



Group Operations

FORM

Document rev.: 1

AdBlue® Pump/Injector WARRANTY FORM

Process Owner:
Quality Manager

Document Author: KBA

Document Number:
06_00_00_06

Released: 17.11.2023

Customer information

Customer:

Date:

Customer's reference no.:

Customer's contact person:

General information

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:

Vehicle information

Vehicle make*:

Vehicle model*:

Model year*:

Engine displacement (l) or power (kW/HP):

Vehicle emission class:

VIN code*:

Country or region where the vehicle operates*:

Product information

Dinex item No*:

Traceability Code* (See Fig 1)

Claimed quantity:

Comments:

* Mandatory fields
** Very helpful

Printed copies are not in control

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Failure information		
Type of failure:	<input type="checkbox"/>	1 Durability <i>Part has broken or lost functionality</i>
	<input type="checkbox"/>	2 Error <i>OBD light or diagnostic code (describe below*)</i>
	<input type="checkbox"/>	3 Communication <i>ECU does not communicate with part (state software level in comments below*)</i>
	<input type="checkbox"/>	4 Logistics <i>Issues related with delivered reference number or amount</i>
	<input type="checkbox"/>	5 Other <i>Please elaborate in description below</i>
Description of the issue:		

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.



Fig. 1. Traceability code

* Mandatory fields