



ADVANCED TECHNOLOGY  
FOR A **CLEANER**  
**FUTURE**®

## Warranty Inspection Procedures

- *Skyline warranties workmanship of DPFs for*
  - *2 years and unlimited miles*
- *The Skyline warranty is on WORKMANSHIP of the part*
  - *Broken metal / welds*
  - *Loose or cracked substrate*
- *Not covered is damage resulting from engine issues*
  - *Thermal damage to DPF*
  - *Soot overload*
  - *Failure to regenerate*
- *After reviewing this document to ensure that there is a manufacturing defect, please call 1-800-462-1423 for a Return Authorization number so that we may review the product.*

- *Check warranty registration*
  - *Does the customer have proof of purchase?*
  - *Within warranty period?*
    - *2 years from the date of sale*
- *If not – warranty is denied*
- *If yes – move on to DPF inspection*

- *Covered under warranty are:*
  - *Broken or split welds*
  - *Broken flange*
  - *Broken brackets or bungs*
- *Inspect DPF to determine whether failure is caused by:*
  - *manufacturing*
  - *impact / abuse?*

# DPF EXTERNAL INSPECTION



- *Road hazard – external damage from impact by road debris is **not** covered under warranty!*



*If there is **no** sign of abuse or impact:*

- *Warranty claim is valid*
  - *Replace DPF*
  - *Return failed component to Skyline*

## COMPLAINT 2: DPF IS BREACHED



### *Symptoms:*

- *Soot on outlet side of DPF*
- *Visible black exhaust plume while in operation*

### *Workmanship warranty covers:*

- *Mechanical breach (loose or cracked substrate)*
- *Not covered is damage from thermal events:*
  - *Parts of the substrate have melted*
- *Not covered is damage from engine problem or neglect:*
  - *ECU shows faults related to the aftertreatment system or the engine within warranty period*

*Check for:*

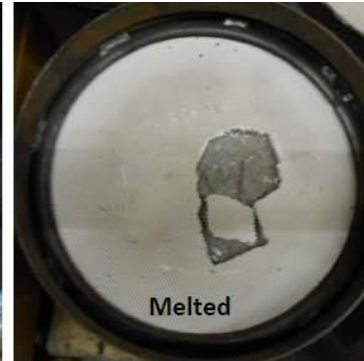
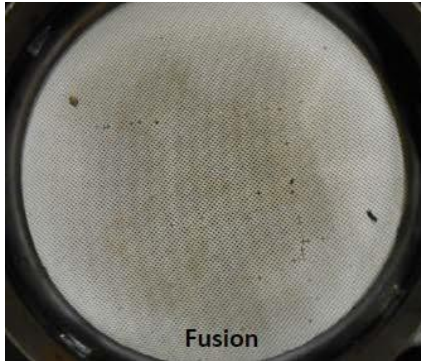
- *Engine light illuminated – fault codes*
- *Engine misfire*
- *Traces of fuel or oil in the exhaust*

*No coverage for damage caused by engine problems!*

*Note to customer: A replacement DPF will fail again if the root cause is not addressed!*



# DPF INSPECTION – THERMAL DAMAGE



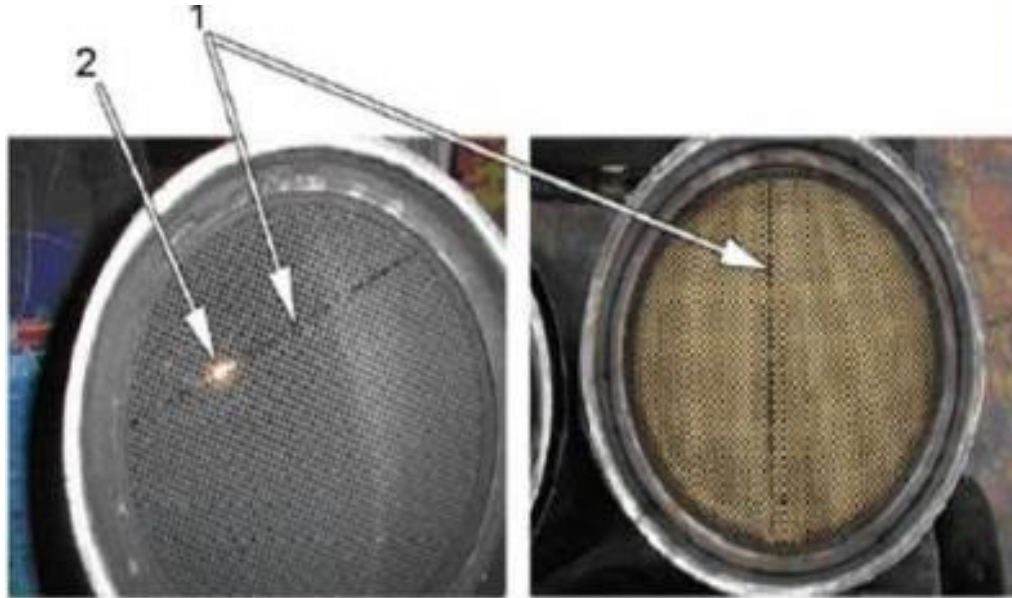
- *Thermal damage can be identified by*
  - *Soot on downstream side*
  - *Discoloration with local breach*
  - *Obvious damage from melting or fusion*

*Thermal damage is **not** covered under Warranty!*

- *Engine misfire or fuel / oil in exhaust pipe?*
  - *No warranty*
- *ECU: Engine or aftertreatment fault codes within the warranty period ?*
  - *No warranty*
- *Any signs of thermal damage?*
  - *No warranty*

*If the answer is “no” to these questions, ship DPF to Skyline for inspection and warranty determination*

## COMPLAINT 3 – CRACKED SUBSTRATE



*A cracked substrate can be identified by*

- long facial cracks (1, 2)*
- Cracks can be a part of thermal damage!*

## COMPLAINT 3 – CRACKED SUBSTRATE



*Check for signs of thermal damage:*

- Discoloration, distortion*
- Local damage*



*Check for signs of mechanical damage:*

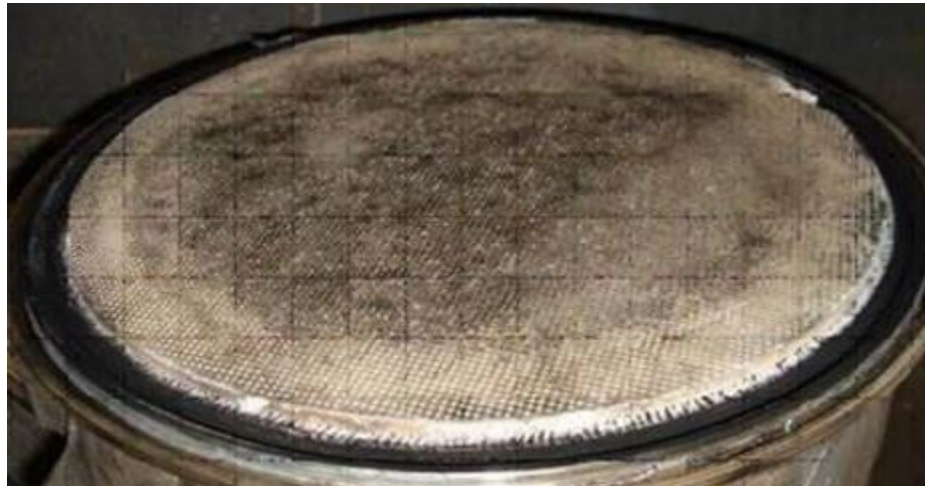
- Impact damage during previous repair / service*



- *ECU: Engine or aftertreatment fault codes within the warranty period ?*
  - *No warranty*
- *Any signs of thermal damage?*
  - *No warranty*
- *Any signs of mechanical damage?*
  - *No warranty*

*If the answer is “no” to these questions, ship DPF to Skyline for inspection and warranty determination*

## COMPLAINT 4 – SUBSTRATE SLIPPAGE



- *A slipped substrate is identified by*
  - *Substrate having moved beyond the retaining ring*

- *ECU: Engine or aftertreatment fault codes within the warranty period ?*
  - *No warranty*
- *Any signs of thermal damage?*
  - *No warranty*

*If the answer is “no” to these questions, ship DPF to Skyline for inspection and warranty determination*