FB-61-003-en	ALLIGATOR Sensor - Complaint form	WEGMANN automotive

Geltungsbereich: Wegmann Automotive GmbH, Veitshöchheim
WEGMANN automotive GmbH Eigentum. Verwertung nur zum anvertrauten Zweck. Mitteilung an Dritte nur mit schriftlicher Zustimmung

Only fully completed forms will be processed and used for a complaint process!
Complaints to: cseu@wegmann-automotive.com

Do you know our TPMS specialists?
Our service-hotline helps with any TPMS problem:
+49 931 321 04 444 /
sens.it@wegmannautomotive.com

Date:		RMA-Nr.:	

Customer Contact Information

Company Name	
Address	
Requester name & email adress	
Contact phone N°	

Vehicule Information

Manufacturer		Mounting date	
Model/type		Mileage reading (mounting)	
Year		Dismounting date	
Vin		Mileage reading (dismounting)	
KBA number (HSN/TSN)		Chasis number	

Programming details

Programming date of the sensor				
Who programmed the sensors?	☐ Self-programming			
	☐ Pre-programmed complete wheel supplier:			
	☐ Pre-programmed by:			
With which device were the sensors programmed?	☐ Alligator sens.it programming devices			
	☐ Diagnostic device manufacturer:			
Which programming option was chosen?	☐ Duplication (Clone)			
	☐ New serial number (ID) created			
Sensor serial number (ID's) used	FL:		FR:	
	RL:		RR:	
Have the sens.it sensors been taught to the vehicle?	☐ yes ☐ no			
If yes, with which teaching method?	☐ Automatic (Test drive)			
	☐ Onboard diagnostics (OBDII)			
	☐ Manual teach-in procedure (Manual)			
Is there any additional information available ? e.g. warning messages in the vehicle, error codes from diagnostic devices				

Detailed Problem description

Request	
What happened?	
When detected?	
Who detected?	
Where detected?	
How detected?	
How many bad parts?	

Please also attach any useful documents that could help to understand the problem.
We would like to inform you that, without having completely filled this questionnary and without having sent us back the defective units within the next 4 weeks, we will no be able to manage your claim.