



SER14-025 REV A
09/08/2015

SUBJECT: Engine Rear Main Seal Warranty

Warranty claims after January 1st, 2015 involving a rear engine main seal will require a picture of the leaking rear main seal installed in the engine. The picture must clearly show where it is leaking from and must be submitted with the claim via the following process:

- Take picture of failed seal prior to removal from engine.
- Email the picture to the Service Engineering mailbox at service.engineering@carrier.utc.com. When emailing the picture be sure to include the warranty claim number in the Reference or Subject line of the email.

Not submitting a clear picture showing the leaking seal from that unit could result in the rejection of the warranty claim.

In addition to pictures, warranty claims submitted with a failure date after September 15th, 2015 requires the rear engine main seal and bearing case cover to be replaced as an assembly and returned under MPR along with the wear sleeve and case cover gaskets.

Note: DO NOT REMOVE the seal from the bearing case cover, it should be returned as an assembly.

Truck/Trailer/Rail Service Engineering
Athens, GA

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