

General

In addition to new spare parts, Scania offers a broad range of reconditioned components, exchange components for trucks, buses and industrial and marine engines.

Exchange components have the same warranty as other spare parts.

This document provides information on how the Exchange programme works and the requirements Scania has for returned cores.

Upon delivery of an exchange component, a charge is levied for the exchange component and the core. Cores are returned to Splitpoint, which inspects each core and determines whether full reimbursement should be paid or if the amount should be reduced.

Cores are sometimes called return units. A core can be an exchange core or a warranty core.

The Exchange Catalogue in Scania Multi contains most exchange components.

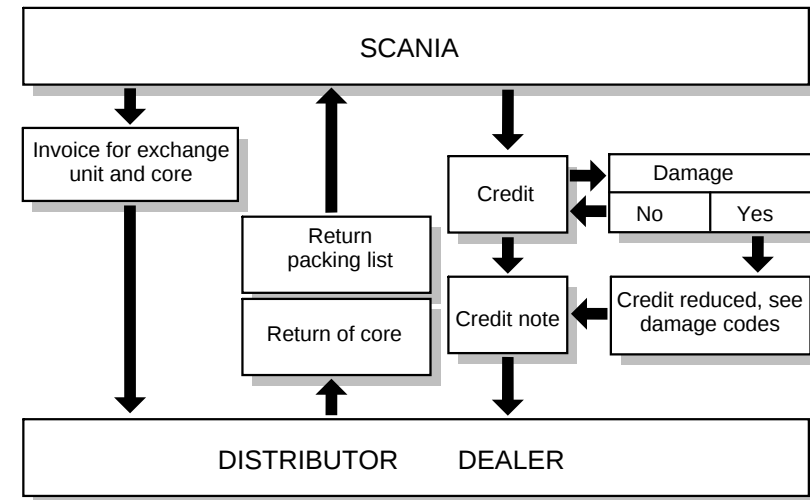
Ordering exchange components

Exchange components are ordered from the Scania Order Office the same way as other spare parts. Orders for spare parts and exchange components can be placed on the same order.

Invoicing

An exchange component and core are invoiced on the same invoice as other spare parts. The prices of the exchange component and core are found in the parts list. The core price is a net price without discounts. The core price is determined by how fit a core is for reconditioning and may change if the conditions for reconditioning change.

Price changes for cores are notified 3 months before they are introduced.



Exchange cores

Each core has its own identity; a core part number that differs from that of the exchange component. The core number is usually created by adding the number 1 in front of the exchange component part number.

Example:

Exchange component 570 xxx.

Core 1 570 xxx.

Warranty cores

Components returned under warranty that are part of the Exchange programme but have not been sent to the Warranty department are accepted as cores and can be sent to Splitpoint like other cores.

Return of exchange cores

Identification and cleaning

A core that is cleaned but not washed resists corrosion better than a washed core.

To facilitate core handling at Splitpoint and during the reconditioning process, the core must be cleaned, but normally not washed. The cores must always be drained of oil or other fluid.

As the type plate, part number or other identification must be easy to read, the area for identification must be cleaned.

Inspection

Before the core is sent back, it must be inspected to ensure it fulfils Scania's requirements for exchange cores.

Address for returning cores

Scania Splitpoint:

Industrieweg Nord 1154

BE-3660 Opglabbeek

Belgium

Address for returning cores from Sweden, Finland and Estonia:

Kuehne + Nagel AB

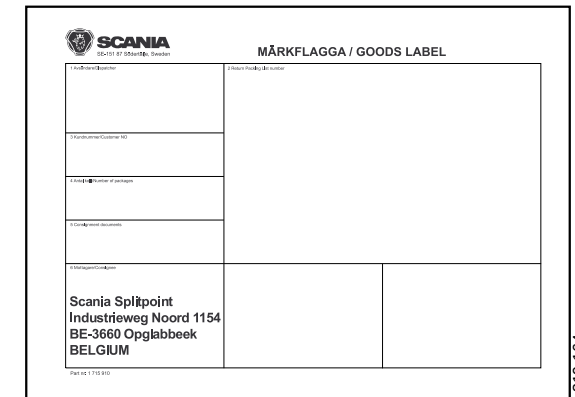
Västra Bravikenvägen 10, Box 934

S-60119 - Norrköping

Sweden

Goods marking

Each package (pallet, engine, etc) must have a completely filled-in goods label, part number 1 715 910, affixed to the outside of the package. The return packing lists (RPLs) contained in the pallet must be listed on the goods label.



The image shows a template for a Scania Goods Label. It is titled "MÄRKFLAGGA / GOODS LABEL" and features the Scania logo. The label is divided into several sections for data entry:

- 1. Product description
- 2. Returner's name and address
- 3. Customer's name and address
- 4. Consignment number
- 5. Consignment description
- 6. Returner's name and address

At the bottom left, the address for returning cores is provided: Scania Splitpoint, Industrieweg Noord 1154, BE-3660 Opglabbeek, BELGIUM. The part number 1 715 910 is also indicated. The label is oriented vertically, with the number 319 164 printed on the right side.

Goods label

Procedures and requirements for return units

Return of exchange cores

Return packing list

A return packing list must be included when returning cores. The return packing list is created in the web application CORE. Alternatively a return packing list, part number 1 584 567, can be filled in manually and used. The same information on the printed list can also be used. Several units with the same part number can be written on one line, but then it is no longer possible to identify an individual unit in the event of credit reduction. Each engine must be accompanied by a separate return packing list. The engine serial number must also be listed on the return packing list. If possible, distance driven (km) must also be indicated.

For a warranty core, the claim number must be specified on the return packing list.

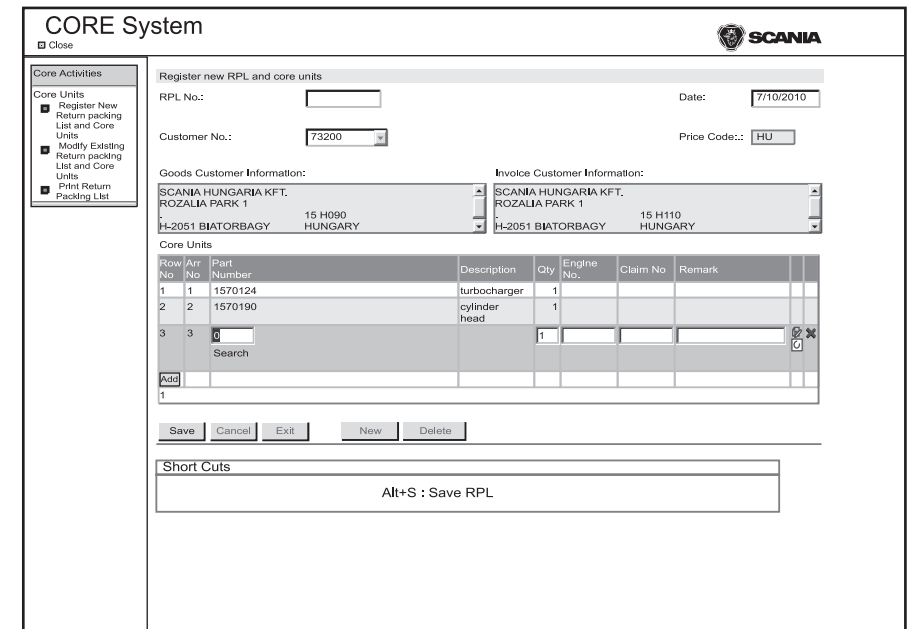
Note:

Dealers with branch dealerships who send in cores on behalf of these dealerships must indicate the dealership customer number on the return packing list.

The return packing list must be placed in a plastic cover and secured to the inside of the package. If the delivery is made up of several packages/pallets, a return packing list must be written for each package. In each pallet there must be one (or more) return packing list(s) detailing the contents of the pallet and nothing more.

Note:

A copy of the return packing list must be submitted to the carrier as documentation for clearing customs.



Return packing list in CORE

Return number, marking of cores

The following applies to return packing lists filled in manually:

Each core returned to Splitpoint must be marked with a return number for identification. The return number must consist of:

- Return packing list number
- Line number on the return packing list

If CORE is used for reporting, the return number is created automatically.

Each core returned to Splitpoint must be fitted with a hanging label containing:

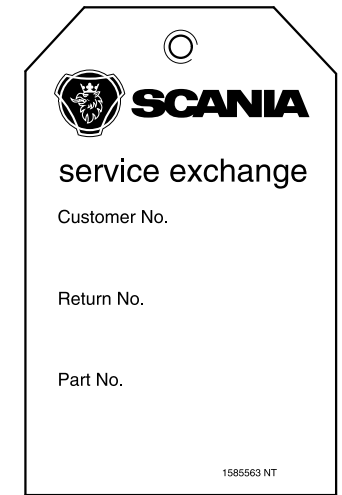
- Customer number
- Return number
- Part number

The hanging label for an engine must also include the engine serial number and, if possible, the distance driven (km).

For regular exchange cores, use the hanging label with part number 1 585 563; for warranty cores, use the label with part number 1 583 843.

Note:

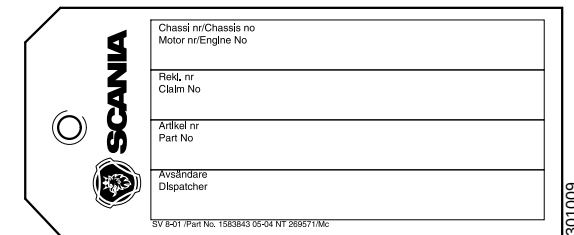
The hanging label must be attached to the core and not on any protective packaging.



Label for exchange core

The label is a vertical rectangular tag with a hole at the top. It features the Scania logo and the text 'service exchange'. Below this, there are fields for 'Customer No.', 'Return No.', and 'Part No.'. At the bottom, the part number '1585563 NT' is printed. A vertical label '301008' is on the right side.

Label for exchange core



Label for warranty core

The label is a vertical rectangular tag with a hole at the top. It features the Scania logo and a table with the following fields: 'Chassi nr/Chassis no', 'Motor nr/Engine No', 'Rekl, nr', 'Claim No', 'Artikel nr', 'Part No', and 'AveAndare', 'Dispatcher'. At the bottom, the part number 'SV 8-01 / Part No: 1583843 05-04 NT 265671Mc' is printed. A vertical label '301009' is on the right side.

Label for warranty core

Return packaging

Engines

Engines must be returned on the Exchange programme's transport pallet for engines. For reasons of safety, the engines must be strapped and firmly secured to the pallet.

All apertures must be covered to prevent the entry of contaminants. Plastic covers and plastic plugs should be used for this. Strong tape can also be used to cover the apertures.

Oil and coolant must be drained and the engine must be covered with plastic to minimise corrosion damage.

Crankshafts, gearboxes, planetary gears

Crankshafts, gearboxes, planetary gears as well as other cores with special packaging must be returned in their Exchange programme packaging.

The core should be secured to prevent the core or the packaging from being damaged. Do not use any plastic packaging inside wood packaging.

Unit injectors

Unit injectors must be packed in exchange packaging. For PDEs (Bosch), the questions on the packaging must also be answered.

General

Cores must be packed in pallets to prevent damage during transport. In pallets, separator inserts should be used between each layer. Heavy cores must not be placed on top of lighter cores.

Procedures and requirements for return units

Exchange component claims

Exchange component claims

Delivery remarks regarding the exchange component must be registered in RIDE, which is also used for handling core credit.

Remarks regarding delivery, invoice or order errors must be made to the Order department (Supply Control, SPC).

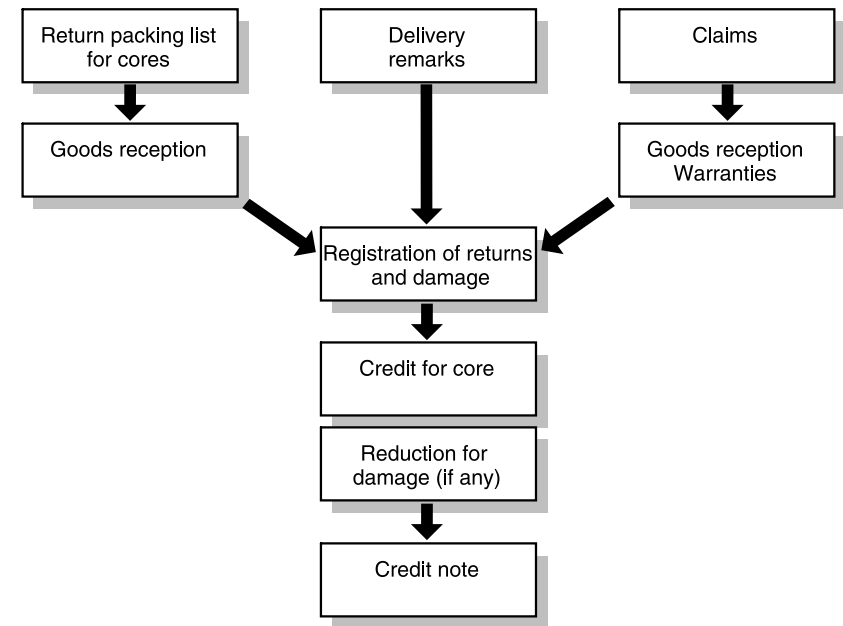
Warranty claims

Warranty claims are made to the Warranty department the same way as for other spare parts. All contacts with the customer are handled by the Warranty department. Cores for approved claims that have not been sent to the Warranty department can be sent to Splitpoint as warranty cores with a hanging label intended for this purpose.

After an inspection at Splitpoint, credit is paid for the core. Special damage codes apply.

Credit for cores

Returned cores are inspected at Splitpoint. Any damage, flaws or incorrect part numbers are registered in the core program, CORE. Credit is paid out after registration is completed in CORE.



Procedures and requirements for return units

Cores

Requirements for cores

The general requirements apply to all cores. Certain cores are also subject to supplementary requirements. In order for full credit to be paid out, the core must fulfil the requirements. If the requirements are not fulfilled, reduced or no credit is paid. There must be a balance between purchased exchange components and returned cores. If the number of cores returned is greater than the number of exchange components purchased, return of the overpaid credit will be required.

General requirements for cores

- It must be possible to identify the core as a Scania component
- The core must be cleaned (not washed) and drained of oil or other fluid
- The core must not have severe corrosion
- The core must be complete and equipped the same way as the equivalent exchange component
- Where applicable, the core must have a type plate with type designation and serial number or part number
- The core must not have damage caused by freezing. This type of damage can be seen as a slight bulge or a crack in the goods
- The core must not have any visible damage caused by fire, corrosion or lack of lubricant
- There must be no visible cracks
- All connection openings must be fitted with protection against ingress of contaminants
- External threads must be protected with a nut or another means
- The core must be packed as instructed under the heading Return packaging

If any of the above requirements is not fulfilled, a deduction will be made from the credit amount.

Procedures and requirements for return units

Supplementary requirements and examples of deductions for damage

Supplementary requirements and examples of deductions for damage

Engines

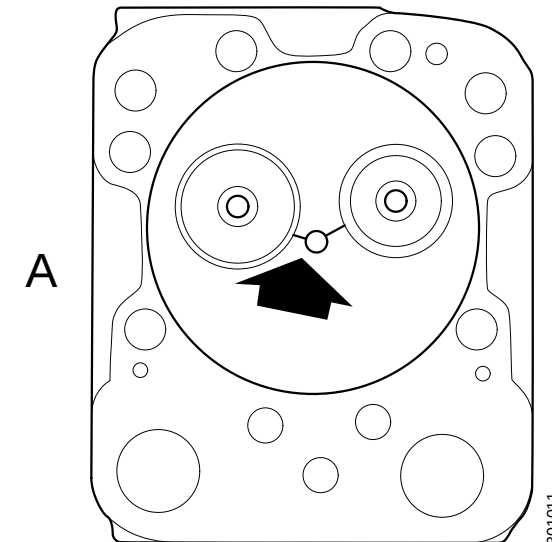
The engine serial number and part number must be indicated on the hanging label and return packing list. The engine core must be delivered on an engine pallet. The engine core must be cleaned.

Cause	Damage code
Returned without engine pallet	1
Engine core not cleaned	1

Cylinder head

Cause	Damage code
Impact marks or other damage at the parting plane with cylinder block	5
Visible cracks, except cracks between injector nozzle holes and inlet or exhaust valve seats	5

Shallow pitting in the combustion chamber caused by the ingress of water may be acceptable, provided the damage is not to the sealing surface against the cylinder liner.



Allowable cracks in cylinder head

Procedures and requirements for return units

Supplementary requirements and examples of deductions for damage

Crankshaft

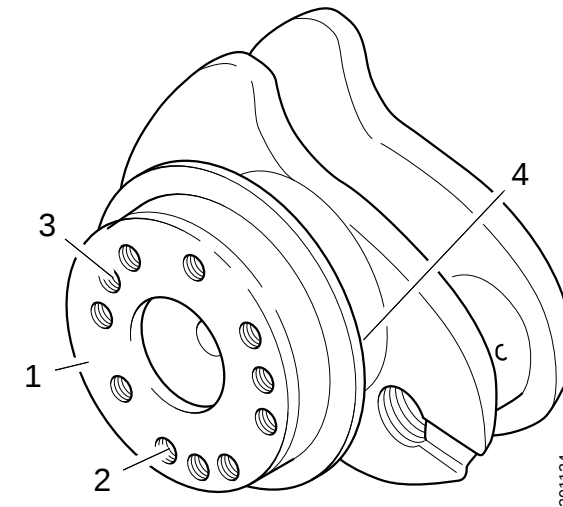
The crankshaft must be oiled with clean oil.

Cause

- Worn keyways
- Contact surface (1), bolt hole (2) and guide pin hole (3) damaged
- Deep scratches in the axial bearing thrust surface (4) or its fillet
- Visible cracks in the crankshaft
- Corrosion or blueing (overheating due to lack of lubricant)

Damage code

- 5
- 5
- 5
- 5
- 5



Crankshaft

Turbocharger

The general rules for cleaning do not apply.

Cause

- Outer damage
- Too much play in bearing housing
- Broken shaft

Damage code

- 2
- 2
- 2

Procedures and requirements for return units

Supplementary requirements and examples of deductions for damage

VG Turbocharger

The general rules for cleaning do not apply.

Cause	Damage code
Not complete	2
Electronic Actuator missing	2

Injector

Cause	Damage code
Not packed in exchange cardboard box	1
Damaged housing	2

Gearbox

The input and output shafts must be greased.

The hole for gearbox control on the top of the gearbox must be covered with a cover or strong tape.

Cause	Damage code
Gearbox housing cracked or damaged	4

Coolant pump

Cause	Damage code
Damaged housing	5

Procedures and requirements for return units

Supplementary requirements and examples of deductions for damage

Power steering gear

Cause	Damage code
Thread on output shaft damaged (must be protected by a nut)	2
Housing cracked or damaged	4

Central gear or planetary gear

Cause	Damage code
Housing cracked or damaged. Inside also to be checked.	4

Starter motor

The general rules for cleaning do not apply.

Alternator

The general rules for cleaning do not apply.

Cause	Damage code
Broken shaft	5
Thread unprotected	2

Hydraulic pump

Cause	Damage code
Thread unprotected	2

Procedures and requirements for return units

Supplementary requirements and examples of deductions for damage

AC compressor

Cause

Fitted pulley missing

Damage code

2

Cores without a type plate

Cause

Type plate missing

Core cannot be identified

Damage code

2

2

Damage codes for credit reduction

Exchange cores

The credit is reduced due to damage or missing parts according to the following damage codes:

Damage code	Factor	Example of reason for reduction
0	1.00	Full reimbursement
1	0.97	• Not cleaned • Oil or coolant not drained • Required packaging missing
2	0.80	Extra work for Splitpoint to handle the core • Minor damage • Core not complete
4	0.30	Major damage, where the cylinder block, gearbox housing, central gear housing or steering gear housing is damaged or cracked
5	0.00	• Damage so extreme that core cannot be used for reconditioning • Serious corrosion • Core missing

Procedures and requirements for return units

Warranty cores

The credit is reduced due to damage or missing parts following the damage codes listed below.

Damage code	Factor	Example of reason for reduction
6	1.0	Full reimbursement for warranty core
7	0.97	• Not cleaned • Oil or coolant not drained • Required packaging missing
		Extra work for Splitpoint to handle the core
8	0.80	Core not complete
9	0.00	Warranty core missing or incorrect

Credit is calculated as factor multiplied by core price.

No deduction or credit is given for cores not found on the return packing list.