



WARRANTY CLAIM

How to turn in a claim

After filling out all applicable information, e-mail this form to Recaro at commercial@recaro-automotive.com; fax to (248) 364-3806 or mail it to Recaro Customer Service at 4120 Luella Lane, Auburn Hills, MI 48326. Save all bad items. You may need to return them to our Auburn Hills, MI facility for our examination. We will provide a Return Authorization # and shipping instructions for parts to be returned. If you have questions, call Customer Service at (800) 873-2276 or (248) 364-3818.

Customer:

Company	
Attention	
Street Address	
City, State/Province	
Zip/Postal Code	

Phone (voice)	
Phone (fax)	
E-Mail	

Point of Use

O.E.M. Transit Truck
 Other Vehicle: _____ (Mfg & Veh Type)
 Office Seat Not Yet Placed in Use

† Seat Part # (left top #)	
† Seat Serial # (bottom #)	
Vehicle #	
Mileage	
Date problem detected	

† If the claim involves a seat or parts from an installed seat, include seat part number and seat serial #, which can be found on a tag behind the seat back center insert. Commercial seats with suspensions and risers also have a serial # tag on the inside of the riser.

Bad Part Identification

Seat Model # or Component Part #	Item Description	Qty
1		
2		
3		
4		

For Recaro Use

Customer #	Order Entered by

Order #	Entry Date	Scheduled Ship Date	Qty / Line # (if partial ship)

Problem Description

Proposed Actions

For Recaro Use

Warranty Claim # assigned	W-	Approver's Initials & Date		
Action(s) to be Taken	<input type="checkbox"/> Ship Replacement	<input type="checkbox"/> No Return Required		
	<input type="checkbox"/> Repair by Recaro _____	<input type="checkbox"/> Issue RA	RA #	Entry Date
	<input type="checkbox"/> Credit Only (do not ship replacement)			
Warranty Determination	<input type="checkbox"/> Covered	<input type="checkbox"/> Not Covered (Abuse)		
	<input type="checkbox"/> Not Covered (Other reason: _____)			