

Warranty Claim Form (Charge Air Cooler)

Date (mm/dd/yyyy):

Company Name:

Company Address:

City:

State/Province:

Zip/Postal Code:

Claim Contact Name:

Phone:

Fax:

E-mail:

Failed Product Information:

Original Product Owner:

Vehicle Make:

Model:

Year:

VIN (17 Characters):

Engine Make:

Model:

Rated HP:

at

RPM

Charge Air Cooler Model (Part) Number:

Charge Air Cooler Serial Number:

Original Installation Date (mm/dd/yyyy):

Odometer Reading on Installation Date:

KM

MI

Failure Date (mm/dd/yyyy):

	Yes	No
Can you confirm this Charge Air Cooler is leaking beyond 5 psig in 15 seconds at 30 psig?		
Can you confirm this Charge Air Cooler was not involved in a collision?		
Can you confirm this failure is not due to a Turbo, Wastegate, or EGR malfunction or failure?		
Can you confirm the Engine, Turbo, and ECM are stock and have not been modified?		
Can you confirm the Charge Air Cooler has not been cleaned internally with chemicals?		
Can you confirm the Primary Vehicle Use is on-highway?		

To expedite the claim, please provide all of the following (please check):

- Original Invoice for failed Charge Air Cooler
- Picture of the Charge Air Cooler showing the Serial Number Label
- Picture of the Charge Air Cooler failure area
- Picture of the Charge Air Cooler front
- Picture of the Charge Air Cooler back

If pictures cannot be provided:

Package the warranty Product in the box of the replacement Product and mark the box "WARRANTY RETURN". Please call Dura-Lite prior to shipping the Product to get an RGA Number. Ship the warranty Product back with your next Core Return or call Dura-Lite and ask which shipping company to use. If the warranty Product returns collect and is denied as a warranty, you will be responsible for the inbound freight cost. Please take extra care to ensure that the Product is not damaged in transit. It is important to advise your customer that the failed Product may be disassembled (cut apart) for investigation purposes and that it is their responsibility to complete and submit the new Warranty Card by mail or fax 403-206-7239 the bottom portion of the Warranty Card or register online www.duralite.net.

Replacement Product Information:
(The failed Product must be replaced with a Dura-Lite or the warranty will be void)

- Replacement Charge Air Cooler Model (Part) Number: _____
- Replacement Charge Air Cooler Serial Number: _____
- Replacement Installation Date (mm/dd/yyyy): _____
- Odometer Reading on Replacement Date: _____ KM MI
- Was the end user charged for the Replacement Product? Yes No

Settlement Product Information:

- Supply Replacement Charge Air Cooler, ship with next order.
- Supply Replacement Charge Air Cooler, ship immediately.
- Other Settlement (please provide details): _____

Please forward this claim to Warranty@duralite.net, warranty claims will not be processed until all information is supplied. If you have any questions or need assistance completing this form, please call 403-259-2691 or 800-661-1117.

For Internal Use Only:

RGA: _____

Date of Manufacture: _____

Duration: _____ yrs _____ mths

Accumulative Odometer: _____ KM MI

T Log
RGA
SAP
Customer
Equipment Card