



Claims protocol

Annex to
claim No.:
(optional)

- When making a complaint about electrical and electronic parts, please attach a diagnostics report.
- Complete all the boldly outlined parts (one protocol per each claim).
- We need this information to determine the cause of the defect and assess the claim objectively. Without it, we cannot guarantee the processing timeframe.

1. Claimed part

Catalog number of the claimed part:

Invoice on which the part was purchased:

Date of part installation and mileage:

Date of part removal and mileage

2. Vehicle identification

manufacturer:

type:

volume:

year of manufacture:

chassis number:

engine number:

engine code:

regularly serviced: ☐ YES ☐ NO

site of servicing:

- ☐ authorised servicing facility
☐ non-authorised servicing facility
☐ self-servicing

3. Description of the defect

4. Description of the activities performed to date leading to removal of the defect (IMPORTANT)

On behalf of (company):

E-mail / tel.:

Signature:

Completed by:

Date: