

To:
Vehicle manufacturers, body manufacturers and wholesalers

Important safety information
Eberspächer Hydronic L-II heaters (16-35 KW)
Exceeding legal exhaust gas limits - risk of fire and poisoning

Dear Eberspächer partner,

The name Eberspächer stands for safety and comfort. We want to meet this demand with the quality of our products.

As part of our continuous product monitoring, we have unfortunately discovered that the burner units of our Hydronic L-II heaters produced from May 1, 2023 to January 31, 2024 may have excessive exhaust gas values due to a manufacturing defect.

People in the immediate vicinity of these heaters could suffer smoke poisoning from the exhaust fumes. In addition, the possibility of a vehicle fire due to increased temperatures cannot be ruled out.

The affected Hydronic L-II heaters (16-35 kilowatts) may no longer be operated with immediate effect. Please contact your customers (vehicle operators/end customers) and ask them not to use the heaters for the reasons stated until the heater or the spare part "burner" has been reworked/repaired.

Only heaters and burner units with a production date from May 1, 2023 (calendar week 18/year 2023) to January 31, 2024 (week 5/year 2024) are affected. Heaters and burner units with a production date from February 1, 2024 again comply with the legal requirements and can be used without hesitation. The production date can be found on the type plate.



Figure: Production date indicated by calendar week (week 45) and year (2023) as an example

Please take the affected heaters out of operation immediately. The devices may not be put back into operation until they have been reworked by Eberspächer or by specialist personnel commissioned by Eberspächer. The costs of the necessary reworking will be borne by Eberspächer.

If you are not the operator of the appliances, please pass this information on immediately to the operators known to you or to your customers in the interests of safety and help to ensure that the affected appliances are taken out of service at short notice.

We have enclosed a sample letter for contacting your customers (Annex 1).

For further details on reworking, please contact your local Eberspächer representative. You can find information on how to contact us at: <https://www.eberspaecher-climate.com/location>

We ask for your understanding for this measure in the interest of the safety of our customers.

Sincerely,

Eberspächer Climate Control Systems International GmbH