

# Repair order

## 1. Customer Data

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

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 Glaubit 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 column 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 Glaubit 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



## General repair order\*

\* For ABS and cockpits you will find a dedicated repair order form 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

Engine code: .....

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

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

HSN (zu 2 / 2.1)\*: \_ \_ \_ \_

TSN (zu 3 / 2.2\*): \_ \_ \_

\*Only cars registered in Germany

Brand/ Model: .....

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

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

Fuel: [ ] petrol/ gasoline [ ] Diesel [ ] Gas [ ] Other: .....

### 3. Immobiliser

**It is likely** that we need your immobiliser, if your car is equipped with one (please inquire, if in doubt):

One coded key, the original immobiliser control unit, if applicable transponder coil.

### 4. Fault description

Read out the trouble codes memory? [ ] no [ ] yes [ ] communication not possible

Are trouble codes set? [ ] no [ ] yes trouble codes: .....

Used diagnostic tool: .....

Engine control light: [ ] off [ ] blinking [ ] steady on

Fault description	yes	no
Does the starter motor work?		
Does the engine start?		
Does the fuel pump run?		
Does the ignition spark work?		
Are injection nozzles steered?		

Fault description	yes	no
Does the fault occur sporadically?		
Is the fault permanently present?		
Does the fault occur, if warm?		
Does the fault occur, if cold?		
Idle run problems with cold engine?		
Idle run problems with warm engine?		

### 5. Detailed fault description

(other faults, trouble codes, external damages)

Please enclose page 1 and 2 of the repair order form



## **Notice and confirmation**

The Glaubitz GmbH & Co. KG points out that the work carried out by the company on the driving authorisation system is done to the best of its knowledge and belief and in accordance with the current state of technics.

With your signature you authorize Glaubitz GmbH & Co. KG within the scope of the repair for programming and/or for learning of the driving authorization system.

The client assures that the device is lawfully in his possession and is only used in accordance with its intended use within the framework of legality. If the client and the vehicle owner are not the same person, you are obliged to reassure the owner about the legality of this repair.

The Glaubitz GmbH & Co. KG reserves the right to respond to any queries from third parties regarding technical procedures relating to this order.

### **Approval of repair effort**

If you sent in the electronic ignition lock together with the electronic steering column lock, we have the option of remanufacturing both devices or to repair only the defect one.

Remanufacturing both devices:  
(extra costs)

Just repair of the defect device:

Name, Surname: .....

Date / Place: ..... / .....

Signature and stamp: .....

By signing, I confirm to Glaubitz GmbH & Co KG that I release them from any claim by a third party.

