



Dear Sirs

Thank you to all of you who took your time filling out the questionnaire about how you handle and use our service letters.

Communicating vital technical issues is the reason we provide you with service letters, and we are happy to have learned, that so many of you seem satisfied with the technical content.

However, you also did pinpoint some room for improvement: More illustrations, smoother electronic distribution, easier access via extranet, and better overview of recent issues were the most common issues among your comments. We will work on that!

Based on your answers we have developed a new service letter layout. The layout may be fine-tuned during the next months.

We still recommend to:

- Keep service letters action coded **Immediately**, **At first opportunity** and **When convenient** by the instruction manual or close by.
- Forward service letters to all colleagues working with the affected engine types (see **Concerns** below the action code).

We already distribute service letters electronically.  
Visit [www.mandiesel.com/sl-registration](http://www.mandiesel.com/sl-registration) to register.

Please direct any questions about this service letter to our Operation Department: [leo@mandiesel.com](mailto:leo@mandiesel.com)

Yours faithfully

**Mikael C. Jensen**

Vice President, engineering

**Stig B. Jakobsen**

Senior Manager, operation

Action code: **Commercial**

## New Service Letter Layout

SL08-497/ESG

August 2008

### Concerns

Owners and operators of all MAN B&W two-stroke diesel engines.

### About Action Codes

We distribute service letters with 4 types of action codes. In our new service letter layout, action codes are supported by colours as follows:

Action code: **Immediately**

Issues that are vital to personnel safety or the safe running of the engine.

Action code: **At first opportunity**

Issues with risk of major breakdown and consequent off-service.

Action code: **When convenient**

Minor difficulties, suggested improvements, system- and component upgrades etc.

Action code: **Commercial**

Commercial and other non-technical information.

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