

Liebherr starts service network for common rail systems

- Sustainable concept for the repair and exchange of fuel injection systems
- Cost benefits of up to 75% compared to new parts
- Pilot phase launched in Germany

Deggendorf (Germany), 2 October 2019 – Liebherr now offers a repair service for its fuel injection systems for diesel engines. The Components Division has developed a concept for the repair and exchange of the highly sensitive injection components. Sustainability and cost efficiency are the focal point of this new diesel service network. Together with a service partner, the specialist in common rail injection systems located in Deggendorf (Germany) has launched a pilot phase. Its objective is to gradually expand the service network worldwide.

Liebherr's powerful common rail systems find their use in numerous applications. The spectrum ranges from mobile and stationary applications in on-road and off-road machinery, to mining equipment and marine applications. Under harsh operating conditions, these systems offer maximum energy efficiency, reduced fuel consumption and lower emissions.

Depending on the operational performance and the operating conditions, faults may arise that can lead to machine downtime or loss of performance. Also the injectors can be damaged by additives or impurities in the fuel. By now, exchanging the entire component assembly by a new part was the only possibility. "This is anything but optimal with regard to resources and the environment. We, therefore, gave thought to it and came up with a better solution for our customers," explains Michal Przybylski, Head of Customer Service at Liebherr-Components Deggendorf GmbH. "Another positive side effect of our new concept is the cost benefits of the repair of up to 75% below the new part price, as partial repairs are also possible. Moreover, Liebherr offers the possibility of replacement with an overhauled spare part. When considering the residual service life of a machine, the cost factor plays an important role. With our new service we –are able to offer our customers a solution that matches this residual value - first in Germany, and in the future worldwide," concludes Michal Przybylski.

Local partner network

What is important for Liebherr is a fast and uncomplicated process for the customers. The service will, therefore, be provided locally in different countries, in close proximity to the customer. For this, Liebherr Components in Deggendorf is calling upon experienced partners, such as Steinmetz GmbH from Kürnach, near Würzburg. The concept of the Liebherr Diesel Service was validated jointly with the Steinmetz company. The repair of the modular fuel injection systems puts specific demands on the involved repair workshops. It requires special expertise in dealing with the highly complex components, the demanding testing technology as well as year-round air-conditioned rooms with cleanroom filter systems. Since the specifications lie in the micron range because of strict exhaust standards, temperature differences of only 5°C can have an effect on the measurement results. It is this expertise, decades of experience in the injection technology and the well-trained employees that brings Steinmetz into the development of Liebherr's diesel service network. Steinmetz' own collection service is also a huge plus that ensures the pick-up of faulty injection systems for inspection within a very short period time. Alongside the diesel partners responsible for the repairs and sales of spare parts, Liebherr diesel service network also includes distributors. As cooperative partners of Liebherr Components in Deggendorf, they will function as independent representatives for repair, exchange and spare parts for the injection systems in future. They will also take over the coordination of the diesel partners, train and audit them according to the specifications and in close cooperation with Liebherr.

Expansion after the pilot phase

In the beginning, the Steinmetz in Germany service will carry out the service. Once the pilot phase is concluded, the service network for common rail systems will be rolled out progressively in other countries. "Market feedback is important for how we are to proceed. This includes the feedback and experience of our customers in the field," stresses Mr. Przybylski. The processes will need to be thoroughly validated, since parts warranties will be provided for the exchanged components and the repairs carried out.

Captions

liebherr-common-rail-components-final-inspection.jpg

Clamping the Liebherr common-rail components for final inspection.

liebherr-michal-przybylski-and-holger-steinmetz.jpg

Michal Przybylski, Head of Customer Service at Liebherr-Components Deggendorf GmbH together with Holger Steinmetz from Steinmetz GmbH.

liebherr-hydraulic-pump-for-repair.jpg

A high-pressure pump is prepared for repair.

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