



In order to successfully process a warranty claim, it is important for any dealer to understand the details of the warranty coverage offered by Kubota Engine America as well as the practices and procedures that surround warranty claims. The guidelines below must be observed when processing warranty claims. Please note that the supporting Kubota documentation and warranty statements are the final interpretation. The guidelines below are meant as a quick reference to supplement the original documents.

## **A. WARRANTY TYPES**

While most warranty types are defined in the official Kubota Engine America Industrial Engine Warranty statement, it is important to understand that different components carry different warranty periods. The following categories exist:

### **1. STANDARD ENGINE WARRANTY**

- » Valid for 2 years or 2,000 hours, whichever occurs first.
- » Covers all parts originally included on the engine.

### **2. MAJOR COMPONENT WARRANTY (MCW)**

- » Valid for 3 years or 3,000 hours, whichever occurs first.
- » Covers most major internal parts (block, head, crankshaft, etc). See warranty statement for a full list
- » Covers only parts.

### **3. REPLACEMENT PARTS WARRANTY**

- » Valid for 1 year from the date of the part purchase
- » Covers all genuine Kubota parts purchased through an authorized Kubota outlet.

### **4. EMISSIONS WARRANTY**

- » Different emission warranties apply based on the type (CI or SI) of the engine. See specific policy for details.
- » Extends beyond the standard engine warranty for high priced emissions components.

### **5. YARD CLAIM WARRANTY**

- » Covers zero-hour issues on new engines.

## **B. WHAT IS NOT WARRANTY**

Equally important to defining what the warranty covers is being specific about what types of failures or costs are not covered by the warranty. Below are several common issues that are not covered by the Kubota Engine warranty under any circumstances.

1. Products that have been subjected to alteration, modification, neglect, unauthorized repairs or any diesel or gasoline engine product not application reviewed in writing by Kubota Engine America. (See Engine Application Review)
2. Products no longer owned by the original purchasers.
3. Products suffering shipping or freight damage, normal wear, accident, improper maintenance, or improper protection in storage.
4. Rental costs, cost of transport of product to Distributor/Dealer's place of business, and phone communications.
5. Repairs necessary to correct any failures due to improper pre-delivery service and inspection by the selling Distributor/Dealer.
6. Repairs made necessary due to additions or modifications not recommended by Kubota Engine America.
7. Pressure or steam cleaning of products, cleaning of fuel system, flushing of cooling system, or solvent chemicals used to clean out lubrication system while engine is running or intact.
8. During a warrantable repair, coolant, oil, oil filters, fuel filters, drive belts, and similar consumable parts may be replaced. Replacement of these items is the owner's responsibility unless the item was damaged or not reusable as a direct result of the warrantable failure.
9. Electrical items such as light bulbs, spark plugs, glow plugs, indicators or resistance coils, or any items damaged by improper diagnosis and testing.
10. Any repeat or shop come-back repairs resulting from poor service work or improper diagnosis and testing. Replacement of parts as a trial-and-error method of diagnosis will not be considered for warranty.
11. Damage caused by contaminated oil, incorrect oil change intervals/incorrect oil viscosity, bad fuel, the use of any starting agents, the use of greater than 50/50% antifreeze/water or rust corrosion of the engine or fuel system.
12. The replacement of complete assembly (unless prior approval has been granted by Kubota Engine America Service Department). The following, for example, must be disassembled, tested, and repaired as necessary: Injection pumps, complete injectors, complete engines, ignition distributors, alternators, starters. See KSI-110 and KSI-152 for more information.
13. Replacement parts other than those sold by Kubota Engine America.
14. Any normal replacement and/or service of injector pumps, injectors, or injector tips, the checking and/or replacement of parts that fail due to impurities in the fuel, routine fuel system maintenance and fuel filter replacement.
15. Damage caused by water entering the engine due to any cause.
16. Natural calamity such as fire, flood, etc.
17. Adjustments of any type.

18. Any damage caused by failure to immediately correct a known or suspected engine or accessory problem.

### **C. GENERAL WARRANTY STATEMENT**

The prompt and fair repair of Kubota products can only enhance Kubota's and Distributor/Dealer's image in the marketplace.

The Distributor/Dealer should not promise or imply that any repair is a warranty until all information is gathered and in some cases involving major repair, Anderson Industrial Engines is contacted and an authorization is given. Distributor/Dealer should notify the customer that any non-warrantable repair is the responsibility of the owner and arrangements should be made for the non-warranty repair and payment at that time.

No major repair should be started without warranty determination or the owner's approval in the case of non-warrantable repair. **When in doubt please contact [warranty@ai-engines.com](mailto:warranty@ai-engines.com).**

A major repair is any repair that involves the crankshaft, rods, pistons, piston rings, major head work, or any repair where the total costs of parts and labor approaches the approximate dealer cost of a replacement engine.

**The complete replacement of an engine under warranty is to be made with Kubota Engine America's written approval only.**

### **D. FIELD MODIFICATION PROGRAM**

When necessary, Kubota Engine America will initiate a field modification program to provide changes or modifications to their products. Normal warranty procedures will apply unless otherwise instructed.

### **E. FALSIFICATION OF WARRANTY**

Should an audit of a warranty claim reveal that a dealer has in any way misrepresented information, either on a warranty claim or in regards to a warranty claim, a complete audit will be made on all claims submitted by the Dealer. A charge-back will be made covering any false or improper warranty claims. **A material misrepresentation of warranty information of any kind is grounds for Dealer termination.**

### **F. DEALER COMPENSATION FOR WARRANTY**

Compensation for warranty repairs made by the Dealer is made by processing of the Warranty Request. This form must be submitted to the Distributor promptly so that the claim will be received by Kubota Engine America within 30 days of the repair. **Any claims received after the 30 day period will be rejected.**



### **1. COMPLETE ENGINE REPLACEMENT COMPENSATION**

» Dealer will be reimbursed at **Dealer Net +3%**.

### **2. PARTS COMPENSATION**

» Dealer will be reimbursed at **Suggested List -23%**.

### **3. YARD CLAIMS COMPENSATION**

» Dealer will be reimbursed at **Dealer Net**.

## **G. REPLACEMENT PARTS WARRANTY CREDIT**

Replacement parts warranty credit to the Dealer will be made at the acquisition price.

## **H. LABOR COMPENSATION**

Dealer warranty labor credit will be at the Dealer's shop labor rate not to exceed \$120/hour.

## **I. LABOR FLAT RATE**

The flat rate labor allowance for warranty is the maximum allowable time for completion of a specific operation or job as shown in the appropriate flat rate schedule. The time is listed in hours and tenths of hours. The times listed take into account an allowance for getting parts, tools, etc. Refer to the "Forward" of the flat rate schedule for instructions in using the schedule.

If no flat rate schedule applies, a labor time credit will be established by Kubota Engine America based on the explanation on the Warranty Request.

## **J. DIAGNOSTIC AND CLEANING TIME**

Diagnostic and/or cleaning time will be paid on a case by case basis at Kubota's discretion.

## **K. TRAVEL TIME AND/OR TRANSPORTATION EXPENSES**

A travel time/R&R/mileage allowance may be available for Dealers. Travel time and mileage allowances are intended to compensate the Dealer for warranty work away from the Dealer's place of business.

The best possible repair can and should be performed at the Dealer's place of business whenever possible.

Procedure for utilizing travel time and mileage allowances:

1. Make every effort to urge the customer to deliver the unit to Dealer.

2. If delivery is not possible, the Dealer is to locate the closest servicing dealer to the unit.
3. The closest dealer is to evaluate whether the problem is major and would require delivery to his shop.
4. The closest servicing dealer will be allowed up to the following travel/mileage allowances:
  - a. Travel time: Maximum of 6 ½ hours multiplied by the KEA approved warranty labor rate.
  - b. Mileage: Maximum of 250 miles total distance multiplied by \$1.00 per mile.
  - c. Removal & Replacement (R&R): Maximum of 10 hours for industrial engines and 12 hours for marine applications. R&R can only be used where complete removal of the entire engine is necessary to facilitate repair.
  - d. Travel time and mileage are only allowed for warranty work within the stated 24 month warranty period. Overtime and other charges are not allowed.

#### **L. WARRANTY REQUESTS**

1. Fill in ALL required information requested on the warranty request form. Be as complete and accurate as possible to prevent a return of the claim form for more information. Attach all appropriate photos, invoicing and data files to the claim. **All warranty claims must be type written and emailed to [warranty@ai-engines.com](mailto:warranty@ai-engines.com).**
2. The distributor will accept warranty requests only from the servicing dealer. The distributor will then check and record the warranty request number. Payment for approved warranty requests will be credited to the servicing dealer. The distributor is to send the completed Warranty Request form to KEA for processing.
3. The warranty request will be processed and, if approved, credit will be issued. All approved warranty request forms will be returned to the servicing dealer with a payment credit memo attached outlining all payments made.
4. All rejected warranty requests will be returned to the servicing dealer with reason of rejection.
5. All incomplete or inaccurate warranty requests will be returned for possible resubmittal.
6. **All warranty requests received after 30 days from the date of repair will be rejected.**

#### **M. PARTS WARRANTIES**

1. All parts changed under warranty must be retained by the servicing dealer for a period of 90 days from the date of repair.
2. All parts requested by KEA within the aforementioned 90 days must be received by KEA within 30 days of request. If this is not done or no fault is found with claimed parts, warranty will be rejected and cost debited to the offending account.
3. Any parts returned to KEA will be held for a period of 30 days from receipt. After 30 days the parts will be disposed of. Any parts requested returned from KEA must be done so in writing at the time of submission to KEA.



4. Please include a copy of the freight receipt to allow KEA to credit this cost to you if failure is found to be warrantable.
5. All parts returned to KEA must follow the guidelines specified in KSI-150.
6. Questions regarding warranty procedure should be directed to AIE warranty department.

#### **N. STARTER AND ALTERNATOR WARRANTY**

All failed starters and alternators must be taken to a Kubota approved service location for diagnosis and repair.

All warranty requests concerning starters and alternators shall contain the following:

1. Detailed explanation as to the conditions of failure and steps taken to diagnose the failure. These diagnostic steps must be in accordance with the Kubota workshop manual test procedures.
2. Attach a copy of the repair receipt and letter of explanation from the repair facility stating the reason of failure and parts needed to make the repair.
3. If unit is not repairable attach a document from the repair facility stating the reason this repair cannot be made.
4. Please refer to KSI-152 for further information.