

NEWS

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Confidential -

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Warranty claims for engines and engine parts

Dear Madams and Sirs

as announced at the service managers meeting in September 2019, we would like to inform you that from 15.01.2020, warranty claims for engines and engine parts can only be **processed** if a logfile of the engine before and after the repair is attached to the warranty claim. This also applies to spare parts guarantees for engine parts.

The requirement applies to all vehicles equipped with an engine control unit that is capable of diagnosis.

How to create the logfile is described in the attached instructions.

The warranty claim form and log files will continue to be sent to Mrs. Müller (ymueller@hako.com) as an attachment.

When returning damaged parts, copies of the warranty application and log files must be enclosed.

Attachment:

Create logfile for Hatz engine - Citymaster 1650

Create logfile for VW engine - Citymaster 1600, M 27 compact

Create logfile for VM engine - Citymaster 2200 / M 29

Create logfile for Iveco engine - M 31 Euro VI

Hako GmbH

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