



# Repair order

## 1. Customer Data

Customer type:  I am already a customer  Garage or automotive business  Business customer  Private customer

Customer ID: .....

Company / Surname, Name: .....

Street: .....

Country/ ZIP/ City: .....

Phone: .....

E-mail\*: .....

VAT ID\*\*: .....

Your order reference: .....

\* E-mail is used for delivery and order state updates.

\*\* For EU companies. VAT ID & address have to match your tax registration data! Address check possible on [ecu.eu/vat](http://ecu.eu/vat)

## If different Delivery Address

Company / Name: .....

Street: .....

ZIP/City: .....

## 2. Packing list \*\*\*

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

qty	Device
	ECU
	Cockpit/Instrument cluster
	Throttle valve
	Central electronic/ Body-Control-Module
	Hydraulic module
	Electronic steering lock

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

## 3. Payment

You can find more information about our payment options at [ecu.eu/payment](http://ecu.eu/payment)

advance payment - Payment after inspection / repair \*

(credit card, bank transfer, Paypal)

\* Payment request will be sent by e-mail

Cash on delivery

(substantial fee outside Germany)

## 4. Return shipping

Further information on [ecu.eu/shipping](http://ecu.eu/shipping) and [ecu.eu/customs](http://ecu.eu/customs)

Standard shipping

Express shipping

Date: .....

Signature: .....

With my signature I request Glaubitz GmbH & Co. KG to immediately commence with the repair and all services associated with the order before the end of my 14-day cancellation period. I am aware that in the event of cancellation within the cancellation period, compensation must be paid for the value of the services already rendered.

• You can find our general term and conditions at [ecu.eu/conditions](http://ecu.eu/conditions)

• You can find our privacy notice at [ecu.eu/privacy](http://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 tick 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, please send an email to [revocation@ecu.de](mailto:revocation@ecu.de)

Please use CAPITAL letters

Send both pages of the repair order with the parcel





# Repair order for Cockpits\*

\* For ABS and other control units (e.g. engine ECU) you can find a dedicated repair order on [www.ecu.eu/order](http://www.ecu.eu/order)

Please fill in this form as complete as possible to enable us to repair your unit and 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

Kilometer reading before expansion: .....

Kilometer reading at first fault occurrence: .....

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\*): \_\_\_\_\_  
\*Only cars registered in Germany

Brand/ Model: .....

Engine Code: .....

VIN (Vehicle-Ident.-No): .....

Registration date: \_\_\_\_\_ (DD/MM/YYYY)

## 3. Fault description

(Please tick as appropriate)

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

\*\* 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 use CAPITAL letters

Send both pages of the repair order with the parcel

Please enclose page 1 and 2 of the repair order form

