

RE Eberspaecher D4S

Od:

Odesláno: 26. listopadu 2012 13:40

Komu:

Předmět: RE: Eberspaecher D4S

Dear Mr.

Eberspaecher Esslingen is your very best supplier and in accordance with your terms is not authorized to give me any information.

I already have made this attempt because I was waiting longer time for response from your company.

Their official reply was - only westfalia knows what to do with this heater.

Of cause, I replied that westfalia is very best van conversion company, but is not a manufacture of the heater, therefore has limited knowleage about.

I didn't get next reply.

This is official reply by Mrs. from Eberspaecher by - @eberspaecher.com...

Dear

I'm sorry. I haven't got information about your air heater 25.2467 because it is produced only for westfalia / Ford Nugget (90'er Hutze) . The vehicle producer only can supply you with fitting circuit diagram, spareparts list and troubleshooting. Your heater seems to be without H-Kit. A diagnostic tool for westfalia can show you surely wether yes or no. Only westfalia can offer you a suit H-Kit for your heater. Please contact a westfalia partner in your area.

.... Little bit funny, but I do understand business policy, so basically have no problem ....

Therefore if you have a time and taste, please be so kind to ask instead of me and all westfalia users in Esslingen.

Regarding the part 20 2900 70 0007 avaiability on the market .... AS I wrote you is avaiable in English speaking counties (UK, USA, Canada and so on) and Esslingen must know about.

RE Eberspaecher D4S

The problem only is, that final customer as I'm is on the information stop between your company and Eberspaecher.

I got an information from US dealer that this part should be working with your (my) Westfalia D4S, but because this heater is OEM Westfalia, Eberspaecher dealer have no access to information.

Still around around and around - no information - no definitely YES or NO.

This part definitely works with classic D4 as seen on the compatibility chart you received by me.

Because Westfalia D4S may have different main control unit only Eberspaecher knows ..... but doesn't like to say :(:(:(.

As always I very appreciate you willing to help me. I must resolve this problem because stay 1 month a year over 2 000 m, so any your reply helps me very well.

Wish you very nice Monday.

With very best regards

From:

Sent: Monday, November 26, 2012 12:58 PM

To:

Subject: AW: Eberspaecher D4S

Dear

We feel sorry to tell you, the only thing we offer is the H-Kit with the second pump and switch.

There's no way for us to organize a Compensator. Please try to directly contact Eberspaecher Germany.

RE Eberspaecher D4S

Perhaps they can help you.

If not, there is still the option with the second pump.

Good luck!

Best regards

Mit freundlichen Grüßen,

i.A.

Service / Support

Franz-Knöbel-Straße 34

D-33378 Rheda-Wiedenbrück

Tel.: +49 (5242) 15 234

Fax.: +49 (5242) 15 486

Mail: [service@westfalia-mobil.de](mailto:service@westfalia-mobil.de)

Von:

Gesendet: Freitag, 23. November 2012 12:43

An:

Betreff: RE: Eberspaecher D4S

Dear Mr.

Thank you again.

Now all is clear regarding the second pump kit..

Regarding compensator ....

I know you can not find this part at your system, because is for for Noth American market, made by largest Eberspaecher dealer on American continent. For your refference I attached a manual.

Could you, please, last time comment it ?

Of cause, I like to go the easiest way .... Fitting swich somewhere on the board is much more work and time consuming then place a sensor somewhere - under passenger seat for example.

with big thanks

RE Eberspaecher D4S

Radim

From:  
Sent: Friday, November 23, 2012 12:18 PM  
To:  
Subject: AW: Eberspaecher D4S

Dear Mr.

the only way is to fix a second pump with a switch.  
Because you will have problems in normal heights  
otherwise.

The other part number you have send us we can't find in  
our system.(Not available)

Best regards

Mit freundlichen Grüßen

Service / Support

Westfalia Mobil GmbH  
Franz-Knöbel-Straße 34  
D-33378 Rheda-Wiedenbrück  
Tel: +49 (5242) 15 234  
Fax: +49 (5242) 15 486  
Mail [service@westfalia-mobil.de](mailto:service@westfalia-mobil.de)

Von:  
Gesendet: Freitag, 23. November 2012 11:58  
An:  
Betreff: RE: Eberspaecher D4S

Dear Mr. ,

Thank you very much for your reply.  
I'm at such altitudes every month, therefore I really  
need to resolve this problem.

In the meantime of waiting for your response I did a lot  
of searching in this case.

Stránka 4

RE Eberspaecher D4S

I have found 3 options at all.  
Because H-kit is off, only two remains.

1. 900001526753 – hohenspumpe
2. 20 2900 70 0007 alitude compensator

Have last two questions please ...

1. May I only change the „normal“ pump for „hohenspumpe“ without using a swith ? Of cause I do undersatand reduced power at normal altitudes ....
2. May I use 20 2900 70 00 if I´m able to get it (no more avaiable on the market) ?

These last questions and your answers would help me very well and resolve that all.

I really apreciate you kind help.

Thank you very much for your time.

With very kind regards to Rheda

From: [mailto:[@westfalia-mobil.de](mailto:@westfalia-mobil.de)]  
Sent: Friday, November 23, 2012 11:25 AM  
To:  
Subject: AW: Eberspaecher D4S

Dear Mr.

We had a look in the documents of your vehicle ,if or if not there is a H-Kit.  
And there is no H-Kit fixed to your vehicle.  
But here are some information to make it easier for you to order a H-Kit.

900001526753      H-Kit      269,48€

You will find the manual to fix the H-Kit attached.

We hope that we could help you.

RE Eberspaecher D4S

If you would like to order a H-Kit please send a e-mail to [Bestellung@westfalia-mobil.de](mailto:Bestellung@westfalia-mobil.de) with your contact details.

Best regards

i.A.  
Service / Support

Westfalia Mobil GmbH  
Franz-Knöbel-Straße 34  
D-33378 Rheda-Wiedenbrück  
Tel: +49 (5242) 15 234  
Fax: +49 (5242) 15 486  
Mail [service@westfalia-mobil.de](mailto:service@westfalia-mobil.de)

Von:

Gesendet: Freitag, 23. November 2012 11:03

An:

Betreff: WG: Eberspaecher D4S

Wichtigkeit: Hoch

Mit freundlichen Grüßen

Leiter Service/Support  
Service/Support Manager

Westfalia Mobil GmbH  
Franz-Knöbel-Straße 34  
D-33378 Rheda-Wiedenbrück  
Tel: +49 (5242) 15 234  
Fax: +49 (5242) 15 486  
Mail [service@westfalia-mobil.de](mailto:service@westfalia-mobil.de)