



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

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 electroni/ 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

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 and 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

• 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 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

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

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



Please use CAPITAL letters

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