

# Technical information

**TI No.: 00.00K00128B**

**Distribution list: D**

**Distribution date:**

**20.03.2019**

**Valid until:**

**The point of contact is the EvoBus after-sales service in each country**

**Model:** All marques and models

**TITLE:** **Independent services, such as inspections/repairs, carried out by unauthorised partners or service providers or by external suppliers (external third parties) within the defect liability warranty and defect liability warranty extension periods in Europe**

**Replaces: 00.00K00128A**

Reason:

Additional information on the duty to document in the event of independent services (inspections/repairs) carried out by external third parties

## COMPLAINT

Under the European block exemption regulation (BER), it is not permitted to allocate repairs carried out during the defect liability warranty period or defect liability warranty extension period (e.g. engine repairs, glass service, air-conditioning service, etc.) to third parties or external service providers. This regulation applies to all European markets.

Nevertheless, it is frequently the case that external suppliers, such as Hübner, ZF, Voith, etc., are inspecting or working on vehicles under their own goodwill and without cost allocation.

## REMEDY

1. If an independent service (inspection and/or repair) is carried out by an external third party, each one of these independent services must always be documented in the system even if no invoice is produced by the external third party. This applies regardless of whether or not the vehicle is still within the warranty or goodwill period.
2. The documentation must always contain details of by whom and exactly when the independent service was carried out and include the purpose, content and result/success of the

independent service. Each external third party must be requested to provide proof of work and, where applicable, an assessment report and to enclose such in the vehicle/repair documents.

3. An ESKULAB enquiry must always be created before the job order for an independent service is authorised, otherwise a chargeback of the independent service will be triggered. For documentation, a warranty claim must be submitted and coded with the corresponding defect. The external independent service is billed under incidental expenses with the operation number stated below.



We reserve the right to reject any claim where the required procedure has not been observed.

## OPERATION TEXTS

Operation no.	Operation text	Working time/h	Comment
02-2862	Document work of service provider and/or supplier	0.2	

The times apply for work at an hourly rate.

BUS/MCC

pp.

Johannes Lehmann

BUS/MCC-O

pp.

Markus Fischer

This document may contain confidential information.

Distribution outside the production plant's distribution list is not permitted.

For information only. Subject to ongoing technical

development. Not subject to the amendment service.