

SCOPE

This instruction is applicable for: Clutch servos.

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.

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


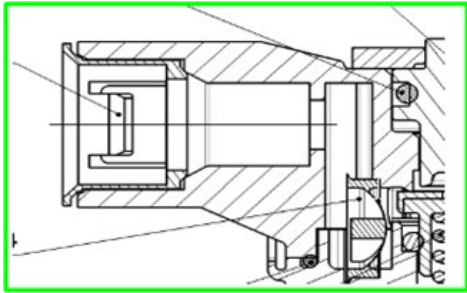
REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Missing nameplate or no WABCO device</p>		
<p>Part was not handled properly: Part was dropped or the part was damaged by an external force</p>	<p style="text-align: center;">5630 – Clutch Servo</p> 	

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>The part was not installed properly.</p> <p>A device which was not completely fixed was activated.</p>	    	  

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REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Connecting rod cracked / damaged</p>	 <p>The 'PART UNACCEPTABLE' column contains five images showing different types of damage to connecting rods:</p> <ul style="list-style-type: none"> Top image: A connecting rod with a visible longitudinal crack. Second image: A connecting rod with a bent or deformed end. Third image: A connecting rod with significant surface pitting and corrosion. Fourth image: A connecting rod with a hole or significant wear on its end. Bottom image: A connecting rod with a severely deformed and flattened end. 	 <p>The 'PART ACCEPTABLE' column contains one image showing a clean, undamaged connecting rod with a smooth surface and a properly formed end.</p>

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Device/component is damaged or missing / mechanical issue.</p>	 <p>The 'PART UNACCEPTABLE' column contains four images illustrating defects: <ul style="list-style-type: none"> Top image: A metal fitting with a red circle highlighting a crack. Second image: A metal flange with a rough, worn surface. Third image: A metal component with significant rust and a broken part. Bottom image: A servo assembly with a damaged internal component. </p>	 <p>The 'PART ACCEPTABLE' column contains one image showing a complete, functional servo assembly with no visible damage or missing parts.</p>

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