

Checklist Transmission Controller Claim

SPICER OFF-HIGHWAY BELGIUM N.V.
HEAVY VEHICLE TECHNOLOGIES & SYSTEMS OPERATIONS - EUROPE



Model (1): _____ Controller Boxnumber (3) (As printed on label at connector side): _____

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CUSTOMER AND VEHICLE IDENTIFICATION

CUSTOMER*: _____	MACHINE MODEL : _____
CONTACT*: _____	MACHINE TYPE : _____
LOCATION : _____	TRANS. MODEL* : _____
SEND DATE : _____	OEM CLAIM REF. : _____
EMAIL: _____	TELEPHONE#: _____
STREET: _____	ZIP CODE , CITY: _____
COUNTRY: _____	RGA #*: _____

CHECK LABEL AT CONNECTOR SIDE FOR CONTROLLER IDENTIFICATION

CONTROLLER TYPE (as printed at small ident. Label): _____	HOURS IN SERVICE : _____
SERIAL NUMBER(2) *: BEA _____	FAILURE DATE : _____
FIRMWARE VERSION (5) (Vx.y): _____	APT FILE (4) (Axy): _____
	IN SERVICE DATE : _____

PROBLEM DESCRIPTION

BUILT-IN LOCATION IN VEHICLE (Cab, Frame, Electronics Box,...): _____

ENVIRONMENTAL CONDITIONS (Hot, Cold, Humid, Vibration,...): _____

INSTANT OF FAILURE * AT INITIAL STARTUP FIELD FAILURE EXTERNAL DAMAGE

ACTIVE AND INACTIVE ERROR CODES*:
(Active error codes can be read from the APC/Remote display and, if possible, inactive error codes can be read from the error log memory using the Dana Dashboard Tool)

UPDATE APC TO MOST RECENT SOFTWARE VERSION

DETAILED PROBLEM DESCRIPTION *
(Detailed symptom description of behaviour in the vehicle)

Follow our Support/RGA request process:

1. Request an RGA number from the Brugge Service Department
2. Complete this support Request / Checklist form
3. Send the completed form to the Brugge Service Department
4. Only after confirmation from PSS group Brugge, return the APC to the address communicated to you.
Add a copy of this form to the delivery and attach RGA document (with Bar Code) at the outside of the package.

(*) Fields marked with an asterisk are obligatory to fill-in to accept the claim.