

**BOSCH**

Invented for life

TECHNICAL BULLETINIssued by ROBERT BOSCH (AUSTRALIA) PTY. LTD.
A.B.N. 48 004 315 628
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Incorporated inFile: DISM
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Page: 1 of 2
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Bosch Exchange Pump Handling Process

The following process outlines the handling requirements for Bosch owned exchange pumps which have been placed at various Bosch Service Dealers throughout Australia and New Zealand. **They are for the purpose of OEM warranty support only** and remain the sole property of Robert Bosch (Australia) Pty Ltd. They cannot be sold or disposed of without the written permission of a Bosch representative.

IT IS THE SOLE RESPONSIBILITY OF THE ALLOCATED BOSCH SERVICE DEALER TO ENSURE THE EXCHANGE PUMP IS KEPT IN AN "AS NEW CONDITION" AND AVAILABLE FOR EXCHANGE.

Authorization must be obtained from a Bosch representative if for any reason an exchange pump is required for a non-warranty issue or passed onto another Bosch Service Dealer.

Depending on the required OEM support, exchange pumps maybe re-located from one Bosch Service Dealer to another at the discretion of Robert Bosch (Australia) Pty Ltd.

Handling of exchange pump for customer requirement

When contacted by an OEM Dealer requesting an exchange pump, the Bosch Service Dealer will need to obtain the following:

- A valid purchase order for assessment / repair including any associated costs that do not meet the warranty terms and conditions.
- A completed copy of the attached check list on page 2 by the OEM Dealer

On receipt of a failed pump from a customer you, will need to drain the fluid and inspect for contamination or other causes of failure. If the cause of failure is found to be non-warrantable (not related to a manufacturing or material defect), a quote for repair or replacement pump should be provided to your customer.

Note: A new pump can be purchased and supplied through the normal Bosch parts supply system via your Bosch Distributor.

Warranty claims

Only warranty repair cost for manufacturing or material defects are to be claimed through the normal Bosch warranty claim process by completing a G1 form. **Any costs for general wear and tear on worn components or cost for retuning the pump to an "as new condition" are to be charged to the customer.**

Replacement warranty parts must be kept for 90 days after the claim is submitted to Bosch Australia.

Bosch Australia will only accept freight cost for transporting the pump to the nearest Bosch Service Dealer capable of repairing the pump.

Auditing

A Service representative will conduct an annual stock audit of the exchange pumps held at your premises.



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INJECTOR PUMP REPORT CHECK SHEET

Note: All detailed information MUST be entered.

Date:

The original of this report must accompany the replaced pump

Dealer Information:

Dealer Name: _____

Delivery Address: _____

Contact Number: _____

Contact Name: _____

Reference No. _____

Dealer Code: _____

Repair Order No. _____

Customer and Vehicle Information:

Date of Purchase: _____

Customer Name: _____

Date of Failure: _____

Pump Assembly No.: _____

Vehicle Reg. No.: _____

Pump Serial No.: _____

VIN No.: _____

Km: _____

Customer Complaint: _____

Smoke : θ No: θ Yes: Colour: _____

Engine light on : θ No: θ Yes: Stored DTC: _____

Contamination found in fuel (including filter): θ No: θ Yes:

Diagnostic Conclusion: _____

IMPORTANT:

Any error code must be recorded in the customer complaint section above.

- The original of the 'INJECTOR PUMP REPORT' should accompany the fuel pump.
- ¹ Fuel pump must be drained of fuel and all connections plugged with the supplied caps on the C/O pump prior to packaging.
- The pump **MUST** be packaged correctly and returned in the original shipped container. A return Con-note will be supplied with the replacement pump.
- Any damage encountered due to incorrect packaging will be the responsibility of the sender.
- Failure to return this form with the pump will result in the sending retailer being invoiced.

¹ To drain the pump, remove the inlet and outlet banjo bolts and fittings. Invert the pump and drain into a clean container. Inspect the fuel content. If contaminated, report on the fuel condition to the customer.

Loosely tighten all inlet / outlet fuel connections on the returned pump. **DO NOT OVER-TIGHTEN.**