



# Cases of damage / Field claims

## Standard procedure for submitting warranty claims

Dear Business Partner,

in order to deal with any claims for damage in a prompt and efficient way, we kindly ask you to observe the points set out below:

### Prerequisites for warranty claims

The business partner of Motorservice warrants to Motorservice that the prerequisites for a warranty claim have been met. You have checked in advance whether the part for which the warranty claim is to be submitted originated from the product range of Motorservice. Parts can only be claimed within the warranty period.

### Information required to deal with warranty claims

- Technical warranty claims need to be notified by phone to co-ordinate the procedure and the scope of parts (contact persons are mentioned at the bottom right).
- As a matter of principle, all damaged parts must be sent in. **Please note:** All other damaged parts must be safeguarded until the warranty claim has been concluded.
- The data sheet for assessing the cases of damage must be filled in completely.
- Copy of delivery note specifying that the part was purchased from Motorservice.
- Copy of invoice stating initial installation to determine the scope of parts.
- If repair costs or consequential costs are claimed (however without mark-ups and VAT copies of the relevant invoices must be enclosed).

### Sending cases of damage to MS Motorservice Deutschland

It is not possible to assess damage if the components have not been submitted. Warranty claims for used parts must always be sent in, clearly declared and separate from returned goods and reclaimed new parts, to our warehouse in Neuenstadt (engine parts) or the CompetenceCenter Dormagen (Pierburg); (no returns will be accepted by our sales offices). Transport shall take place at the risk and liability of the customer. Motorservice shall not be held liable for claimed parts which can no longer be diagnosed due to damage or loss in transit.

### Destructive testing of parts

In this connection, we point out that various products, e.g. exhaust gas turbochargers and waterpumps, must be subjected to so-called destructive tests for diagnostic purposes. We request your consent to these measures by ticking the relevant box on the enclosed claim form.

This form for submitting warranty claims can also be downloaded as a PDF file:

[www.ms-motorservice.de/formulare](http://www.ms-motorservice.de/formulare)

### Delivery address for damaged goods

#### ► Engine parts

MS Motorservice Deutschland GmbH  
Wilhelm-Maybach-Straße 14  
74196 Neuenstadt, Germany

#### ► PIERBURG parts

MS Motorservice Deutschland GmbH  
S-CQM  
Hamburger Straße 15  
41540 Dormagen, Germany

Please direct any questions in this regard to our Technical Hotline.

### Your contact person at Motorservice

#### ► Engine parts

##### **Karsten Beurer**

Technical customer service  
Tel. +49 7141 8661-463  
Fax +49 7141 8661-460  
[karsten.beurer@de.kspg.com](mailto:karsten.beurer@de.kspg.com)

##### **Holger Greiner**

Technical customer service  
Tel. +49 7141 8661-439  
Fax +49 7141 8661-460  
[holger.greiner@de.kspg.com](mailto:holger.greiner@de.kspg.com)

#### ► PIERBURG parts

Claims management S-CQM  
[pg-warranties@de.kspg.com](mailto:pg-warranties@de.kspg.com)

# Cases of damage / Warranty claim (Engine Parts)



Return to:

MS Motorservice Deutschland GmbH  
**Schadensfälle**  
 Wilhelm-Maybach-Straße 14  
 74196 Neuenstadt, Germany

**Contact person Technical Customer Service:**

**Phone +49 7141/8661-0**

Mr Beurer -463 karsten.beurer@de.kspg.com

Mr Greiner -439 holger.greiner@de.kspg.com

Fax -460 www.ms-motorservice.de

Name and address of Motorservice customer, Customer No.

Contact person

Phone:

**RM No.**

**It is essential to specify the data mentioned below:**

Date of installation:		Kilometres driven (mileage):	
Date of damage event:		Kilometres driven (mileage):	
Article No.		Key No.: to 2	to 3
Automobile manufacturer:	Cubic cap. / power (kW/HP):	Engine type / Engine No.	Model year:
Type of fuel: <input type="checkbox"/> petrol <input type="checkbox"/> ethanol <input type="checkbox"/> methanol <input type="checkbox"/> diesel <input type="checkbox"/> biodiesel <input type="checkbox"/> LPG <input type="checkbox"/> natural gas <input type="checkbox"/> biogas <input type="checkbox"/> others _____			
Delivery note No. / Invoice No.:		Date:	
What work was carried when the claimed part was installed? <b>(Please enclose invoice)</b>			
Reason for repair at the time			
Reason for customer complaint			
Extent of damage – what is to be compensated? <input type="checkbox"/> only replacement of parts <input type="checkbox"/> Compensation of parts incl. repair costs (at cost price without VAT.) → <b>Please enclose invoice for repair!</b>			
<input type="checkbox"/> Please return the parts to us following inspection.			
<input type="checkbox"/> <b>I agree to the parts being dismantled, opened or subjected to destructive testing within the scope of the examination, if necessary.</b>			
→ <b>When returning part, please include your warranty claim and state the original delivery note with date.</b> → <b>No assessment can be made if the components are not submitted!</b> → <b>A separate, completely filled-in claim form must be filed for each claimed part</b> → <b>Motorservice shall not be held liable for any potential loss of or damage to parts during transportation.</b> → <b>Documents submitted at a later date will result in delayed processing.</b> → <b>Please note: It is not possible to carry out non-destructive tests on exhaust gas turbochargers!</b>			
Date:		Signature / Company stamp	

# Cases of damage / Warranty claim (Pierburg Parts)



Return to:

MS Motorservice Deutschland GmbH  
**Schadensfälle**  
**S-CQM**  
 Hamburger Straße 15  
 41540 Dormagen, Germany

**Claims management**  
 S-CQM  
 pg-warranties@de.kspg.com  
 www.ms-motorservice.de

Name and address of Motorservice customer, Customer No.

Contact person

Phone:

**RM No.**

**It is essential to specify the data mentioned below:**

Date of installation:		Kilometres driven (mileage):	
Date of damage event:		Kilometres driven (mileage):	
Article No.		Key No.:      to 2                      to 3	
Automobile manufacturer:	Cubic cap. / power (kW/HP):	Engine type / Engine No.	Model year:
Type of fuel: <input type="checkbox"/> petrol <input type="checkbox"/> ethanol <input type="checkbox"/> methanol <input type="checkbox"/> diesel <input type="checkbox"/> biodiesel <input type="checkbox"/> LPG <input type="checkbox"/> natural gas <input type="checkbox"/> biogas <input type="checkbox"/> others _____			
Delivery note No. / Invoice No.:		Date:	
What work was carried when the claimed part was installed? <b>(Please enclose invoice)</b>			
Reason for repair at the time			
Reason for customer complaint			
Extent of damage – what is to be compensated? <input type="checkbox"/> only replacement of parts <input type="checkbox"/> Compensation of parts incl. repair costs (at cost price without VAT.) → <b>Please enclose invoice for repair!</b>			
<input type="checkbox"/> Please return the parts to us following inspection. <input type="checkbox"/> <b>I agree to</b> the parts being dismantled, opened or subjected to destructive testing within the scope of the examination, if necessary.			
→ <b>When returning part, please include your warranty claim and state the original delivery note with date.</b> → <b>No assessment can be made if the components are not submitted!</b> → <b>A separate, completely filled-in claim form must be filed for each claimed part</b> → <b>Motorservice shall not be held liable for any potential loss of or damage to parts during transportation.</b> → <b>Documents submitted at a later date will result in delayed processing.</b> → <b>Please note: It is not possible to carry out non-destructive tests on exhaust gas turbochargers!</b>			
Date:		Signature / Company stamp	