

DINEX WARRANTY FORM INSTRUCTIONS

All fields must be filled out, failure to do so will stall the warranty handling process.

Once this form is complete, please email it to warranty@dinexemission.com.

There are three different warranty forms, please fill out the form that applies to your claim.

WARRANTY FORM, PAGE 2:

This warranty form should only be used for parts that experienced a failure after installation.

NEW DEFECTIVE WARRANTY FORM, PAGE 3:

This warranty form should only be used for parts that are defective out of the box and have not been installed on a vehicle.

NOx SENSOR WARRANTY FORM, PAGES 4 AND 5:

This warranty form should only be used for NOx sensor warranties. All other sensors should be filed under the warranty form on page 2.

PAGE 6 IS FOR OPEN TEXT IF YOU NEED TO PROVIDE ADDITIONAL INFORMATION ON YOUR CLAIM.

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

Please note product will not be returned even if the warranty is denied. Many failures require us to cut open the substrates for evaluation which renders the product unusable.

WARRANTY FORM

Dinex Customer Name and Address:			Date:	
			Customer's Reference No. (if applicable):	
Dinex Customer's Contact Person:			Dinex Customer's Contact Phone Number:	
Dinex Item Number:		Dinex Serial Number:		Dinex Invoice no. or PO no.:
Date of Installation:			Vehicle Mileage/KM/Hours at installation:	
Date of Failure:			Vehicle Mileage/KM/Hours at failure:	
Vehicle VIN Number (17 digits):			Engine Serial Number (if available):	
Vehicle Year:			Vehicle Make:	
Vehicle Model:			Did you work with Technical Support to troubleshoot? Yes <input type="checkbox"/> No <input type="checkbox"/>	
<i>Please describe the failure in as much detail as possible. List all symptoms and if there are codes in the ECM, please provide the codes and list whether they are active or inactive. If there are photos to assist in describing the failure, please attach those to the email as well.</i>				

NEW DEFECTIVE WARRANTY FORM

Dinex Customer Name and Address:		Date:	
		Customer's Reference No.:	
Dinex Customer's Contact Person:		Dinex Customer's Contact Phone Number:	
Dinex Item Number:	Dinex Serial Number:	Claimed Qty.:	
Dinex Invoice no. or PO no.:	For cross referencing concerns please provide the complete VIN and OEM part number used for cross referencing.		
<p><i>Please describe the defect in as much detail as possible. If there are photos to assist in describing the defect, please attach those to the email as well.</i></p>			

NOx SENSOR WARRANTY FORM

Dinex Customer Name and Address:	Date:
	Customer's Reference No.:
Dinex Customer's Contact Person:	Dinex Customer's Contact Phone Number:

Date of Delivery:	Dinex Invoice no.:
Date of Installation:	Vehicle Mileage/KM/Hours at installation:
Date of Failure:	Vehicle Mileage/KM/Hours at failure:
Vehicle (build year, make, model):	Complete VIN or Engine Serial Number:

Dinex item Number:	Production label (see Fig. 1):
Sensor head No. (see Fig. 2):	Continental No. (see Fig 3 - OE sensor):
Sensor location (pre / post SCR):	Claimed quantity:

Type of failure:	<input type="checkbox"/> Durability	<i>Part has broken or lost functionality</i>
	<input type="checkbox"/> Error	<i>OBD light or diagnostic code</i>
	<input type="checkbox"/> Communication	<i>ECU does not communicate with NOx sensor</i>
	<input type="checkbox"/> Emission	<i>Sensor is showing abnormal readings</i>
	<input type="checkbox"/> Logistics	<i>Issues related with delivered reference number or amount</i>
	<input type="checkbox"/> Other	<i>Please elaborate in description below</i>

Description of the issue:

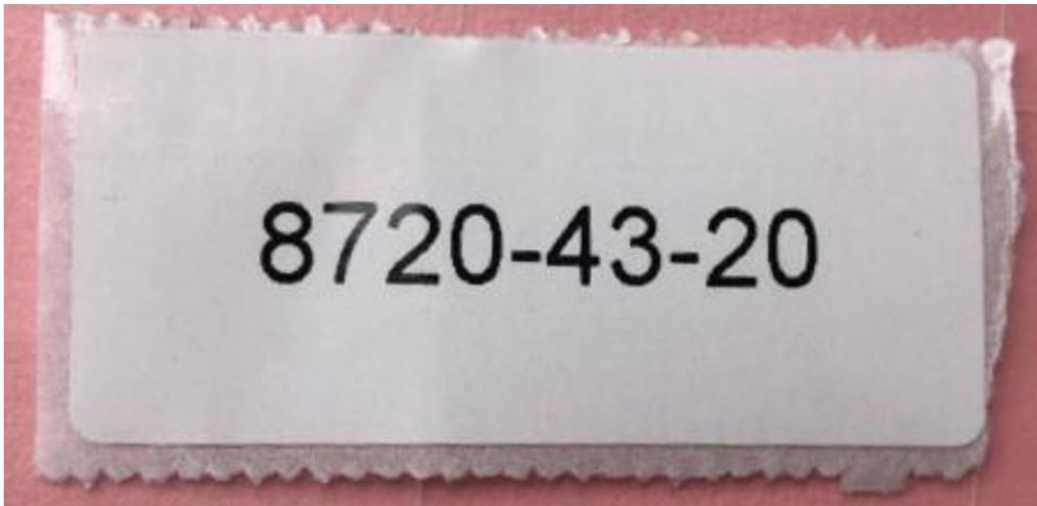


Fig. 1. Production label (Dinex sensor, found on box)



Fig. 2. Sensor head No. (Dinex sensor)



Fig. 3. Continental No. (found on OE sensor)

