



Engines and Transmissions



## **Fiat Powertrain Technologies of North America (FPT NA) Warranty Protocol and Conditions for Industrial, Marine and Generator Driven Engines.**

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## Warranty Terms and Conditions:

FPT NA warranty terms and conditions are intended to provide coverage against defects in materials and/or factory workmanship. FPT NA warranty coverage applies to new engines sold within North America to the first retail purchaser.

### Standard Warranty Coverage:

#### First year:

**Industrial engine applications:** Full engine coverage; unlimited hours. (*See Irrigation and Standby Generator coverage below for additional details.*)

**Marine engine applications:** Full engine coverage when operated within the standard FPT duty cycle specifications. (*See Marine Duty Cycle and Rating below.*)

#### Second year:

**Industrial engine applications:** Coverage of *Select Engine Components* only.

**Marine engine applications:** Limited coverage of *Select Engine Components*\*\* when operated within the standard FPT duty cycle specifications. (*See Marine Duty Cycle and Rating below.*)

*Select Engine Components include:* Engine block, cylinder sleeves, timing gears, oil pump, crankshaft, exhaust manifold, connecting rods, pistons, flywheel, cylinder head, camshaft and Bosch ECU. \*\*Marine engine applications also include: sea water pump housing (excluding neoprene impeller), sea water after cooler assembly (excluding maintenance items, such as the sacrificial anode and rubber seals), sea water heat exchanger assembly (excluding maintenance items, such as the sacrificial anode and rubber seals) and sea water piping (excluding rubber seals).

#### Irrigation Application Warranty Coverage Only (including water pumps):

Two (2) years or 3,000 hours, whichever occurs first; full engine coverage.

#### Standby Generator Warranty Coverage Only:

Zero (0) months to twenty-four (24) months or 800 hours, whichever occurs first; full engine coverage. (Maximum usage 400 hours per year.)

Twenty-four (24) months to sixty (60) months or 2,000 hours, whichever occurs first; limited engine coverage of Select Components. (Maximum usage 400 hours per year.)

**Marine Duty Cycle and Rating:**

- 1) A1 - High Performance Pleasure Craft: Full throttle operation restricted within 10% of total running hours per year, at a maximum allowable hourly usage of 300 hours per year. Cruising speed at less than 90% of rated full throttle engine speed setting.
- 2) A2 - Pleasure/Light Duty Commercial Vessels: Full throttle operation restricted to 10% of total running hours per year, at a maximum allowable hourly usage of 1,000 hours per year. Cruising speed at less than 90% of rated full throttle engine speed setting.
- 3) B - Light/Medium Duty Commercial Vessels: Full throttle operation restricted to 10% of total running hours per year, at a maximum allowable hourly usage of 1,500 hours per year. Cruising speed at less than 90% of rated full throttle engine speed setting.
- 4) C - Medium Duty Commercial Vessels: Full throttle operation restricted to 25% of total running hours per year, at a maximum allowable hourly usage of 3,000 hours per year. Cruising speed at less than 90% of rated full throttle engine speed setting.
- 5) D - Heavy Duty Continuous Usage Vessels: Full throttle operation and hours per year are unrestricted.

**Applicability of Warranty Coverage:**

Warranty is considered null and void if engine installation and usage do not conform to requirements provided by FPT. Including but not limited to: modifications, inadequate repairs, handling errors, overloading, poor maintenance intervals, utilizing unsuitable fuels, coolant and lubricants, and using the engine outside of the specified duty cycle rating. FPT NA will not be responsible for engine or fuel system failures resulting from the use of non conforming fuel sources. Fuel sources must conform to EN 590 or ASTM D975 for #2 diesel; ISO 12156-1 standard for JP-5 and JP-8; or ASTM 6751 or EN 142214 for B5 and B20.

**Proprietary Equipment:**

Proprietary equipment fitted on FPT NA engines must be serviced by the respective manufacturers' service organization/network. The authorized FPT NA Service Facility must contact the respective manufacturers' for warranty coverage of these components. Examples of proprietary equipment are:

- Marine gear-boxes (Twin Disc, Borg Warner, ZF-MPM, Hurth, etc.)
- Fuel injection equipment (Bosch, Stanadyne, Delphi, etc.)
- Electronics (Lucas, Marelli, Bosch, etc.)
- Air compressors (Wabco, Bosch, Marelli, etc.)

**Warranty Start Date:**

Warranty begins upon engine delivery to the first retail purchaser; or when the engine is first leased/rented; or when the engine is operated for greater than 10 hours, whichever occurs first.

Warranty registration: (Industrial Engine Applications)

Warranty registration may be completed by either submitting the warranty registration form (*See: attached FPT NA Warranty Registration Form*) or by submitting a commissioning report ("Sea Trial") through the approved FPT NA Service Facility. The Warranty Registration Form or commissioning report must be submitted to FPT NA within 30 days of the engine start date. If the warranty registration form or commissioning report is incomplete or not returned to FPT NA, FPT NA reserves the right to decline warranty reimbursement.

Sea Trial: (Marine Engine Applications)

Warranty begins following a formal commissioning report ("Sea Trial"), documenting an engine's Duty Cycle Rating. The sea trial report must be signed by the dealer, the distributor and purchaser/consumer before being submitted to FPT NA. The sea trial report must return to FPT NA within 30 days following the sea trial. If the sea trial report is incomplete, not approved or not returned to FPT NA, FPT NA reserves the right to decline warranty reimbursement. FPT NA reserves the right to attend any startup or commissioning at anytime.

**Revalidation of warranty for long term storage of engines:**

In the event an engine is not placed into service within six (6) months of delivery from the factory, or if the engine is expected to remain inoperative for periods greater than two (2) months, then the following procedures are required every six (6) months until sold to the first retail purchaser. These procedures are intended to prevent oxidation and/or fatigue of internal engine and fuel injection equipment components.

- 1) Carefully inspect all external components for damage and/or corrosion.
- 2) Rotate the engine approximately five (5) revolutions to prevent fatigue of internal engine components.
- 3) The engine must be protected from moisture intrusion and/or growth.
- 4) Circulate diesel fuel or fuel injection equipment calibration oil through the fuel injection equipment system components, and ensure the fuel system remains sealed to prevent evaporation and/or contamination.
- 5) Fill the cooling system with coolant. If not installed in an application, the cooling system connections at the thermostat housing and the water pump must remain dry and closed to limit environmental exposure and/or corrosion.
- 6) The engine must be pre-oiled before start-up (consult the respective User and Maintenance manual for lubrication specifications). This involves cranking the engine(s) for one minute at 10 second crank/10 second no-crank intervals, while ensuring the engine will not start, in order to circulate oil

throughout the lubrication system and turbo without damaging the starter motor.

- 7) If the engine is installed in an application, "fogging" the engine is an acceptable method to protect the internal engine components by operating the engine for 15 minutes at 500-800 rpm, and nebulize the following amounts of oil through the air intake system. CAUTION: exceeding the oil increments below may induce engine damage.

3-4 cylinder engines and per bank (8 cylinder engines)	60 grams
6 cylinder engines	120 grams
12 cylinder engines (per bank)	80 grams

Service records indicating these requirements are performed must be maintained. Failure to comply with these storage requirement procedures may revoke consignment privileges, and limit and/or void the applicable warranty on the subject engine(s).

#### **FPT NA Responsibilities:**

If a defect in manufacturing and/or workmanship is discovered during the applicable warranty period, FPT NA will reimburse the authorized FPT NA Service Facility for the following:

- \* Necessary engine components required for repair(s).
- \* Labor per FPT NA's Compact Repair Times (CRT), including engine removal when necessary. (Labor time in excess of the CRT must be clearly expressed in the FPT NA Warranty Claim Form.)
- \* Travel to and from the application's location, up to the maximum allowance. (See: *FPT NA Service Reimbursement Rates for maximum travel information.*)
- \* Secondary costs incurred during repair(s). (*Applicable invoices are required.*)
- \* Freight charges when returning components for additional warranty inspections. (See: *returned goods authorization below.*)

**NOTE:** The authorized FPT NA Service Facility must obtain prior approval from FPT NA when warranty work to be performed exceeds \$3,000.00. The authorized FPT NA Service Facility must provide a repair estimate to FPT NA **BEFORE** repairs commence. Failure to comply may result in warranty claim rejection.

#### **FPT NA Reimbursements:**

##### LABOR:

Reimbursement labor times are published in the FPT Compact Repair Times (CRT) Manual. Additional labor time must be clearly documented on the warranty claim form. FPT NA reserves the right to request additional information including but not limited to photographs to help justify all additional labor time. FPT NA will only reimburse labor rates on file. If an authorized repair facility's posted labor rate is not on file, FPT NA will only reimburse the authorized repair facility \$50.00 per hour for warranty claims, until FPT NA receives and approves an FPT NA Labor Request Form. (See attached FPT NA Labor Request Form.) The repair facility must submit the form to FPT NA before January 1st of every year, otherwise the last submitted shop labor rate will remain. FPT NA is not responsible for work performed by unauthorized service facility. The repair/work order is required when submitting the warranty claim form to FPT NA.

#### SERVICE PARTS:

Warranty reimbursement for service parts are calculated as follows after 30Oct2010; The FPT Distributor Net Price + 15% warranty markup when work is performed by an authorized Distributor. The FPT Dealer Net Price + 15% warranty markup when work is performed by an authorized Dealer. (Zero markups are permitted on complete engine replacements. Zero reimbursement for work performed by an unauthorized service facility.) FPT NA reserves the right to supply parts free of charge on warrantable repairs or related field campaigns.

Service Parts are covered by a six (6) month warranty from the date of purchase to the end user. A bill of sale to prove when the Service Part was purchased is required when submitting for warranty reimbursement. Said component must be inspected by FPT NA to validate the manufacturing/workmanship defect. If the Service Part is installed on an engine during the standard warranty period, the customer receives the remaining standard warranty coverage for the Service Part. For claims outside of the standard warranty period, FPT NA reimburses for the Service Part cost only; labor is not reimbursed during a Service Part replacement. Please reference the Parts Return Policy appendix for Return Material Authorization (RMA).

#### TRAVEL:

Travel time reimbursement rates are calculated at 80% of the agreed shop labor rate on file with FPT NA for a maximum of 6 hours. Travel mileage is calculated at the rate submitted with the FPT NA Labor Request Form. If a mileage rate is not on file, FPT NA will reimburse the authorized repair center at a rate of \$0.50 per mile for a maximum of 300 miles. Travel above 300 miles will be reimbursed for mileage only, replacing all previously accrued travel time. FPT NA will not provide supplemental reimbursement for additional incurred travel expenses such as but not limited to: hotels/meals/transportation. Starting and ending addresses are required to properly calculate reimbursement.

#### ESTIMATES:

Warranty claims in excess of \$3,000.00 (including parts, labor and travel) must include a formal estimate approved by FPT NA before proceeding with the repair. Estimates are utilized to better understand the cost of replacement versus the cost of repair with the least amount of customer downtime. If repairs exceed the original estimate by more than 10%, FPT NA must be contacted before submitting for warranty reimbursement. Failure to provide an estimate may result in warranty claim rejection.

#### WARRANTY ADMINISTRATIVE COSTS:

One (1) hour of labor, at the agreed labor rate, is offered for administrative responsibilities. However, if FPT NA is able to prove the Distributor(s) is(are) not properly reviewing the warranty claim(s), the Administrative Cost is deducted.

#### MISCELLANEOUS EXPENSES:

Any repair costs not covered by Labor, Service Parts, or Travel above require prior authorization.

#### **Returned Goods Authorization (RGA):**

FPT NA reserves the right to recall any failed component(s) for inspection at any time during the warranty period. The authorized FPT NA Service Facility must hold faulty components and/or engines for potential examination by FPT NA for 90 days following warranty claim reimbursement. FPT NA requires all components exceeding a list price of \$1000.00 to be inspected against manufacturing/workmanship defects. If FPT NA requests the return of components and/or engines, FPT NA will assign and provide an RGA number to return the components/engines for additional inspection. The RGA number must be affixed to the returning components/engines. Returning components/engines must be cleaned (unless cleaning destroys the evidence) and properly protected against environment or transportation damages. Shipping hazardous goods may result in shipping penalties against the shipping party. FPT NA requests supplemental digital photographs of the failed component(s) and/or engine(s). Goods not returned within 45 days of issuance of RGA number may result in claim rejection. Please reference the RGA number in the warranty claim. FPT NA does not accept returned goods without an RGA.

#### **Ship to address:**

Fiat Powertrain Technologies North America (FPT NA)  
Attention: After Sales Department  
245 East North Avenue  
Carol Stream, IL 60188  
USA

#### **Shipping method:**

FedEx prepaid with FPT NA account #: 2720-6084-3 for shipments under 150 pounds (68 kg).  
Shipments greater than 150 pounds (68 kg) require special instructions.  
Please e-mail: <FPT-NA-WARRANTY@fptpowertrain.com> with questions, concerns and tracking information.

#### **Warranty Claim Procedure:**

FPT NA will only accept completed and legible engine and parts warranty claims utilizing the FPT NA Warranty Claim Form. All claims must give detailed descriptions of the failure and the procedure(s) taken to determine and resolve the failure. Reimbursement will be contingent on receipt of the failure/repair details and

description of work performed. The FPT NA Warranty Claim Form must include the Engine Model Name, Engine Serial Number, in service date/sea trial date with operation hours of service and part numbers of the failed component(s). All claims must include the relevant CRT job number and follow all CRT times. One failure per claim is allowed unless this claim unless prior authorization is provided and documented. In order to process any claim within a reasonable amount of time, the claim must be submitted within 60 days following repair completion. Any claim(s) over 60 days following the repair are not accepted. All miscellaneous expenses must have the appropriate invoices attached to the claim. The process will be delayed unless the necessary receipts were received by the FPT NA After Sales Department. The failure must have a clear, understandable and decisive explanation on the claim. "Defective" is not a sufficient description, and may delay reimbursement. For warranty repairs to Bosch fuel injection equipment, see attached service bulletin S1024E. Failure to comply with any of the above procedures may result in rejection of the warranty claim. FPT NA reserves the right to perform warranty claim audits at its discretion without prior notice. Please view the appendix attachments for supplemental information.

If there are any questions regarding the warranty rights and responsibilities, or for information on the nearest authorized service center, please contact FPT NA at 1-630-260-4226 or e-mail: <FPT-NA-WARRANTY@fptpowertrain.com>.

**SI024E**  
05/24/2007

Subject: **REPAIRS TO BOSCH FUEL INJECTION EQUIPMENT**  
 Validity: **IMMEDIATE**  
 Applications: **ALL**  
 Engines: **ALL**

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Regarding the above, we confirm that any work required on fuel injection systems during the warranty period must be carried out by the Bosch service network.

Bosch guarantees its injection systems for 12 months from the date the engine is delivered to end user (as indicated on the engine warranty registration).

To have the work done by the Bosch network, the equipment requiring an inspection/repair must be delivered to an authorized service centre accompanied by the attached form, duly filled in.

In the event of a claim under warranty being accepted by Bosch (who will proceed to repair or replace the equipment free of charge), FPT/ Iveco Motors will bear the costs for the work carried out by its own authorized workshop (e.g. removal/refit of the injection equipment from and to the engine), upon receipt of a filled-in copy for the above mentioned form that must be attached to the standard warranty claim.

No Warranty Claim should be submitted in the event that no defect of manufacture is found (attributable to Bosch or FPT/ Iveco Motors)

**ATTENTION:**

This document cancels and replaces Service Info N° **SI008E** dated 05.09.2005 dealing with the same topic.

Service info

# REQUEST FORM FOR REPAIRS TO BOSCH FUEL INJECTION EQUIPMENT

ENGINE TYPE \_\_\_\_\_  
ENGINE SERIES N° \_\_\_\_\_  
DELIVERY TO END USER \_\_\_\_\_  
KM/HOURS CLOCKED BY VEHICLE \_\_\_\_\_  
REPORTED DEFECT \_\_\_\_\_

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## TO BE COMPLETED BY BOSCH SERVICE CENTRE

### PUMP TYPE

ROTARY                       IN LINE                       HIGH PRESSURE                       FEED

BOSCH P/N \_\_\_\_\_ PUMP SERIES N° \_\_\_\_\_

### INJECTOR

CONVENTIONAL                       ELECTRIC INJECTOR                       PUMP INJECTOR

BOSCH P/N \_\_\_\_\_ INJECTOR SERIES N° \_\_\_\_\_

DATE OF DELIVERY TO BOSCH WORKSHOP \_\_\_\_\_

DATE OF RETURN TO FPT / IVECO MOTORS SERVICE \_\_\_\_\_

### DEFECT DISCOVERED

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### WORK CARRIED OUT

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

REPAIR COVERED BY WARRANTY

REPAIR NOT COVERED BY WARRANTY

### REASONS FOR REJECTING CLAIM UNDER WARRANTY

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

signed and stamped by  
FPT / IVECO MOTORS  
Service

signed and stamped by  
BOSCH service



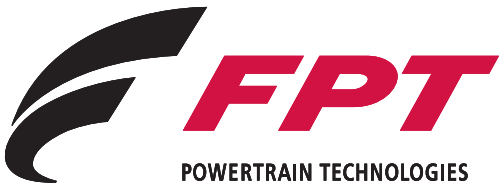
FPT Powertrain Technologies -  
 North America  
 245 East North Avenue  
 Carol Stream, IL 60188-2021  
 USA  
 Phone: 630.260.4226  
 Fax: 630.260.4267

Warranty Claim #:

Customer Name: (End User or Company)		Authorized FPT Service Facility: (Distributor/Dealer)		
Street Address:		Street Address:		
City:	State and Zip Code:	City:	State:	Zip Code:
Phone:	Fax:	Phone:	Fax:	
Engine Model Name / Engine Type:		E-mail (Distributor):		
Engine Serial Number:		Failure Code:	010 defect	
Date of Purchase:	In Service Date:	Click above for dropdown info.		
Failure date:	Repair date:	Customer Complaint:		
Engine Hours Used:	Defective Part Number:			
Application Manufacture:				

Root Cause and Concern Correction:

Reimbursement schedule:				Part #:	Qty.:	Net cost each	Extended Cost w/ 15%
Claim Total: \$\$							\$ -
Labor Hours:	Rate:						\$ -
							\$ -
Travel Time:	Rate:	Starting ZIP:	Ending ZIP:				\$ -
							\$ -
Mileage:	Rate:						\$ -
							\$ -
Parts:							\$ -
Extended from Column L							\$ -
Miscellaneous - include invoices:							\$ -
							\$ -
<b>Grand Total: \$\$</b>							\$ -
Factory Use Only							\$ -
							\$ -
FPT NA Claim Number:							\$ -
							\$ -
Revised: 19-Nov-10				Total parts: \$\$			\$0.00



FPT Powertrain Technologies -  
 North America  
 245 East North Avenue  
 Carol Stream, IL 60188-2021  
 USA  
 Phone: 630.260.4226  
 Fax: 630.260.4267

Warranty Claim #:

Customer Name: (End User or Company)		Authorized FPT Service Facility: (Distributor/Dealer)		
Street Address:		Street Address:		
City:	State and Zip Code:	City:	State:	Zip Code:
Phone:	Fax:	Phone:	Fax:	
Engine Model Name / Engine Type:		E-mail (Distributor):		
Engine Serial Number:	Failure Code: 010 defect <i>Click above for dropdown info.</i>			
Date of Purchase:	In Service Date:	Customer Complaint:		
Failure date:	Repair date:			
Engine Hours Used:	Defective Part Number:			
Application Manufacture:				

Root Cause and Concern Correction:

Reimbursement schedule:				Part #:	Qty.:	Net cost each	Extended Cost w/ 15%
Claim Total: \$\$							\$ -
Labor Hours:	Rate:						\$ -
							\$ -
Travel Time:	Rate:	Starting ZIP:	Ending ZIP:				\$ -
							\$ -
Mileage:	Rate:						\$ -
							\$ -
Parts:							\$ -
Extended from Column L							\$ -
Miscellaneous - include invoices:							\$ -
							\$ -
Grand Total: \$\$	\$0.00			Total parts: \$\$			\$0.00

Factory Use Only

FPT NA Claim Number:

Revised: 19-Nov-10

COLOR LEGEND:	
	Customer Information
	Authorized FPT Service Facility's Responsibility
	Authorized FPT Distributor's Responsibility

# Engine Inspection Form

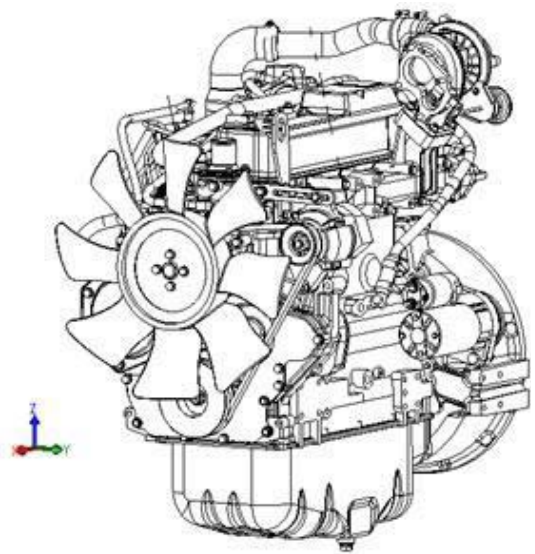
Type of Engine  Genset  Industrial  Marine



Serial Number: \_\_\_\_\_  
 Model Number: \_\_\_\_\_  
 Arrival Date: \_\_\_\_\_  
 Inspection Date: \_\_\_\_\_  
 Inspected By: \_\_\_\_\_  
 Invoice/Purchase Order/Ref #: \_\_\_\_\_

**Engine Condition:**

Engine skid/pallet damage:	Yes	No	
Damage to radiator/shields(guards)/fan:	Yes	No	N/A
Damage to valve cover:	Yes	No	
Damage to fan belts/pulleys:	Yes	No	
Damage to filter(s):	Yes	No	
Damage to oil pan:	Yes	No	
Damage to intake/exhaust components: (Air cleaner/turbocharger/after-cooler)	Yes	No	
Rust on engine:	Yes	No	



**Other Engine Accessories/Attachments:**

Warranty Certificate/ Registration forms:	Yes	No
Use and Maintenance Manual:	Yes	No
All Accessories and Attachments:	Yes	No

\*Please use example of 3D engine as an aid when inspecting an engine.

Note damages/missing/attachments/accessories:

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**Please include supporting photos when submitting for reimbursement.**

For FPT use only:



Engines and Transmissions



## Warranty Registration Form

Thank you for purchasing a new Fiat Powertrain Technologies of North America (FPT NA) product. We value you as an FPT owner and invite you to take this opportunity to register your FPT NA product with us. Registration will assist us in providing you with the finest in after-sale service and support.

### Information you will need to register your purchase:

1. The engine model name.
2. Engine serial numbers.
3. The purchase date.
4. Purchase location (FPT NA Distributor/Dealer).
5. Sea trial (marine applications only).
6. Owner's information.

[The model name and serial/engine number of your product can be found on the engine model nameplate attached to your FPT NA product.]

**NOTE:** FPT NA suggests printing a copy of this Warranty Registration Form and keep it with your records related to this FPT NA product.

Owner (Original Retail Purchaser)		Dealer/Distributor Name & Address:
Name:		
Street Address:		
City:		
State/Province:		
Postal Code:		
Country:		Date of Purchase: (mm/dd/yyyy)
Engine Model Name:		
Engine Serial Number: (ESN)		
Application Manufacturer:		

Please complete this document and return it to FPT NA.



Engines and Transmissions



## FPT NA Labor Request Form

Distributor Name:	
Dealer Name:	
Street Address:	
City:	
State/Province:	
Postal Code:	
Country:	
Telephone:	
Fax:	
Service Manager:	
E-Mail:	
Posted Shop Labor Rate:	
Posted Mileage Rate:	
Date:	

Please complete and return this form by email or fax. Must be received by December 1 of the current year to take effect in the following calendar year. Only one rate increase per calendar year. Please include explanation to justify rate increase.

E-mail: [FPT-NA-WARRANTY@fptpowertrain.com](mailto:FPT-NA-WARRANTY@fptpowertrain.com)

Fax: +1(630) 260-4267, attention: FPT NA Service and Warranty Department.