



# Kenworth Northeast

## OTC FAILED PARTS WARRANTY REQUEST FORM



**\*\* A SIGNED COPY OF ORIGINAL INVOICE MUST ACCOMPANY THIS REQUEST. \*\***

CUSTOMER ACCOUNT # \_\_\_\_\_

CUSTOMER'S NAME \_\_\_\_\_

CONTACT PERSON \_\_\_\_\_

CONTACT PHONE # \_\_\_\_\_

**CUSTOMER'S EMAIL ADDRESS** \_\_\_\_\_

ORIGINAL INVOICE # \_\_\_\_\_

REPLACEMENT INVOICE # \_\_\_\_\_

DATE PART WAS PURCHASED \_\_\_\_\_

DATE PART WAS RETURNED \_\_\_\_\_

PART NUMBER FOR WARRANTY CONSIDERATION \_\_\_\_\_

KWNE Use Only
RO #
CLAIM #
Approved Date
Rejected Date

**REASON FOR RETURN (PLEASE BE SPECIFIC, CAUSE OF FAILURE)** \_\_\_\_\_

COMPLETE 17 DIGIT VIN # \_\_\_\_\_

YEAR \_\_\_\_\_ MAKE \_\_\_\_\_ MODEL \_\_\_\_\_

ENGINE MAKE \_\_\_\_\_ ENGINE SERIAL # \_\_\_\_\_

MILEAGE AT INSTALLATION \_\_\_\_\_ HOURS AT INSTALL \_\_\_\_\_

CURRENT MILEAGE \_\_\_\_\_ CURRENT HOURS \_\_\_\_\_

**KENWORTH EMPLOYEE'S NAME** \_\_\_\_\_

**CUSTOMER REQUESTED PART(S) RETURNED IF CLAIM IS REJECTED BY  
PACCAR. \*\* CUSTOMER AUTH. RETURN FREIGHT CHARGES. \*\***

YES	NO
<i>Customers Initials</i>	

CREDIT DISPOSITION \_\_\_\_\_ CUSTOMER REQUESTED CREDIT TO ACCOUNT  
 \_\_\_\_\_ CUSTOMER REQUESTED REPLACEMENT PART

CUSTOMERS SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

TAKE PARTS AND COMPLETED PAPERWORK TO SERVICE DEPARTMENT TO HAVE CLAIM SUBMITTED

\*\*\* NOTE ALL WARRANTIES ARE SUBJECT TO OEM APPROVAL \*\*\*

\*\* PART CLAIMS CAN TAKE UP TO 120 DAYS FOR APPROVAL \*\*

\*\*\* ITEMS TO BE CONSIDERED FOR CLAIMS ARE TO HAVE THIS FORM FILLED OUT COMPLETELY, A COPY OF THE ORIGINAL INVOICE, THE INVOICE TO BE CREDITED AND THE PART TAGGED \*\*\*