
COMPLAINT FORM

*This complaint form is between **CLIENT** and **ABCspecialist Netherlands**, registered at Chamber of Commerce Amsterdam with number 62382047.*

Filing date Defect occurrence date

Information concerning the client

Name and surname

Name of the company

Address.....

Tax Identification Number

Contact telephone number

E-mail

Information concerning the vehicle and the faulty product

Part number of the product
.....

No. of the invoice
.....

Date of purchase
.....

Make, model and engine capacity of the vehicle
.....

VIN numberProduction year

Installation odometer readingInstallation date

Odometer reading on the day of deinstallationDate of deinstallation

Name and address of the vehicle repair workshop installing the product
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Information concerning the complaint

Detailed description of the defect

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The document confirming the defect of the product diagnosed by an official vehicle repair workshop is: included/not included

The document confirming the installation and de-installation of the product in a vehicle repair workshop is: included/not included

Please answer the following questions:

Does the original box in which the product was shipped has any visible damage?

(If yes please enclose photos)

Was any damage to the product noticed after unpacking it?

(If yes please enclose photos)

Which version of SDS was used?

Was the functionality of the following components checked with SDS before installation of the product? (please enclose diagnosis report)

control valves.....

suction valve.....

pressure limiting valve.....

pressure sensor.....

Were any malfunctions of the ABC computer or the electrical system of the car noticed?(please include diagnosis report.)

Were the connectors on the product and on the wiring of the car checked?.....

Were the aluminum threads of the product damaged?.....

Did you notice any squeezing or bending of the hydraulic hoses?.....

Was it necessary to top up the ABC oil reservoir after starting the system? If yes, with how much ml did you top up the ABC oil level?ml

Did you flushed the oil in the ABC system? If yes, how much oil did you use?ml.

Which type of oil was used (please include product code and enclose invoice)

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Was the functionality of the pulsation dampers checked? If yes, please state below how much mm the membrane could be pushed inwards when tested by pressing with a stump object.

Pulsation damper front 1mm

Pulsation damper front 2mm

Pulsation damper rear 1mm

Pulsation damper rear 2mm

When installing an ABC pump, did you filled the Pump with oil before starting the engine? If yes, could you estimate how much oil you usedml

When installing an ABC pump, did you open any valve before starting the engine?

When installing an ABC pump, did you used external pressure on the ABC reservoir when starting the engine? If yes, how much pressure?bar

Did you bleed the system for air after installation? Which bleeding valves did you opened?

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Did you calibrate the system after installation of the product?.....

Did you received any error codes after calibration? If yes, please note the error codes or enclose diagnosis report

Did you try to open or change the product or have you tested the product in any other way?.....

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Additional notes and comments

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Please ship the faulty product together with this complaint form and attachments to ABCspecialist Netherlands using the original box with proper packaging. Make sure the product does not contain any oil and clean off any oil from the product. We advise to use courier price compare services in order to find the best solution for your return shipment, and as you are responsible for the shipping, to book protection for loss or damage during transport.

Date and signature of the client

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Date and signature of the workshop

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To be filled in by ABCspecialist employee's only:

Date received:.....

Case no.:.....

Date inspected:.....

Date and signature mechanic:.....

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