

WORKSHOP EQUIPMENT COMPLAINTS PROCEDURE

This procedure aims to ensure the correct processing of a complaint.

This procedure refers to distributors, individual customers and employees of the Technical Department of Magneti Marelli Aftermarket.

1. Every complaint regarding failure of a device, product (during and after the term of warranty) or its damage (during delivery) should be reported in the **Claim Report System** of Magneti Marelli available at:

<http://www.serwis.magnetimarelli-checkstar.pl/?lang=en>

- a. Every employee of the Technical Department (and in particular Sales Reps) should have an account for logging into the Claim Report System – to create the account, send an e-mail to krystian.marczewski@magnetimarelli.com and give the following details:
 - Full name
 - E-mail
 - Contact phone no.
- b. Every distributor (and in particular the person in charge of complaints) should have an account for logging into the Claim Report System – to create the account, send an e-mail to krystian.marczewski@magnetimarelli.com and give the following details:
 - Full name
 - E-mail
 - Contact phone no.
 - Name of the distributor
- c. Individual customers (e.g. AC unit) has no account in the Claim Report System, so their complaints must be reported in person (using the **Special Form**) or via a distributor.

System składania zleceń serwisowych

MAGNETI
MARELLIcheckstar
SERVICE NETWORK

FORMULARZ DLA WARSZTATÓW

Jeśli jesteś naszym klientem i chciałbyś złożyć zlecenie serwisowe kliknij w poniższy przycisk, a zostaniesz przeniesiony do formularza.

ZGŁOŚ REKLAMACJĘ »

LOGOWANIE DLA DYSTRYBUTORA

E-MAIL

HASŁO

ZALOGUJ

[przypomnij hasło](#)

2. The Service Report should contain as much information about the sender and the claimed device (product) as possible.

- a. **Always indicate the serial number** of devices such as:
 - Air-conditioning station
 - Injector test benches (diesel, gasoline injectors)
 - Fuel and DPF/FAP system flushing device
 - Wheel alignment device
 - Tyre service equipment (balancers, changers)
 - Diagnostic tester
 - Automatic gearbox oil exchanger
 - b. **Magneti Marelli's invoice number** (e.g. 0162010154)
 - c. **Type of claim** and **detailed description of the defect.**
3. Having submitted the complaint in the Service Report System, dispatch the device to:

CENTRUM SZKOLENIOWE MAGNETI MARELLI AFTERMARKET
41-208 Sosnowiec
Ul. Inwestycyjna 6
Krystian Marczewski / Marek Tabaszewski

EVERY DEVICE SHOULD BE ADEQUATELY PREPARED FOR DISPATCH

- **clean (devices with traces of oil, grease, water and other impurities will be rejected automatically)**
 - **complete, if possible (e.g. diagnostic tester should be delivered complete with a PC or car communication cable)**
 - **attached form from the Service Report System**
4. Complaints concerning large devices (air-conditioning stations, injector test benches, tyre changers and balancers and wheel alignment devices) will be processed as follows:
- a. A Technical Department worker calls the user in order to verify the problem (defect). The report should be verified in the shortest time possible.
 - b. If the failure requires service intervention, the customer delivers the unit to the TRAINING CENTRE or an employee from Magneti Marelli or a third party "mobile service" provider must visit the customer.
 - c. If the term of (warranty) repair is longer than 14 working days, the customer is entitled to receive a replacement device^{*} if a special form is sent in advance^{**}.
5. Having received the claimed product, the SERVICE of Magneti Marelli will inform the customer (distributor) within 14 working days about the result of complaint procedure (accepted, rejected, repair, replacement) and then, within 30 working days^{***} it closes the complaint and returns the device to the sender.

* Refers to air-conditioning stations. A replacement station will be dispatched if currently available in the stocks of Magneti Marelli. A replacement unit can be lower class than the claimed device.

** Request to provide a replacement device for the duration of repair of the claimed device.

*** If the repair cannot be performed within the specified time with regard to a particularly complicated defect, deficiency of spare parts etc., the Service will perform the repair within a term in which the above-mentioned problems can be solved.