

requires repair for a technical problem on the engine and requests VM Motori S.p.A. to activate the direct guarantee at the conditions indicated in the warranty booklet (page 11 attached), which are hereby accepted and approved.

Engine Data	Machine Data
Engine type: _____	Date of machine delivery _____
Operating hours: _____	to End customer: _____
End customer:	Vehicle dealer:
Contact person: _____	Contact person: _____
Address: _____	Address: _____
Zip code, city, country: _____	Zip code, city, country: _____
Telephone: _____	Telephone: _____
Fax: _____	Fax: _____
e-mail: _____	e-mail: _____

Statement of Problem

Oil

- Oil loss
 No oil pressure

Cooling System

- Water loss
 Engine is getting hot

Engine Speed

- Irregular running
 No acceleration
 Engine overtorque

Start

- Engine starts hardly
 Engine doesn't start
 Engine starts and immediately stops again

Performance

- Insufficient power
 Excessive power

Miscellaneous

- Smoke: White Black Blue
 Excessive noise

Statement of Problem (notes)

What has already been checked

Error codes (Send collected engine data "log file" if available)

The signature here below testifies the requester accepts the warranty condition contained in the chapter "GUARANTEE FORM AND ACCEPTANCE OF RELEVANT RULES" of GUARANTEE BOOKLET of the engine.
 The requester also gives authorization to be charged for the repair cost in case the warranty coverage of the repair is not accepted by the engine manufacturer.

Place, date

stamp of Requester / signature

Rev. 00_14.07.2011

“h” Request for engine replacement (Mod. 148/DQA)

ATTENZIONE / WARNING

Chiedere autorizzazione preventiva per interventi di costo superiore agli importi elencati o per sostituzioni di motori completi

Please ask for specific authorization from VM Service Dept. if warranty repair cost is higher than the listed values

Decorrenza da / Starting from: 01/01/2009

SERIE / SERIES	MOTORE ENGINE	COSTO In €	SERIE / SERIES	MOTORE ENGINE	COSTO In €	
D700	D703 L D703 LT	1.550	MD704	MD704 LH-LB	3.100	
	D704 L D704 LT	1.900	SUN	2105	1.290	
	D706 LT	2.700		3105	1.700	
D700 E	D703 LE D703 LTE D703 T9E D703 E0 D703 TE0	1.550		3105 T	1.900	
	D704 LE D704 LTE	1.900	SUN E	4105 E 4105 TE	2.200	
	D706 LTE	2.700		4105 IE	3.000	
	D700 - D750 E1/E2/E3	D703 E2/E3 D703 IE3 D703 TE1 D703 TE2 D763 E3 D763 TE3 D763 IE3		1.550	6105 E	3.250
D754 E1 D754 E2 D754 IE3 D754 TE3 D754 OE3 D754 TE2 D704 TE2		2.065		6105 TE	3.650	
D764 TPE2		1.900	6105 IE	3.700		
D706 IE2 D766 TPE2 D766 IPE2		2.700	SUN - E1/E2	2105 E1/E2	1.290	
MD706		MD706 LB MD706 LH MD706 LX MD706 MB MD706 MX		3.800	3105 E1/E2	1.700
		R750		R754 EU4 / EU6 R756 EU4 / EU6 R756 IE3 / EU6	2.700	3105 TE1/TE2
MR704				MR704 LB MR704 LH MR704 LX	4.000	4105 TE1/TE2
	MR706	MR706 LB MR706 LH MR706 LX		4.700	6105 TE1	3.650
MR504		MR504 LB MR504 LH MR504 LX	2.500			

“i” Return parts list

WARRANTY PARTS MANAGEMENT PROCEDURE

 SAT VM SETT
 2011

parts to be returned to VM

Note The list contains the parts considered as failure cause component
 The list can be updated at any time by VM MOTORI Service Dept

All the replaced parts of one same repair must be returned together(not only the failure cause component)

A) Complete engine
 or long block
 or Block

B) **Parts for Common Rail engines**
 Turbocharger
 Cyl.heads
 Alternator
 Starter
 High pressure pump
 Injectors
 crankshaft group(beasing,carrier,...)
 exhaust manifold (after mod)
 ECU
 DPF
 vacuum pump pipe
 piston and liners
 EGR valve
 sensors
 Air flow meter

B) **Parts for not Common Rail engines**
 Turbocharger
 Cyl.heads
 Alternator
 Starter
 Injection pump
 piston and liners
 crankshaft group(beasing,carrier,...)

C) All Parts replaced in warranty repairs must be kept available for 6 months after the repair

D) Parts can be requested by SAT VM for the warranty claim related process

VM MOTORI contact list for service issues

FAST FEEDBACK

ZERO HOUR

Mr. Massimo Petroncini phone 0039-051-6837-540

e-mail mpetroncini@vmmotori.com

copy: e-mail: mcorvino@vmmotori.com

copy: e-mail: mguidetti@vmmotori.com

FIELD PROBLEMS

Mr. Dario Calza phone 0039-051-6837-609

e-mail dcalza@vmmotori.com

copy: e-mail: mcorvino@vmmotori.com

copy: e-mail: tmazzi@vmmotori.com

WARRANTY CLAIMS

Mr. Massimiliano Corvino phone 0039-051-6837-609

e-mail mcorvino@vmmotori.com

copy: e-mail: tmazzi@vmmotori.com

TECHNICAL LITERATURE

Mr. Stefano Luciani phone 0039-051-6837-635

e-mail: sluciani@vmmotori.com

copy: e-mail: mcorvino@vmmotori.com

SERVICE DEPT. FAX 0039-051-6837-702