

**DSD SL 17-14**

**Warranty Policy Change on Bosch Exchange Injectors and Bosch Service Produced BQS Injectors – Warranty Extension**

**BOSCH**

Diesel Service



June 29, 2017

To: All Central Distributors, Bosch Diesel Centers, Bosch Diesel Service and Diesel Vehicle Diagnostics Centers

Bosch is pleased to announce a change in the warranty period of certain Bosch Exchange Common Rail Injectors, and Common Rail Injectors identified with BQS (Bosch Quality Scan) labeling.

Effective July 1, 2017, the warranty of attached list of Bosch Exchange injectors is extended from 1 year, unlimited mileage to 2 years, unlimited mileage. This includes the equivalent part numbers supplied by BQS Authorized Service Shops with the EPS815/CRIN\_SST package.

This coverage is retroactive to any of the injectors sold on or after July 1, 2015 on the attached list.

**Bosch Exchange Injectors**

When submitting claims for Bosch Exchange Injectors, please utilize the normal claim procedures in BWS for submission. Please ensure a copy of the original sales invoice is included with the claim submission as an attachment. (Attachment instructions are available in the BWS User Guide.)

**Bosch BQS Injectors**

Bosch is also pleased to announce our support of the BDS and BDC shops who have invested in Common Rail repair by extending the 2 year, unlimited mileage warranty coverage to injectors produced by their shops.

BQS Injectors are identified by either a label affixed to the injector solenoid/body or a special isolator clip on CRIN injectors, which are located under the valve cover.



CRIN Injector with BQS (Blue) Clip



CRI Injector with BQS Label

BQS injectors serviced by an Authorized Bosch Shop can be verified @ <http://qualityscan.bosch-automotive.com> BQS Injectors will have an alphanumeric code that can either be scanned into the verification page or typed in (human readable code).

The verification page will provide the:

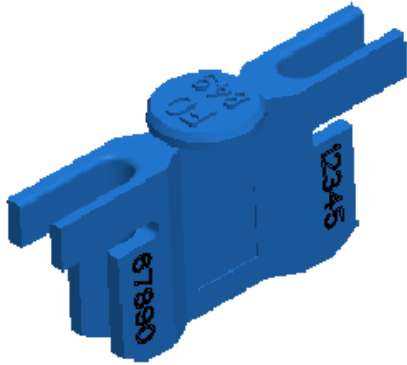
- Name of repairing workshop
- Repair ID (*see below*)
- Component No.
- Serial No.
- Production Date
- IMA Code
- Repair date

A screenshot of the Bosch QualityScan web interface. The title is "Using Bosch QualityScan to search for component data". It features four input fields: "Repair ID", "Type part number", "Date of manufacture", and "Serial number", each with a question mark icon to its right. Below these fields is a CAPTCHA image showing the number "83082" with a refresh icon. At the bottom, there is an "Enter security code:" field and a "Search" button.

This will aid in cases where you question if the age of the injector returned for warranty consideration.

### ***Repair ID***

The Repair ID is a 10-character alphanumeric code on the label or clip. The Repair ID is unique for every component and is the component identification number when registered in the BQS database.



Repair ID location - CRIN clip



Repair ID location - label

In cases where you do receive a BQS injector, Bosch will reimburse the cost of an equivalent Bosch exchange injector on your BWS claim. All BQS injector claims are to be returned to Bosch and not back to the BDS or BDC who produced the injector. Bosch will use these injectors as an additional quality audit of the workmanship and content of CRI\_CRIN Authorized shops.

BWS claims for BQS injectors also require a copy of the original sales invoice to be attached to the BWS claim.

### Testing and Inspection

All injectors should be inspected for obvious (external) signs of physical damage and/or contaminated fuel, which are not warrantable conditions and could cause a repeat repair if not addressed before installing the replacement injector(s).

- Broken, stripped, stretched electrical connections
- Corrosion or fuel deposits in the injector inlet
- Overheated nozzle tips
- Wear from out of position valve train components

It is recommended that BDC and BDS shops pre-test the suspect injectors on either the EPS205 or the EPS815/CRI\_CRIN SST to verify there is a defect present in the function of the injector. Testing time is reimbursable for BDC and BDS shops. (Copy of EPS815 or EPS205 must be attached to BWS claim for testing reimbursement.)

Shops should also be suspect of an external cause if more than one injector is returned for warranty consideration from the same engine.

### Replacement Labor

Labor for replacement of injectors covered by this warranty policy is limited to injectors installed by either a Bosch Diesel Center (BDC), Bosch Diesel Service (BDS) with authorized drive-in facility or a Diesel Vehicle Diagnostics Center (DVD). Labor for customer installed injectors is not covered under the Bosch warranty policy.

Labor will be reimbursed at the published flat rates provided in either Mitchell or All-Data flat rate guides.

If you have any further questions, please feel free to contact the Diesel Hotline 1-855-4BoschService (1-855-426-7247) or [diesel.helpdesk@us.bosch.com](mailto:diesel.helpdesk@us.bosch.com).

Sincerely,

Ilidio Serra  
Manager, Technical Service Support  
Automotive & Diesel Products

Attachments

## Updated Bosch Limited Warranty Policy, Effective July 1, 2017

### Affected Part Numbers

Bosch PN	Description	Product Type	Application Group	Application Segment
0986435256	Injector	CRI	BMW_2.0_14+	PC/SUV
0986435359	Injector	CRI	BMW_3.0_09-13	PC/SUV
0986435503	Injector	CRIN1	Cummins_5.9_Ram_03-07	Pickup/LCV
0986435505	Injector	CRIN1	Cummins_5.9_Ram_03-07	Pickup/LCV
0986435518	Injector	CRIN3	Cummins_6.7_Ram_07-16	Pickup/LCV
0986435621	Injector	CRIN3	Cummins_6.7_Ram_07-16	Pickup/LCV
0986435251	Injector	CRI	FCA_3.0_14-16	Pickup/LCV
0986435415	Injector	CRI	Ford_Powerstroke_6.7_11-16	Pickup/LCV
0986435433	Injector	CRI	Ford_Powerstroke_6.7_11-16	Pickup/LCV
0986435502	Injector	CRIN1	GM_DMAX_6.6_01-04	Pickup/LCV
0986435504	Injector	CRIN2	GM_DMAX_6.6_04.5-05	Pickup/LCV
0986435520	Injector	CRIN3	GM_DMAX_6.6_06-10	Pickup/LCV
0986435521	Injector	CRIN3	GM_DMAX_6.6_06-10	Pickup/LCV
0986435409	Injector	CRI	GM_DMAX_6.6_11-16	Pickup/LCV
0986435410	Injector	CRI	GM_DMAX_6.6_11-16	Pickup/LCV
0986435128	Injector	CRI	Jeep_2.8_05-06	PC/SUV
0986435428	Injector	CRI	Mercedes_2.1_14-16	PC/SUV
0986435053	Injector	CRI	Mercedes_2.7_03-06	Pickup/LCV
0986435109	Injector	CRI	Mercedes_2.7_03-06	Pickup/LCV
0986435355	Injector	CRI	Mercedes_3.0_07-15	PC/SUV
0986435396	Injector	CRI	Mercedes_3.0_07-15	PC/SUV
0986435398	Injector	CRI	Mercedes_3.0_07-15	PC/SUV
0986435404	Injector	CRI	Mercedes_3.0_07-15	PC/SUV
0986435406	Injector	CRI	Mercedes_3.0_07-15	Pickup/LCV
0986435127	Injector	CRI	Mercedes_3.2_05-06	PC/SUV
0986435008	Injector	CRI	SMART 0.8 2005-2007	PC/SUV
0986435258	Injector	CRI	VW_2.0_09+	PC/SUV
0986435367	Injector	CRI	VW_2.0_09+	PC/SUV
0986435382	Injector	CRI	VW_3.0_09-12	PC/SUV
0986435413	Injector	CRI	VW_3.0_13-16	PC/SUV



**DIESEL REPLACEMENT PRODUCTS  
LIMITED WARRANTY POLICY FOR BOSCH SERVICE NETWORK**

**APPLICABLE TO THE UNITED STATES, U.S. VIRGIN ISLANDS, PUERTO RICO, CAYMAN ISLANDS AND CANADA. SUPERSEDES ANY OTHER WARRANTY STATEMENT**

Robert Bosch LLC warrants the products listed below to be free from defects in material or workmanship in accordance with the following:

The warranty period commences the day the product is delivered to the original purchaser. Bosch warrants that it will repair or replace, free of charge, any product which, under normal conditions of use and service, proves to be defective in material or workmanship and which is within the applicable warranty period listed below. This warranty, however, does not cover any labor costs incurred in diagnosis of defects, removal or reinstallation of a product, nor does it cover any other consequential expenses.

To obtain performance of this warranty, purchasers should contact the outlet where they originally purchased the product. A dated purchase receipt, repair order or other written proof that the product is within the warranty period will be required in order to honor the claim. Further information may be obtained by contacting the Bosch regional office listed at the bottom of this document.

This warranty is limited to the original purchaser, i.e. is not transferable to subsequent owners of the product. Specifically excluded from this warranty are failures, caused by misuse, negligence, modification, abuse, improper application, or operation, or failures caused by unauthorized service or use of unauthorized parts. Claims must be processed through Bosch Warranty System (BWS) to obtain performance of this warranty.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BOSCH DOES NOT ASSUME ANY RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ALSO TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY SETS OUT YOUR EXCLUSIVE REMEDIES WITH RESPECT TO THE PRODUCTS COVERED BY IT. NO ATTEMPT TO ALTER, MODIFY, OR AMEND THIS WARRANTY SHALL BE EFFECTIVE UNLESS AUTHORIZED IN WRITING BY AN OFFICER OF BOSCH.

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

**Bosch Authorized Rebuilt**

**Common Rail Injectors**

Rebuilt and registered through Bosch Quality Scan Protection

**Covered: 24 Months/Unlimited mile/hours\***

Applies to Non-Commercial Passenger Cars and Light Trucks

\*Please see our Authorized Service website for additional warranty information

This Limited Warranty Policy for Automotive and Diesel Replacement Products does not apply to products supplied by Bosch to Vehicle/equipment manufacturer for installation as original equipment or replacement parts. The vehicle/equipment manufacturer's warranty governs exclusively in those cases.

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TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BOSCH DOES NOT ASSUME ANY RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ALSO TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY SETS OUT YOUR EXCLUSIVE REMEDIES WITH RESPECT TO THE PRODUCTS COVERED BY IT. NO ATTEMPT TO ALTER, MODIFY, OR AMEND THIS WARRANTY SHALL BE EFFECTIVE UNLESS AUTHORIZED IN WRITING BY AN OFFICER OF BOSCH.

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

**Bosch Remanufactured**

**Common Rail Injectors**

**Covered: 24 Months/Unlimited mile/hours\***

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