



ecu.de – a business of
 Glaubitz GmbH & Co. KG
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info@ecu.de ecu.eu

Repair order

1. Customer Data I am **returning customer** Customer ID:

Customer type: Garage or automotive business trade or private customer

Company / Surname, Name:

Street:

Country/ ZIP/ City:

Phone:

E-mail*:

VAT ID**:.

Your order reference:

* E-mail is used for incoming notification, order state updates and delivery notifications with tracking ID.
 ** For EU companies. VAT ID & address have to match your tax registration data! Address check possible on ecu.eu/vat

2. Different Delivery Address

Company / Name:

Street:

ZIP/City:

3. Packing list ***

***The Glaubitz GmbH & Co. KG is not liable for the loss of non-listed items

qty	Device
	ECU
	Cockpit/Cluster instrument
	Throttle body
	Central electronic/ Body-Control-Module
	Hydraulic module
	Electronic steering column lock

qty	Additional parts
	Immobiliser
	Transponder ring
	Key
	Remote control
	Electronic ignition lock

4. Payment

advance payment

5. Return shipping

Further information on ecu.eu/shipping

Standard shipping Express shipping



Date: Signature:

* You can find our general term and conditions at ecu.eu/conditions

*You can find our privacy notice at ecu.eu/privacy

Approval

I hereby agree that my specified data can be used for marketing purposes, such as customer care, technical changes, service announcements and customer satisfaction survey.

Please check the communicational channels we can use to contact you:

Post E-Mail Phone

Signature:

If you'd like to withdraw your consent at any time with effect to the future, please send an email to revocation@ecu.de

Please compile in block letters



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Repair order for Cockpits*

* For ABS and other control units (e.g. engine ECU) you can find a dedicated repair order on <https://ecu.co.uk/orderrequest>

Please fill in this form as completely as possible to enable us to repair your unit and to avoid delays. Please consider that additional charges may apply for units which have been damaged by previous repair attempts.

1. Contact person for technical questions

(If different from invoice data)

Name:

Phone: Available (time):

Email:

2. Vehicle data

Kilometre reading before dismounting:

Kilometre reading before fault:

Please always enclose a **copy of the car documents**, if possible.

If you don't have the car documents at hand, then please fill in the following information.

HSN (see 2 / 2.1)*: _____ TSN (see 3 / 2.2*): _____
*cars registered in Germany

Brand/ Model:

Engine Code:

VIN (Vehicle-Ident.-No):

Registration date: _____ (DD/MM/YYYY)

Renault Scenic II

Deviations of the kilometre counter are common. We need detailed car data from your papers to identify your car and avoid wrong settings.

Please enclose copies of e.g.:
 garage or car insurance invoices.

3. Fault description

(Please tick as appropriate)

<u>Cockpit general</u>	Perma- nent	Spora- dically	when warm	when cold	<u>Pointer instruments</u>	No function	Sporadic fail	Wrong display value	Stuttering movement	Temp. dependent fail
Complete fail					Rev counter					
Illumination fail					Speedometer pointer					
Immobiliser (no release)**					Odometer					
No acoustic signal					Coolant temperature					
Display pixel faults					Fuel gauge					

** Especially on immobiliser malfunction within the cockpit it is likely that we need one coded key with transponder coil (usually in the ignition lock). Please don't hesitate to contact us if you are not sure.

4. Detailed fault description

(other faults, trouble codes, external damages)

Please enclose page 1 and 2 of the repair order form



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