



**Claims
protocol**



PIERBURG

**Annex to
claim No:**

- complete **all** the boldly outlined parts (one protocol per each claim)
- this information will be used to establish the origin of the defect more precisely and for the most objective assessment / if we do not receive the required information we cannot guarantee the time needed to settle your claim

1. Catalogue number of the component on which the claim is filed:

2. Vehicle identification :

manufacturer:	date and odometer reading on	regularly serviced*:
type:	replacement of	YES / NO
volume:	Pierburg component:	
year of manufacture:		site of servicing*:
chassis number:	datum and odometer reading	authorised / non-authorised servicing facility /
engine number:	when claim filed against	self-servicing
engine code:	Pierburg component:	
		* delete inapplicable

3. Description of the defect (handling during acceleration / braking, when the engine is warmed up / cold, was the defect accompanied by any noise or other phenomena such as jerky engine operation, loss of performance, smoke from the exhaust, etc.?)

4. Description of the activities to date leading to removal of the defect (important !!)

5. Print-out from the diagnostic device before the repair – the defect must be given on the print-out.

Additional information concerning specific groups of components

Throttle body neck: did you proceed according to the instructions appended to each new component? If yes, were there any problems during the procedure, describe how far it was possible to proceed. Is there any alternative means of propulsion installed in the vehicle ? (e.g. gas propulsion).

Intake air mass sensor (air mass) – is there a sports air filter installed in the vehicle or not, was the rubber seal surrounding the filter deformed or any element pinched between the rubber seal and the lid wall during disassembly of the air filter? Filter manufacturer, date of replacement and odometer reading when last filter replacement. Is the vehicle used in specific conditions (for instance in a very dusty environment, is the vehicle used as a taxi)?

Fuel pump: the date of last replacement of the fuel filter, did the defect, e.g. jerky operation, the engine dying, etc., occur before replacement of the fuel filter.

On behalf of (company):

Completed by:

signature:

Date: