**Defects Liability Request Form (Appendix A.)**

|  |  |
| --- | --- |
| **Recipient** | **Sender** |
| Company: VDL Weweler  Ecofactorij 10  NL-7325 WC Apeldoorn | Company: |
| Department: Aftersales | Department: |
|  | Name: |
| E-mail: [aftersales@vdlweweler.nl](mailto:aftersales@vdlweweler.nl)  Phone No.: +31 (0) 55 5385132 | E-mail:  Phone No.: |
|  | Date: |

Your claim can only be processed by VDL when this form is filled out completely and photos of the damaged part(s) are included.

If VDL informs you that no further examination is required and the part may be scrapped, please do so as environmentally friendly as possible.

**Required information**

|  |  |
| --- | --- |
| **Customer defects liability**  **request No.** |  |
|  |  |
| **Detailed explanation of the problem** |  |

|  |  |
| --- | --- |
| **Circumstances that caused the malfunction** |  |

|  |  |  |
| --- | --- | --- |
| **Vehicle and/ or product information** | **Type of vehicle[[1]](#footnote-1)** |  |
| **Vehicle specification[[2]](#footnote-2)** |  |
| **System specification[[3]](#footnote-3)** |  |
| **Location/ Address** |  |
| **Contact Information[[4]](#footnote-4)** |  |
| **Contact** |  |
| **Chassis Number** |  |
| **Mileage (Km)** |  |
| **Country of registration** |  |
| **Registration Date (d-m-y)** |  |
| **Vehicle Owner** |  |

**Position under the vehicle:**

**Right Side**

**I**

**Driving direction**

****

**I**

**I**

**I**

**Left Side**

**Off Road Usage:** **Yes** **No**

**Operated in Zone:** **1\*** **2** **3 *(see page 5 for explanation of Zones)***

**EBS/ ECAS/ ODR data** **Yes** **No**

***\* NOTE: EBS / ODR data and written proof of service history needs to be made available upon request by VDL! In Zones 2 & 3 EBS/ ODR data is required only when the vehicle is equipped with an EBS brake******system.***

**Required information**

|  |  |
| --- | --- |
| **VDL Weweler B.V. Part Number** |  |

|  |  |
| --- | --- |
| **VDL Weweler B.V. Date Code** |  |

The position of the **Date Code** varies between products.

|  |  |  |
| --- | --- | --- |
| **Product** | **Position Date Code** | **Examples** |
| **Air Spring/ Air bellow** | Code on the rubber Products | Voorbeeld Datumcode.jpg cid:image007.jpg@01D60CBB.DDB3E3E0 |
| **Trailing Arm** | Code on the trailing arm eye  or  Code on trailing arm tail-end | Voorbeeld datumcode veerarm.jpg I:\Garantie\Garantiemap\Garantieformulieren\voorbeeld traceability nummer veer.jpg cid:image008.png@01D60CB9.F35ADE30 |
| **Shock Absorber** | Code on the cylinder | Voorbeeld datumcode demper.jpg |
| **Axle lift** | Code sticker on the bracket  (Position may vary, depending  on axle lift) | cid:image010.jpg@01D60CBB.DDB3E3E0 |

**Pictures of applicable item(s)**

|  |  |
| --- | --- |
| **Position** | **Picture** |
| **Top** | **Yes, please see attachment in e-mail** **No** |
| **Bottom** | **Yes, please see attachment in e-mail** **No** |
| **Left Side** | **Yes, please see attachment in e-mail** **No** |
| **Right Side** | **Yes, please see attachment in e-mail** **No** |
| **Back side** | **Yes, please see attachment in e-mail** **No** |
| **Front Side** | **Yes, please see attachment in e-mail** **No** |
| **Detailed Picture(s) of Damage** | **Yes, please see attachment in e-mail** **No** |
| **Additional** | **Yes, please see attachment in e-mail** **No** |

**Defects Liability Zones in the world**



**ZONE 1: GREEN ZONE 2: YELLOW ZONE 3: ORANGE**

**Note:** The area of operation determines which zone and defects liability conditions to use. In case the area of operation spreads over multiple zones, the zone were the claim originated is leading.

**Zone 1**

**Western-Europe:** Albania, Austria, Belgium, Bosnia and Herzegovina, Croatia, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Macedonia, Norway, Poland, Portugal, Serbia & Montenegro, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands.

**Others:** United States (*excluding Alaska, which is specified as Zone 3*).

**Zone 2**

**Eastern-Europe:** Belarus, Bulgaria, Estonia, Latvia, Lithuania, Moldova, Romania, Turkey, Ukraine, Russian regions (*North Caucasian, Southern Russia, Central Russia, North-western Russia and Volga; All other Russian regions are specified as Zone 3*).

**Others:** Australia, Canada (*excluding the Yukon territory, the Northern Territories and Nunavut, which are specified as Zone 3*), Israel,

Japan, New-Zealand.

**Zone 3**

**Rest of the World**

1. Type of trailer (for example; Curtainsider. [↑](#footnote-ref-1)
2. The trailer’s C.O.G.,width, height, etc. [↑](#footnote-ref-2)
3. Axle load, trailing arm width, etc. [↑](#footnote-ref-3)
4. Phone, Email, etc. [↑](#footnote-ref-4)