



## DEALER CLAIM FORM

1) RGA NO.		2) PACBRAKE CLAIM NO.		3) CUSTOMER CLAIM NO.		4) DATE CLAIM SUBMITTED		
5) DISTRIBUTOR NAME				6) DISTRIBUTOR ADDRESS				
7) CUSTOMER NAME				8) CUSTOMER ADDRESS				
9) DATE IN SERVICE		10) DATE OF FAILURE		11) PACBRAKE MODEL NO.		12) PACBRAKE HOUSING SERIAL NO. (NO CLAIM WITHOUT NO.)		
13) IN SERVICE: ___ML ___KM		14) MILEAGE AT FAILURE		15) ENGINE MODEL/CPL NO.		16) ENGINE SERIAL NO.		17) TYPE OF SERVICE
18) VEHICLE MANUFACTURER				19) VEHICLE MODEL		20) COMPLETE VIN NO.		
21) PACBRAKE PART NUMBER		QUANTITY	PART DESCRIPTION		COST UNIT		COST EXTENDED	
22) OEM PART NUMBER		QUANTITY	PART DESCRIPTION		COST UNIT		COST EXTENDED	
23) PREFERRED SETTLEMENT _____ ISSUE CREDIT _____ REPLACE PARTS					TOTAL PARTS COST		CLAIMED	
24) LABOR		HOURS WORKED	REG.		25) HOURLY RATE			
OTHER ITEMS CLAIMED								
PLEASE SUPPLY REPAIR WORK ORDER AND ALL FAILED PARTS					TOTAL AMOUNT OF CLAIM			

26) REQUIRED DISTRIBUTOR COMMENTS 1) DETAILS OF COMPLAINT 2) EXPLANATION OF ALLEGED DEFECTIVE MATERIAL 3) ANALYSIS AND CORRECTION

CLAIM SUBMITTED BY: \_\_\_\_\_

PRINT

SIGN



## DEALER CLAIM FORM

Please complete the other side of this form according to the instructions below.  
Note: Instruction numbers (show with the bracket on one side) directly correspond

### NO CLAIM WILL BE PROCESSED WITH OUT PACBRAKE SERIAL NUMBERS!

- 1) RGA#. Must have RGA # to reutrn parts!
- 2) Pacbrake claim number
- 3) Claim number. All correspondence will reference to your numbers
- 4) Date which claim was submitted to Pacbrake
- 5) Distributor Name
- 6) Dustributor's Address
- 7) Name of vehicle owner
- 8) Address of vehicle owner
- 9) Date of Pacbrake part installation
- 10) Date of Pacbrake part failure
- 11) Model of Pacbrake
- 12) Housing(s) serial number of Pacbrake
- 13) Mileage at time of installation
- 14) Mileage at time of failure
- 15) Engine model/Critical parts list number (CPL) if applicable
- 16) Engine serial number
- 17) Type of service (recreation or commercial)
- 18) Vehicle manufacturer
- 19) Vehicle model
- 20) Complete VIN number
- 21) List Pacbrake parts used in repair
- 22) List of other parts used in repair
- 23) Preferred type of settlement (a credit or parts replacement?)
- 24) Hours of labor required to perform repair
- 25) Hourly labor rate billed
- 26)
  - 1) Details of customer complaint
  - 2) Your explanation of why the Pacbrake part failed
  - 3) Your analysis of what parts needed to be replaced and what you did to prevent a reoccurrence of this failure

Once the claim is completed, please attach the form to failed parts (along with shop repair order) and submit to either one of the shipping locations shown:

USA: Pacbrake Company  
Attn: Warranty Dept.  
1670 Grant Avenue  
Blaine, WA 98230-5161

CANADA: Pacbrake Company  
Attn: Warranty Dept.  
19594-96th. Avenue  
Surrey, BC V4N 4C3

Have a question? Please call our Customer Service line at 1.800.663.0096. Business hours are 6:30am-4:30pm Monday to Friday.

Form L3001.080604