

WARRANTY FORM

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Customer:	Date:
	Customer's reference no.:
	Customer's contact person:

Dinex Item number:	Dinex Serial Number:	Claimed Qty.:
Date of Delivery:	Dinex Invoice no.:	
Date of Installation:	Vehicle km/hour-stand at installation:	
Date of Failure occurrence:	Vehicle km/hour-stand at failure occurrence:	

Please attach a photo of the serial number.

Vehicle Brand and Model:		Chassis no.:	
Build year:	Engine type:	Displacement (ccm/l):	Power (kW/HP):

Type of failure:

Durability *Part has broken, or lost functionality, within warranty.*

Noise *Excessive noise levels emitted from the exhaust.*

0-km *Part does not comply, dimensionally or functionally, to OE.*

Logistics *Issues related with delivered reference no, or amount.*

Emission *Issues related with Euro IV, V, VI or Retrofit products.*

Other *Please elaborate in below description.*

Description of the issue:

Please describe the issue and conditions under which it was first discovered.

Please fill out details on second page, relevant for the type of failure.



For durability-related issues

Has all product related installation instructions been followed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Operating conditions most typical for the vehicle’s usage:	<input type="checkbox"/> Urban	<input type="checkbox"/> Highway	<input type="checkbox"/> Off-road
Please ensure relevant documentation is attached:	<input type="checkbox"/> Photo demonstrating the failure	<input type="checkbox"/> Other	

For noise-related issues

Is the noise level significantly higher than the previously installed component?	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
Has the noise level been measured*, or subjectively evaluated?	<input type="checkbox"/> Subj. eval.	<input type="checkbox"/> Measured, at: _____ dB(A)			
What was the make of the previously installed component?	<input type="checkbox"/> OE	<input type="checkbox"/> Dinex	<input type="checkbox"/> Other		
Was the issue discovered immediately after installation, or after some usage?	<input type="checkbox"/> Immediately	<input type="checkbox"/> After usage			
Describe the noise	<input type="checkbox"/> General loud engine	<input type="checkbox"/> Rattling	<input type="checkbox"/> Booming	<input type="checkbox"/> Whistling	<input type="checkbox"/> Other
<i>General loud engine noise sounds like poor sound attenuation / silencing of the exhaust system. Rattling noise sounds like metal components that are loose or knocking towards each other. Booming noise occurs at specific RPMs, with high level of low frequency tones / "deep" sounds. Whistling noise sounds like high amounts of air blowing through small holes.</i>					

For 0-km failures

What is the nature of the failure?	<input type="checkbox"/> Dimensional	<input type="checkbox"/> Functionality	<input type="checkbox"/> Visual / Condition
Is the failure individual, or multiply occurring?	<input type="checkbox"/> Individual	<input type="checkbox"/> Multiple	
If Multiple, please elaborate amount affected, out of total population / batch:	_____ pcs., out of _____ pcs.		
Please ensure relevant documentation is attached:	<input type="checkbox"/> Photo demonstrating the failure	<input type="checkbox"/> Other	

For Logistic failures

What is the nature of the failure?	<input type="checkbox"/> Wrong part	<input type="checkbox"/> Incorrect qty.	<input type="checkbox"/> Condition
If Wrong Part, what is the reference number of the part delivered instead?			

For emission failures

Specify emission solution(s) installed:	<input type="checkbox"/> DPF	<input type="checkbox"/> Active Regeneration	<input type="checkbox"/> DOC/POC	<input type="checkbox"/> SCR
What is the nature of the failure?	<input type="checkbox"/> Significant visible emission	<input type="checkbox"/> Loss of vehicle power	<input type="checkbox"/> OBD error	
Has the emission level been measured?	<input type="checkbox"/> No	<input type="checkbox"/> Yes, measured:	<i>Please attach report</i>	
If OBD error, please state failure code and description:				
Operating conditions most typical for the vehicle’s usage:	<input type="checkbox"/> Urban	<input type="checkbox"/> Highway	<input type="checkbox"/> Off-road	
Is DiNLOG or other vehicle logging data available? (if yes please attach)	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Please ensure relevant documentation is attached to this form:		<input type="checkbox"/> Photo demonstrating the failure		
<input type="checkbox"/> Photos of inlet and outlet pipes	<input type="checkbox"/> Relevant diagnostic reports	<input type="checkbox"/> Other relevant documentation		

In order to process your warranty effectively it is important that this form is completed correctly and the required additional appendices are provided. Failure to do so will stall the warranty handling process.

Dinex may request that any functional failures are diagnosed at an authorized service center, and documentation of results provided..