



# Installer/Retailer Warranty Claim FORM

Revised: Effective 08/14/09

**INSTALLER/RETAILER** (providing warranty replacement) This section must be completed to ensure credit.

Telephone ( ) Retailer Name

Telephone ( ) Installer Name

Address

City, State/Province Zip/Postal Code

## A. CONSUMER INFORMATION

Consumer Name

Address

City, State/Province Zip/Postal Code

The minimum requirements for a consumer to be eligible for Warranty coverage are:

- To be the Original purchaser of the qualifying Tenneco products.
- To present the Consumer's Bill of Sale for the original purchase of the qualifying Tenneco products which clearly has part number and other customer information (a copy will need to be submitted with warranty claim documentation).

Note: Consumer retains original Bill of Sale as documentation for future warranty needs

Consumer Signature Print Name

Replacement Date (MM/DD/YY) Consumer Telephone ( )

## B. VEHICLE INFORMATION

Vehicle  
YEAR: Example 1993 MAKE: Example Chevrolet MODEL: Example Lumina

## C. REPLACEMENT PART NUMBER

Original Part Number	Replacement Part Number	Quantity	Product Defect Code*	Product Date Code	Original Installation Mileage	Original Date of Purchase	Present Mileage

If "Other-Both" (06) is used as defect code, please provide detailed description.

\*PRODUCT DEFECT KEY:

- |                       |                 |                                 |                                   |
|-----------------------|-----------------|---------------------------------|-----------------------------------|
| 01 = Leaking Fluid-RC | 06 = Other-Both | 10 = Appearance-Both            | 15 = Broken Unit-Both             |
| 02 = Broken Unit-Both | 07 = Binder-RC  | 11 = Air Leak-Both              | 16 = Loose Internals-EC (Baffles) |
| 03 = Noisy-Both       | 08 = No Gas-RC  | 12 = Ride-RC                    | 17 = Roving Blow Out-EC           |
| 04 = Worn Out-Both    | 09 = Fit-Both   | 13 = Ride-RC                    |                                   |
| 05 = Changeover-Both  |                 | 14 = Customer Satisfaction-Both |                                   |

## INSTRUCTIONS TO INSTALLER/RETAILER

You will need to complete all sections of this form to ensure credit. Attach the following to the Tenneco Warranty Claim form (TEN-1110-0809) and return to the supplier for credit:

- Copy of **Consumer's Bill of Sale** for original purchase
- Part numbered **box end flaps**
- **Parts** removed must be returned to supplier



Tenneco Warranty Center