

**TABLE OF CONTENTS**

**LIMITED WARRANTY – DETROIT  
MBE 4000® ON-HIGHWAY ENGINES..... 2, 3**

**LIMITED WARRANTY – DETROIT  
MBE 4000® EGR ON-HIGHWAY ENGINES..... 4, 5**

**POLICY ON OWNER SERVICE ..... 6**

**CUSTOMER ASSISTANCE..... 7, 8, 9**

**MAINTENANCE RECORDS..... 10, 11, 12**

13400 Outer Drive, West / Detroit, Michigan 48239-4001  
Telephone: 313-592-5000  
[www.demanddetroit.com](http://www.demanddetroit.com)

**LIMITED WARRANTY ON NEW DETROIT  
MBE 4000® ENGINES USED IN  
ON-HIGHWAY VEHICLE APPLICATIONS**

**Terms of Coverage:**

**Uses**

This warranty applies to the first retail purchaser and subsequent owners during the WARRANTY PERIOD of new Detroit MBE 4000® Engines (referred to as Engine) manufactured by Detroit Diesel Corporation and/or supplied by Detroit Diesel Corporation, Detroit Diesel of Canada Limited or Detroit Diesel Overseas Distribution Corporation (all which are collectively referred to as Detroit) for use in on-highway vehicle applications.

**Defects**

This warranty covers Engine REPAIRS to correct any malfunction occurring during the WARRANTY PERIOD resulting from defects in material or workmanship.

**Repairs**

To obtain warranty repairs, you must request the needed repairs within the WARRANTY PERIOD from an authorized Detroit service outlet. Only new genuine parts or remanufactured parts or components supplied or approved by Detroit will be used. Detroit may at its discretion replace rather than repair components. A reasonable time must be allowed to perform the warranty repair after taking the engine to the authorized service outlet. The owner is responsible for the percentage of repair costs shown under WARRANTY PERIOD. Repairs will be performed during normal business hours.

**Warranty Period**

The WARRANTY PERIOD begins on the date the Engine is delivered to the first retail purchaser or put in use prior to sale at retail, whichever date occurs first, and ends at the time or mileage/kilometer limit shown below.

<b>WARRANTY PERIOD</b>				
<b>Item</b>	<b>Warranty Limitations (Whichever Occurs First)</b>		<b>Repair Charge To Be Paid By Owner</b>	
	<b>MONTHS</b>	<b>MILES/KILOMETERS</b>	<b>PARTS</b>	<b>LABOR</b>
* Engine	0-24	Unlimited	No Charge	No Charge
Accessories	0-24	0-100,000 mi 0-160,000 km	No Charge	No Charge
Upon expiration of the 24 month warranty coverage , but within 500,000 mi/ 800,000 km of use, the warranty continues to apply as follows:				
†Major Components	25-60	0-500,000 mi 0-800,000 km	No Charge	100% of service outlet's normal charge

†Cylinder, Block/Head, Crankshaft, Camshaft, Main Bearing Bolts, Flywheel Housing, Connecting Rod Assemblies, Oil Cooler Housing, Water Pump Housing and Air Inlet Housing and TF550 Air

**Service Supplies**

The cost of service supplies such as coolant, oil and filters which are not reusable due to needed repairs is covered by this warranty.

**Like Replacement Engine**

Engine(s) supplied by DDC as a replacement for an Engine still under warranty will assume the identity of the Engine being replaced and be entitled to the remaining warranty coverage.

**Engine Removal and Reinstallation**

Reasonable labor costs for engine removal and reinstallation, when necessary to make a warranty repair are covered by this warranty.

**LIMITED WARRANTY ON NEW DETROIT  
MBE 4000® ENGINES USED IN  
ON-HIGHWAY VEHICLE APPLICATIONS (Cont'd)**

**This Warranty Does Not Cover:**

**Repairs Due To Accidents, Misuse, Storage Damage, Negligence Or Certain Modifications**

Repairs due to an accident, misuse, misapplication, storage damage, negligence or modifications exceeding Detroit specifications, are not covered by this warranty.

**Braking Devices**

Detroit is not responsible for the repair of non-Jacobs Vehicle Systems mechanical braking devices installed not the Engine, such devices are warranted by the brake manufacturer.

**Fuel Injectors After 100,000 Miles/160,000 Kilometers**

For repair or replacement of fuel injectors after 100,000 miles/160,000 kilometers of operation is not covered by this warranty.

**Maintenance**

Detroit is not responsible for the cost of maintenance or repairs due to lack of performance of required maintenance services or the failure to use fuel, oil, lubricants and coolant meeting Detroit-recommended specifications. Performance of required maintenance and use of proper fuel, oil, lubricants and coolant are the responsibility of the owner. See the Operator's Manual for full details.

**Incidental or consequential Damages**

Detroit is not responsible for incidental or consequential costs or expenses which the owner may incur as a result of a malfunction or failure covered by this warranty, such as vehicle damage, communication expenses, meals, lodging, overtime, loss of use of the Engine or vehicle ("downtime"), loss of time, inconvenience, cargo loss or damage, and other similar costs and expenses.

**Other Limitations**

The performance of REPAIRS is the exclusive Owner's remedy under this warranty. Detroit does not authorize any person to assume or create for it any other obligation or liability in connections with the Engine or the Accessories.

THIS LIMITED WARRANTY AND THE EMISSIONS CONTROL WARRANTY ARE THE ONLY WARRANTIES APPLICABLE TO THE ENGINE AND ACCESSORIES AS USED IN ON-HIGHWAY VEHICLE APPLICATIONS. DETROIT DIESEL CORPORATION MAKES NO OTHER WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DETROIT DIESEL CORPORATION SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES AS DESCRIBED ABOVE.

Some states do not allow the limitation of how long this warranty may last or the limitation or exclusion of incidental or consequential damages, so the above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.



**DETROIT**<sup>™</sup>  
DEMAND PERFORMANCE<sup>™</sup>

13400 Outer Drive, West  
Detroit, Michigan 48239-4001  
Telephone: 313-592-5000

**LIMITED WARRANTY ON NEW DETROIT  
MBE 4000® EGR ENGINES USED IN  
ON-HIGHWAY VEHICLE APPLICATIONS**

**Terms of Coverage:**

**Uses**

This warranty applies to the first retail purchaser and subsequent owners during the WARRANTY PERIOD of new Detroit MBE 4000® EGR Engines (referred to as Engine) manufactured by Detroit Diesel Corporation and/or supplied by Detroit Diesel Corporation, Detroit Diesel of Canada Limited or Detroit Diesel Overseas Distribution Corporation (all which are collectively referred to as Detroit) for use in on-highway vehicle applications.

**Defects**

This warranty covers Engine REPAIRS to correct any malfunction occurring during the WARRANTY PERIOD resulting from defects in material or workmanship.

**Repairs**

To obtain warranty repairs, you must request the needed repairs within the WARRANTY PERIOD from an authorized Detroit service outlet. Only new genuine parts or remanufactured parts or components supplied or approved by Detroit will be used. Detroit may at its discretion replace rather than repair components. A reasonable time must be allowed to perform the warranty repair after taking the engine to the authorized service outlet. The owner is responsible for the percentage of repair costs shown under WARRANTY PERIOD. Repairs will be performed during normal business hours.

**Warranty Period**

The WARRANTY PERIOD begins on the date the Engine is delivered to the first retail purchaser or put in use prior to sale at retail, whichever date occurs first, and ends at the time or mileage/kilometer limit shown below.

<b>WARRANTY PERIOD</b>				
<b>Item</b>	<b>Warranty Limitations (Whichever Occurs First)</b>		<b>Repair Charge To Be Paid By Owner</b>	
	<b>MONTHS</b>	<b>MILES/KILOMETERS</b>	<b>PARTS</b>	<b>LABOR</b>
* Engine	0-24	Unlimited	No Charge	No Charge
Accessories	0-24	0-100,000 mi 0-160,000 km	No Charge	No Charge
	Upon expiration of the 24 month warranty coverage , but within 500,000 mi/ 800,000 km of use, the warranty continues to apply as follows:			
†Major Components	25-60	0-500,000 mi 0-800,000 km	No Charge	100% of service outlet's normal charge

†Cylinder, Block/Head, Crankshaft, Camshaft, Main Bearing Bolts, Flywheel Housing, Connecting Rod Assemblies, Oil Cooler Housing, Water Pump Housing and Air Inlet Housing

**Service Supplies**

The cost of service supplies such as coolant, oil and filters which are not reusable due to needed repairs is covered by this warranty.

**Like Replacement Engine**

Engine(s) supplied by DDC as a replacement for an Engine still under warranty will assume the identity of the Engine being replaced and be entitled to the remaining warranty coverage.

**Engine Removal and Reinstallation**

Reasonable labor costs for engine removal and reinstallation, when necessary to make a warranty repair are covered by this warranty.

**LIMITED WARRANTY ON NEW DETROIT  
MBE 4000® EGR ENGINES USED IN  
ON-HIGHWAY VEHICLE APPLICATIONS (Cont'd)**

**Towing**

During the base warranty period reasonable towing costs to the nearest authorized service outlet are covered by the warranty when due to warrantable failure and the engine is either inoperable, cannot be safely operated or continued operation would cause further damage to the product.

**This Warranty Does Not Cover:**

**Repairs Due To Accidents, Misuse, Storage Damage, Negligence Or Certain Modifications**

Repairs due to an accident, misuse, misapplication, storage damage, negligence or modifications exceeding Detroit specifications, are not covered by this warranty.

**Braking Devices**

Detroit is not responsible for the repair of non-Jacobs Vehicle Systems mechanical braking devices installed not the Engine, such devices are warranted by the brake manufacturer.

**Fuel Injectors After 200,000 Miles/320,000 Kilometers**

For repair or replacement of fuel injectors after 200,000 miles/320,000 kilometers of operation is not covered by this warranty.

**Maintenance**

Detroit is not responsible for the cost of maintenance or repairs due to lack of performance of required maintenance services or the failure to use fuel, oil, lubricants and coolant meeting Detroit-recommended specifications. Performance of required maintenance and use of proper fuel, oil, lubricants and coolant are the responsibility of the owner. See the Operator's Manual for full details.

**Incidental or consequential Damages**

Detroit is not responsible for incidental or consequential costs or expenses which the owner may incur as a result of a malfunction or failure covered by this warranty, such as vehicle damage, communication expenses, meals, lodging, overtime, loss of use of the Engine or vehicle ("downtime"), loss of time, inconvenience, cargo loss or damage, and other similar costs and expenses.

**Other Limitations**

The performance of REPAIRS is the exclusive Owner's remedy under this warranty. Detroit does not authorize any person to assume or create for it any other obligation or liability in connections with the Engine or the Accessories.

THIS LIMITED WARRANTY AND THE EMISSIONS CONTROL WARRANTY ARE THE ONLY WARRANTIES APPLICABLE TO THE ENGINE AND ACCESSORIES AS USED IN ON-HIGHWAY VEHICLE APPLICATIONS. DETROIT DIESEL CORPORATION MAKES NO OTHER WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DETROIT DIESEL CORPORATION SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES AS DESCRIBED ABOVE.

Some states do not allow the limitation of how long this warranty may last or the limitation or exclusion of incidental or consequential damages, so the above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.



**DETROIT™**  
DEMAND PERFORMANCE™

13400 Outer Drive, West  
Detroit, Michigan 48239-4001  
Telephone: 313-592-5000

## **POLICY ON OWNER SERVICE**

### **MAINTENANCE SERVICES**

Proper maintenance and care of the engine will help achieve lower overall operating costs. Use of recommended fuels and lubricants and regular maintenance performed by competent service personnel will help avoid conditions arising from neglect which are not covered by Detroit Diesel Overseas Distribution Corporation (DDODC) new product warranties. The maintenance services described in the applicable Engine Operator's Manual should be performed at the time and/or kilometer intervals stated, by an authored DDODC Service Outlet or any qualified service outlet.

### **PRODUCTION CHANGE**

Detroit Diesel Overseas Distribution Corporation reserves the right to make change(s) in design or add improvement(s) on the products at any time without incurring any obligations to install same on products previously purchased. Authorized Service Outlets reserve a similar right.

### **WARRANTY REPAIR ORDER**

For the owner's records, the authorized Service Outlet will provide a copy of the Warranty Repair Order listing all warranty repairs performed.

## CUSTOMER ASSISTANCE

The satisfaction and goodwill of the owners of Detroit engines are of primary concern to Detroit Diesel Overseas Distribution Corporations (DDODC) and its authorized service outlets.

As an owner of a Detroit engine, you have a complete network of DDODC service outlets worldwide that are prepared and anxious to meet your parts and service needs:

- Service by trained personnel.
- In many areas, emergency service 24 hours a day.
- Complete parts support, including reliabil<sup>®</sup> remanufactured components.
- Sales team to help determine your power requirements.
- Product information and literature.

We recognize however, that despite the best intentions of everyone concerned, misunderstandings may occur. Normally, any such situation that arises in connection with the sale, operation or service of your engine will be handled by the authorized service outlet in your area.

To further assure your complete satisfaction, we have developed the following procedure to be followed in the event you have a concern that has not been handled satisfactorily.

### **Step One**

Discuss your concern with a member of management from the authorized service outlet. Frequently, complaints are the result of a breakdown in communication and can quickly be resolved by a member of management. If you have already discussed the problem with the Sales or Service Manager, contact the General Manager. If your problem originates with a Dealer, explain the matter to a management member of the Distributorship with whom the Dealer has its service agreement.

## **CUSTOMER ASSISTANCE (Cont'd)**

### **Step Two**

When it appears that your concern cannot readily be resolved at the distributor level without additional assistance, contact the nearest DDODC Area Office listed below. You will be assisted by a member of the staff depending upon the nature of your concern.

### **DDODC AREA OFFICES**

#### **Europe, Middle East, Africa and Russia**

Gallus Wyss  
Detroit Diesel Corporation  
13400 West Outer Drive  
Detroit, MI 48239-4001  
+41 32 392 2664  
gallus.wyss@daimler.com

#### **Asia/Pacific and Latin America**

Terry Bistue  
Detroit Diesel Corporation  
13400 West Outer Drive  
Detroit, MI 48239-4001  
313 592-5276  
terry.bistue@daimler.com

Prior to contact, have the following information available:

- Name and location of authorized service outlet
- Type and make of vehicle.
- Engine model and serial number.
- Engine delivery date and accumulated kilometers/miles of operation.
- Nature of the problem.
- Chronological summary of engine's history.



## **CUSTOMER ASSISTANCE (Cont'd)**

### **Step Three**

If you are still not satisfied, present the entire matter in writing or by phone to:

**Director of Technical Service or  
Manager, Service Operations BX5**

Detroit

13400 Outer Drive, West

Detroit, MI 48239-4001 U.S.A.

Phone: (313) 592-5000

Fax: (313) 592-5888

Website: [www.demanddetroit.com](http://www.demanddetroit.com)

When contacting the Area or Home Office, please keep in mind that ultimately your concern will likely be resolved the service outlet utilizing their facilities, equipment and personnel. Therefore, it is suggested that you follow the above step in sequence when experiencing a concern.





