



PREPARED FOR

Sample Warranty Provider Ltd

Address withheld

INSPECTION DATE

11/09/2026

REPORT DATE

14/09/2026

1 TURBOCHARGER & CLAIM DETAILS

TURBOCHARGER NO.

163597000006

10009700131

INVOICE NO.

SAMPLE

PURCHASE DATE

21/08/2026

CLAIM RECEIVED

11/09/2026

2 SCOPE OF WARRANTY INSPECTION

The turbocharger listed above was received at our Rushden facility under warranty claim, fully dismantled and examined by a qualified turbo specialist to determine the failure mode, identify the root cause and issue a warranty determination. Photographic evidence and the failed unit are retained in our storage (see Appendix B).

3 INSPECTION FINDINGS

! **Turbine side and variable geometry mechanism - excessive thermal stress.** Heat discolouration and visible surface damage are consistent with operation at abnormally high exhaust gas temperature.

! **Very heavy accumulation of carbon deposits** within the turbine housing and exhaust gas passages. This level of contamination is abnormal and is consistent with restricted exhaust flow, excessive oil combustion, an engine combustion fault, or a combination of these conditions.

! **Turbine shaft / wheel - severe overheating and thermal damage.** The variable geometry components also show heat exposure and carbon contamination, which can restrict correct VNT operation.

4 REPORTED VEHICLE SYMPTOMS

According to the information supplied, after installation the turbocharger became progressively louder and the engine began producing excessive smoke. Attempts were made to run the engine to burn residual oil from the system. During this process the engine began to **run away / increase RPM uncontrollably**. After further operation, the **engine subsequently seized**. An engine runaway occurs when engine oil is drawn into the combustion process and acts as an uncontrolled fuel source. Operating under these conditions generates extreme engine speed, exhaust temperature and severe mechanical damage.

5 ENGINEERING CONCLUSION

PROBABLE CAUSE

**Abnormal Engine /
Exhaust Operating
Conditions**

The turbocharger damage is considered most likely secondary to an external vehicle or engine fault.

The combination of heavy carbon contamination, severe heat exposure, thermal discolouration and damage visible on the turbine shaft / wheel and variable geometry system indicates operation outside normal conditions. The reported engine runaway followed by engine seizure further supports the presence of a serious engine or vehicle-side problem. In our assessment the evidence does not indicate an isolated turbocharger failure. The turbocharger has suffered **consequential damage** as a result of abnormal engine / exhaust operating conditions and the failure is not attributable to any defect in the turbocharger itself.

Declaration. Physical disassembly & inspection carried out under warranty claim. Findings given in good faith based on professional judgement as diesel turbocharger specialists. Photographic evidence and the failed unit retained on file.

Greg

Turbocharger Specialist · Turbo Speed

Date

14/09/2026

**A WARRANTY DETERMINATION**

CLAIM OUTCOME

REJECTED

Consequential damage caused by abnormal engine / exhaust operating conditions - outside the scope of turbocharger warranty coverage.

B PROBABLE CONTRIBUTING FACTORS

Based on the physical evidence and reported symptoms, particular attention should be given to:

- ◆ **Restricted or blocked exhaust system** - DPF / catalyst and excessive exhaust backpressure.
- ◆ **Abnormal oil entering the intake / exhaust system** - the uncontrolled fuel source behind the reported engine runaway.
- ◆ **Excessive crankcase pressure or blow-by** - worn piston rings / cylinder bores, blocked breather or PCV system.
- ◆ **Abnormal combustion / excessive exhaust gas temperature** - injector fault, incorrect timing or fuelling.
- ◆ **Restriction or malfunction of the turbocharger oil feed or drain** - carbon build-up, kinked or blocked lines.

C REQUIRED ACTIONS BEFORE FITTING REPLACEMENT UNIT

The root cause must be identified and rectified before another turbocharger is fitted. The following must be fully inspected and documented:

- ◆ **Engine condition** - following the reported runaway and seizure, confirm the engine is serviceable (compression / leak-down, bores, rings, valves).
- ◆ **DPF / catalyst and exhaust backpressure** - measure backpressure; clean or replace a blocked DPF / catalyst.
- ◆ **Intercooler and boost pipes** - remove, drain and clean of oil; replace if contaminated or damaged.
- ◆ **Crankcase ventilation** - check breather / PCV system and crankcase pressure.
- ◆ **Oil feed and return system** - flush feed line, replace banjo bolts / restrictor screen, verify free-flowing drain; oil and filter change with the manufacturer-specified grade.
- ◆ **Source of oil entering the intake / exhaust** - identify and eliminate before first start of the replacement unit.
- ◆ **Pre-lubricate the replacement turbocharger** and idle for a minimum of 60 seconds on first start before any load.

D EVIDENCE RETAINED

Evidence retained. Photographic evidence (Appendix B) and the physical failed turbocharger, with all disassembled components, are retained in our storage under warranty number **SAMPLE** and remain available for independent inspection by the customer, insurer or third-party assessor on request.

WARRANTY POLICY & TERMS

Turbo Speed warranty covers manufacturing defects and material faults in the turbocharger itself. **Coverage is void where failure is attributable to external causes**, including abnormal engine or exhaust operating conditions, restricted exhaust / DPF, oil ingress into the intake or exhaust, excessive crankcase pressure, insufficient or contaminated lubrication, incorrect fitting, or absence of pre-lubrication on first start. Repeat failure of any replacement unit fitted without addressing the required actions above will not be covered under warranty.



E PHOTOGRAPHIC EVIDENCE

Turbocharger No. **163597000006 / 10009700131**



Fig. 1 - Turbine wheel / shaft area: visible heat-related surface damage.



Fig. 2 - Turbine wheel detail: abnormal surface condition and thermal exposure.



Fig. 3 - Variable geometry components: heat exposure and discolouration.



Fig. 4 - Turbine / exhaust housing: evidence of excessive thermal loading.



Fig. 5 - Heavy carbon contamination inside the turbine / exhaust housing.

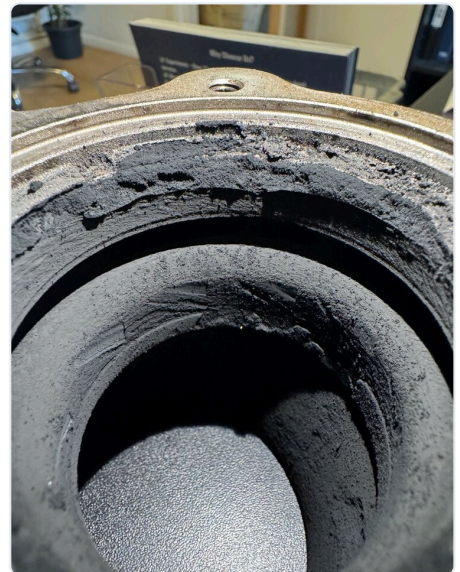


Fig. 6 - Close-up of severe carbon accumulation in the exhaust gas passage.

Technical note. The photographs document the condition found during dismantling. Final root-cause confirmation requires inspection / testing of the vehicle systems identified in Appendix A.