

SCOPE

This instruction is applicable for: Trailer system components.

INTRODUCTION

In order to implement an efficient warranty process, it is important to involve WABCO customers and Service Partners in filtering out obvious rejection cases after visual inspection of claimed devices. This document provides inspection criteria as well as specific examples of such cases.

Thanks to this approach we will be able to simplify the process by eliminating unnecessary handling, including packing, transportation, physical inspection at WABCO, and return shipment. What's more, you we will be able to significantly reduce claim response time for the end user.

VISUAL INSPECTION CRITERIA

Please check if the claimed device is still on warranty. The warranty period is defined in the contractual terms agreed between WABCO and its respective direct customer, including (without limitation) the region specific General Terms and Conditions of Sale and Delivery.


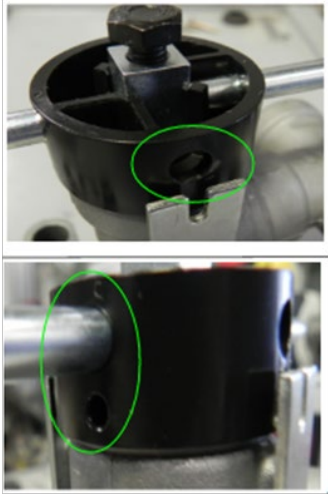


The warranty period starts on the day of delivery to WABCO customers. In case the delivery date can not be proven (e.g. by invoice or delivery note) by the customer, the warranty period starts from the manufacturing week indicated on WABCO nameplate.


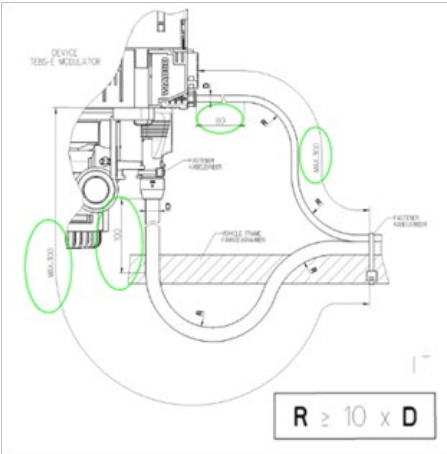


Please perform a visual inspection of the device and check for traces of an incorrect usage of the product. Frequent reasons to reject warranty requests include the following:









- Damage to the product or its component parts caused by incorrect use or installation.
- Damage to the product or its component parts caused by incorrect operation out of approved conditions.
- Damage to the product or its component parts caused by lack of maintenance.
- Any unauthorized disassembling of the product or its component parts.
- Malfunction of the product due to internal contamination coming from the vehicle system.
- Missing WABCO nameplate.
- Problem with communication in the diagnostic program if the first connection and parametrization is successful, however the next connection shortly afterwards fail.
- Mistakes in parametrization that can be solved by resetting the ECU to the original WABCO parameters in the diagnostic program by the customer/workshop (Attachment 3).

Please check the table below for further claim examples that should be rejected by you without physical inspection at WABCO.

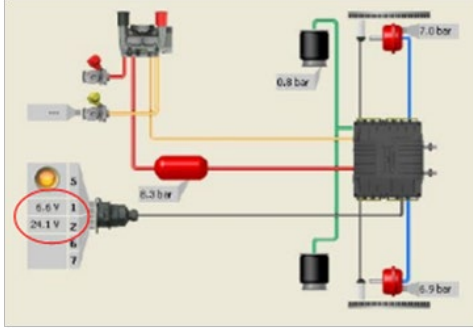
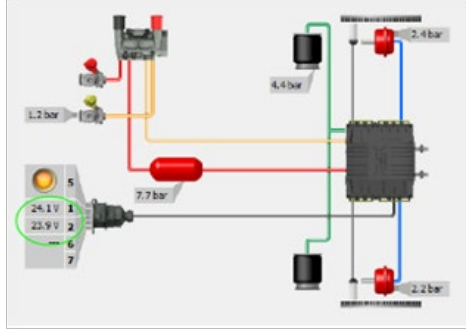
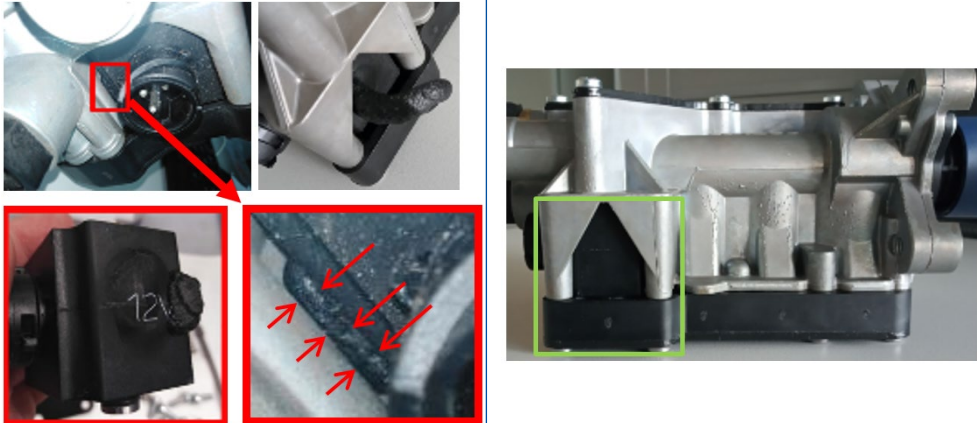
REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Device or component is damaged / mechanical issue.</p> <p>Buttons could not be bent. They have to be in one line, parallel to the rest of the valve.</p>	<p style="text-align: center;">PREV</p> 	
	<p style="text-align: center;">CAN ROUTER / CAN REPEATER</p> 	
<p>Device or component is damaged / mechanical issue.</p>	<p style="text-align: center;">TEBS-E</p> 	



REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Device or component is damaged / mechanical issue.</p>	<p style="text-align: center;">LV</p> 	
<p>Not proper installation / not proper handling.</p> <p>Verify with the instruction in attachments:</p> <ol style="list-style-type: none"> 1.LV – checking the depth of adjusting screw. 2.Cable installation 	 <p style="text-align: center; color: red;">Depth not OK < 9mm or Depth not OK > 10mm</p>	 <p style="text-align: center; color: green;">9 mm ≤ depth OK ≥ 10 mm</p>

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Not proper installation / not proper handling. Verify with the instructions in the attachments:</p> <p>1.LV – checking the depth of adjusting screw.</p> <p>2.Cable installation</p>	<p>CABLES</p> 	
	<p>DOOR LOCKS</p>	
		

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Contamination on ports.</p>	PREV (Port 1 or 4)	
		
	QRV (Ports 1 or 3)	
		
		
	REV (Port 1-2)	
		

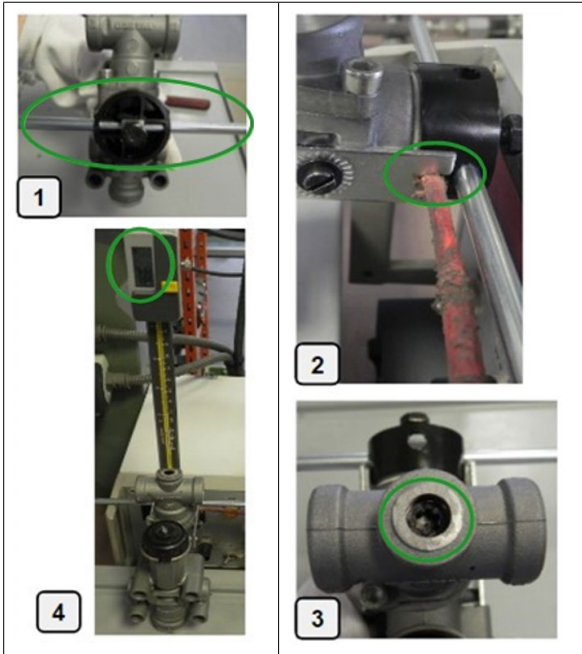
REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Corrosion due to water ingress.</p>	PLUGS AND CONNECTORS	
		
<p>Device is disassembled / opened.</p>		
<p>Missing component, not according to WABCO specification.</p>		

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Failure detected in Diagnostic Program.</p> <p>Different values between port 1 and 2 mean that the ECU is burnt due to overvoltage / overload.</p> <p>The values on ports 1 and 2 should be similar.</p>	TEBS-E	
		
<p>Solenoid burnt out due to a mistake in TEBS-E parametrization (ECAS instead of eTASC has been selected).</p>	eTASC	
		

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Mechanical damage of the bracket causing leakages through the ball.</p>	<p>EBR</p> 	

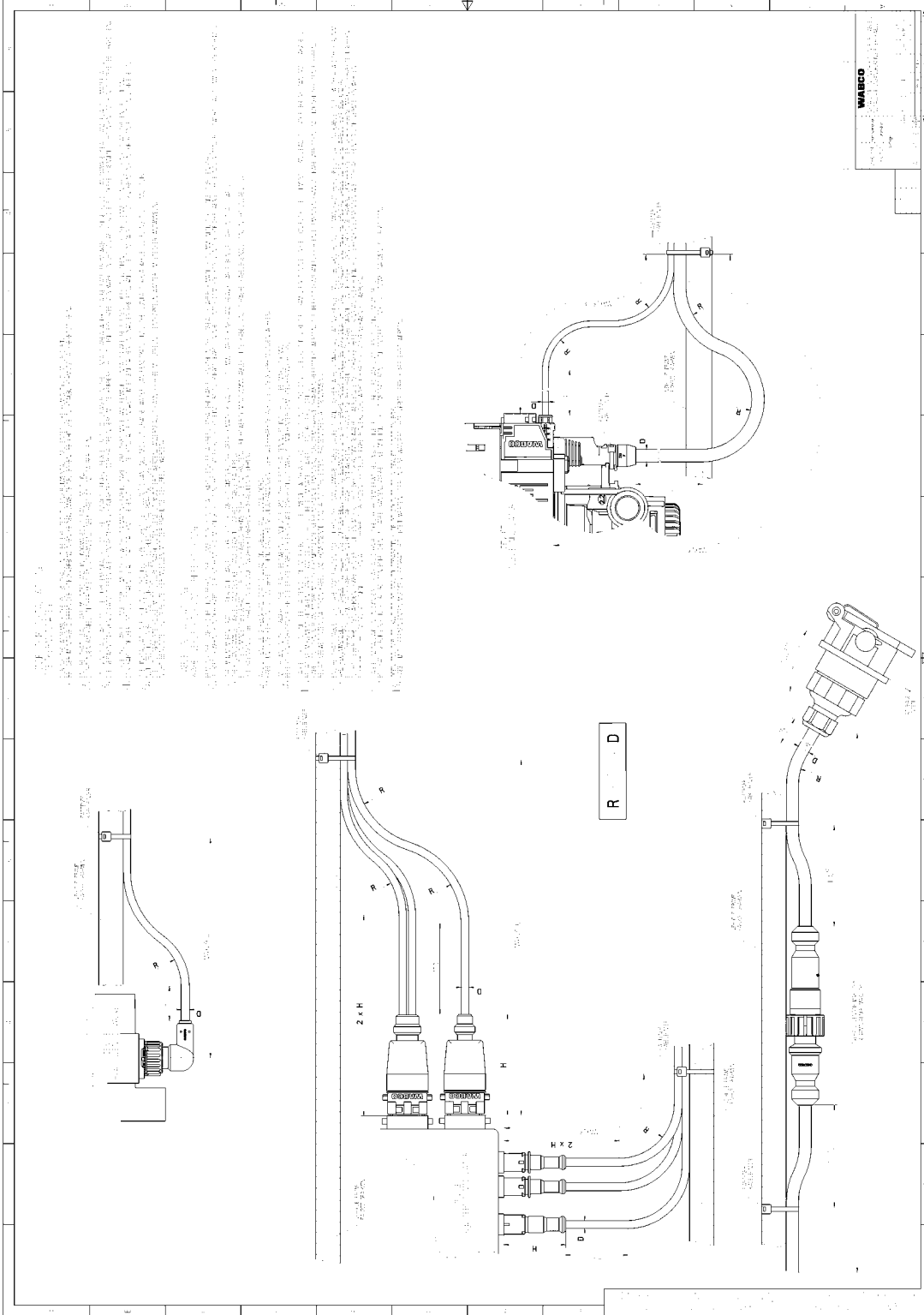
ATTACHMENT 1

Leveling Valve (LV) - checking the depth of adjusting screw.



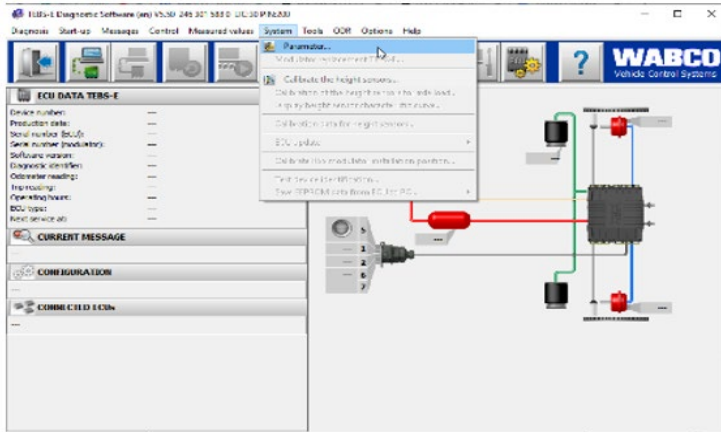
1. Set up the lever in position 0°.
2. Block the lever.
3. Check the depth of the adjusting screw.
4. Correct value is: $9 \text{ mm} \leq \text{depth OK} \leq 10 \text{ mm}$

ATTACHMENT 2

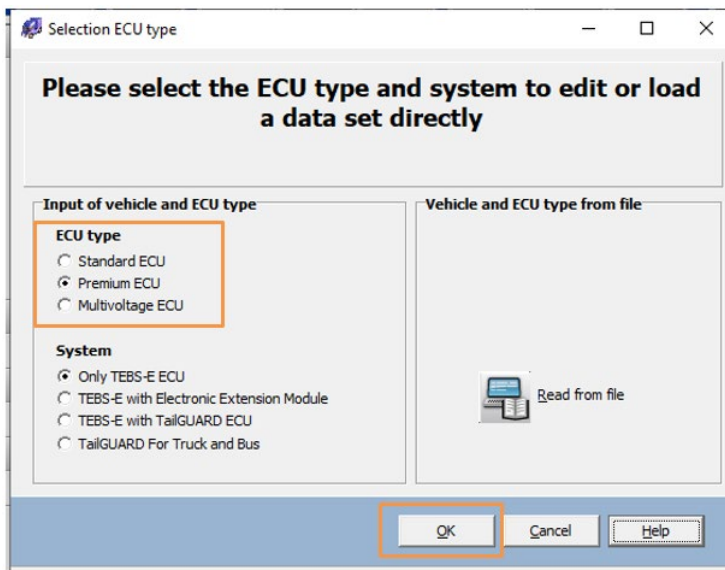


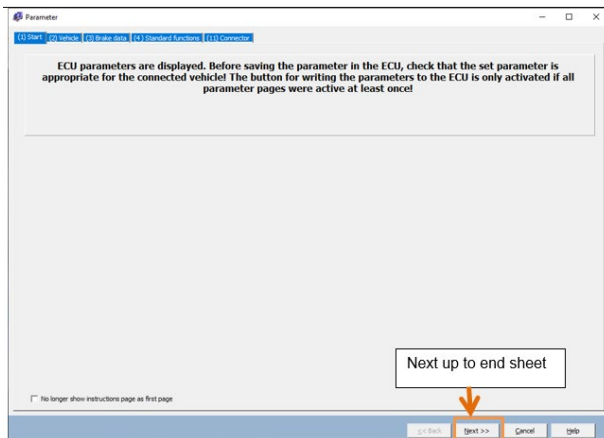
ATTACHMENT 3

- System → Parameter

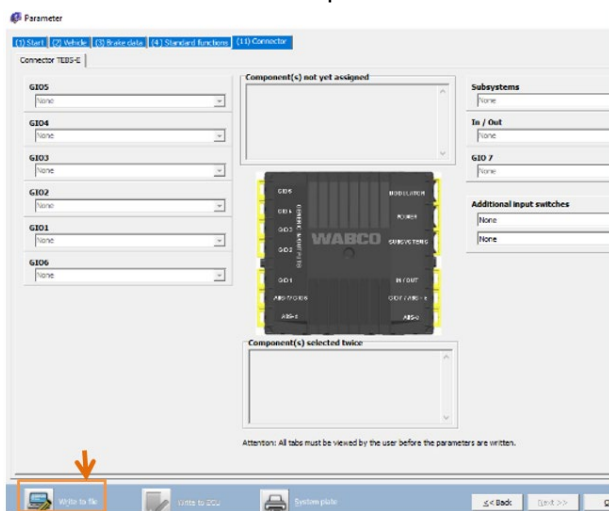


- Select ECU type and push button OK.

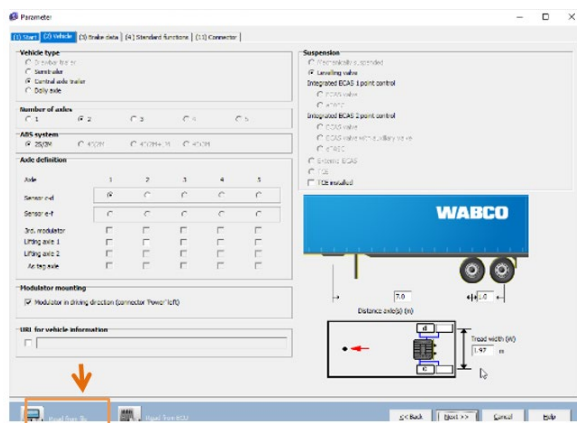




- On the end sheet push button „write to file“.
- Save as file in available place.



- Open page with parameters.
- Next up to second sheet.
- Push button “Read from file”.



- Choose write file with generated original parameters.
- Next up to end sheet and push button “write to ECU”.
- The personal PIN will be required.

