

*DENSO*

# WARRANTY RETURN PROCEDURE

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**Quality**

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**DENSO EUROPE B.V. AFTERMARKET SALES – WARRANTY RETURN PROCEDURE**

Every effort has been made to ensure that the information contained within this Aftermarket Warranty Return Procedure is correct at the time of printing, however DENSO Europe B.V. cannot accept any liability for any inaccuracies that may be contained herein.

## CONTENTS

<b>1.0 SCOPE</b>	<b>4</b>
<b>2.0 DEFINITIONS</b>	<b>4</b>
<b>3.0 DENSO CLAIM PROCEDURE</b>	<b>4</b>
3.1 RETURN OF A WARRANTY PRODUCTS	4
3.2 RECEPTION OF THE RETURNED GOODS	5
3.3 CLAIM INVESTIGATION, JUDGMENT AND RETURN	5
3.4 RETURN OF REJECTED WARRANTY GOODS	5
3.5 PRODUCT SPECIFIC RETURN REQUIREMENTS	6
<b>4.0 RETURN LABEL INFORMATION</b>	<b>7</b>
<b>5.0. CLAIM FORM INFORMATION AND FILL-IN INSTRUCTION</b>	<b>7</b>

## 1.0 Scope:

This document describes the procedure to be followed for the return of warranty goods to DENSO Europe B.V. including the use of the DENSO E-form, e.g. iClaim.

## 2.0 Definitions:

**DENSO Europe B.V. or DENSO:** The DENSO European Aftermarket and Industrial Solutions Division Headquarter in Weesp, The Netherlands, or one of its affiliated offices in Europe.

**Customer Service Department:** The Customer Service Department, of the DENSO or one of its affiliated offices in Europe.

**Customer:** Customer is a distributor, or wholesaler, being the direct customer of DENSO.

**Product:** Automotive product as supplied by DENSO.

**Invoice reference and date:** The Product reference and date on the invoice from DENSO, demonstrating the Product being claimed.

**End customer invoice date:** The date on the end-customer's invoice, demonstrating end-customer's purchase date of the Product being claimed.

**Warranty claim:** The submission of a claimed defected Product, plus relevant information to DENSO, meeting the requirements as defined in this document.

**iClaim:** DENSO's online Warranty claim management system.

**Return Material Authorization (RMA):** The specific reference number. This is unique ID number generated by iClaim which should be used by the Customer whenever referring to a particular Warranty claim.

## 3.0 DENSO Claim Procedure:

DENSO prefers to have the Warranty claims submitted via iClaim whenever possible as this facilitates the Warranty claim handling for both sides, unless otherwise instructed from your local DENSO office.

Your local DENSO office or sales representative can assist you with iClaim

### 3.1 Return of a Warranty product.

A Warranty claim should be made only for the original defective Product. For the correct submission of a Warranty claim, the Customer is advised to use iClaim, if not possible then use DENSO claim protocol. Warranty claim must be reported correctly, as instructed by DENSO, with complete filling of all mandatory data fields. The full evidence and documentation of the repair done, e.g., replaced parts and labor, must be included at the moment of submitting the Warranty claim. If vehicle repair has not been done yet, a complete and genuine repair cost estimation must be issued on forehand.

Product should be returned to DENSO in original DENSO packaging whenever possible to avoid any possible damage in transit. The full evidence of repair cost should be enclosed upon issue of the Warranty claim; see section 3.3. of the Warranty return procedure; depending on the Product DENSO hereby reserves right to request any additional requirements of information from Customer; see especially section 3.5. of the Warranty return procedure.

For proper administration of the Warranty claim within DENSO, we advise that all Warranty claims should be submitted without undue delay, but no later than within time limits pursuant to the applicable Warranty Conditions.

After reception of the Warranty claim via iClaim, DENSO will confirm and instruct the Customer, via iClaim, if the related relevant claimed Product needs to be returned to DENSO, or not. In this case, an RMA iClaim will be generated and communicated back to the Customer as a shipping reference.

After DENSO issues the official Product return request via iClaim the claimed Products must be shipped to DENSO's indicated location within 14 days from the day the DENSO Product request was issued. The shipped Product should be securely packed with the completed claim form enclosed. The shipping label should be clearly visible, showing the DENSO claim reference (or RMA). Warranty claim assessment cannot be processed timely, unless supported by valid DENSO reference or RMA.

## WARRANTY RETURN PROCEDURE

Any potential defective Product that is not requested to be returned to DENSO, should in any event be kept by Customer available for a maximum of 3 months as of Warranty claim filing.

It is Customer's responsibility to take care for the correct transport method and bear the reasonable costs involved. Any claimed Product or its component, containing traces of oil or fuel, cannot be sent using air freight. Such Product or its components are subject to ADR regulation and can only be shipped through road-transport. To comply with ADR regulation, such Product or its component must be sealed in plastic, prior to packing it into a carton outer box. It is the Customer's / shipper's obligation to comply with this regulation.

If the Customer's Warranty claim is approved DENSO shall bear (i) the costs for the transportation of the defective Products subject to the Warranty claim and (ii) the costs for the transport of the Products repaired or replaced, provided that DENSO issued a RMA form for such Products.

### **3.2 Reception of the returned goods.**

Upon reception of the defective Product, the returned Product will be booked in for inspection.

### **3.3 Warranty claim investigation, decision, and return.**

The DENSO warranty group will judge the claimed product to its technical specification and report if the product has failed due to a manufacturing defect, or if this is due to an external cause.

If the claimed Product can be inspected by DENSO locally, the investigation report will be issued within 28 calendar days after reception of the claimed (returned) Product to DENSO. If the claimed Product needs to be forwarded to the relevant DENSO manufacturing plant for in-depth analysis, the Customer will be informed thereof within 14 calendar days of Warranty claim issuance. In such case the timeline for a final reply may be extended with 30 calendar days. DENSO will take all steps to reduce this time to the shortest possible time.

If the Warranty claim is approved by DENSO, the Customer will receive the final report. In this case, the Customer is entitled for credit of the Warranty claim, incl. appropriate incurred shipping costs. In specific conditions, a goodwill may be granted but only for the Product. If the Warranty claim is rejected by DENSO, the Customer will receive the final report. The report can be found in iClaim. The report will be submitted as PDF data.

For correct decision on repair costs, the following will be required upon issue of the Warranty claim: Full evidence, or an accurate estimate, stating parts, labor hours, labor costs and shipping costs. All costs should be exclusive of VAT, it is not allowed to doubled claim parts (Repair costs will be checked against Industry Standard and will be judged case by case). The final credit can only be progressed, if all required evidence is available at the receiving DENSO office at the time of claim issue.

The Customer acknowledges that in some cases as integral part of warranty assessment process (investigation) it may be necessary to disassemble the claimed Product, beyond the point of its restoration, in order to duly assess Customer's Warranty claim. If Customer's Warranty claim is denied,

Customer's right for return of the relevant Product in pre-assessment condition is excluded. Thus, DENSO is not obliged to pay any potential damages caused to Customer during the warranty assessment or damages related thereto. If the Customer's Warranty claim is approved and the Warranty claim is confirmed by DENSO, the Customer is entitled to request reimbursement of the disassembled Product by DENSO unless the defect is rectified by replacing the defective Product with the new Product and/or repair of the defective Product and/or by delivering a missing part of the defective Product.

### **3.4 Return of denied Warranty claim Products.**

Any Product related to the denied Warranty claim would be returned back to the Customer only if requested by Customer on the Warranty claim protocol or via iClaim.

The Customer bears all costs incurred in connection with the return shipment of the Product to the Customer (including any tax or customs costs) and any diagnostic costs and other related costs incurred directly by the Customer in connection with the Product.

If the Customer does not want to have the Product sent back, DENSO will keep the Product stored for 1 month and then the Product will be scrapped free of charge in accordance with environmental regulations.

DENSO will use DHL or PPL courier. Due to customs restriction, return of warranty goods cannot be combined with the regular commercial deliveries.

To save environment, we, as DENSO, prefer to scrap the parts free of charge in accordance with environmental regulations rather than ship the part back, especially when the part is damaged due to the external reason, manufacturing or material defects are not proven and further usage of the part is excluded.

### **NOTE:**

For the full conditions, applicable to claim processing, Refer to the latest valid version of DENSO Terms and Conditions.

### **3.5 Product Specific Return Requirements:**

For the different product groups of DENSO, specific requirements apply for the return and acceptance of the claimed Products:

#### **3.5.1 Airconditioning Compressors.**

When issuing a claim for an Airconditioning compressor, the following requirements apply:

- Include evidence that the system was cleaned professionally and dryer and eventually condenser have been replaced, prior to compressor installation.
- Only the full assembly can be claimed; No parts, or sub-assemblies.
- The returned unit may not be-, or have been dis-assembled, nor have its oil drained.
- The in- and outlet port of the compressor must be sealed with appropriate caps.
- Correct lubricants, as specified by DENSO, must have been used.
- Assembly should be returned in original DENSO packaging whenever possible.

#### **3.5.2 Diesel Common Rail pump or Common Rail Injector.**

When issuing a claim for a Diesel CR pump or CR Injector, the following requirements apply:

- Include a Diagnostic report to proof correct installation and failure diagnosis.
- Only the full assembly can be claimed; No parts, or sub-assemblies.
- The returned unit may not be-, or have been dis-assembled.
- The in/outlet port of the CR Pump or CR injector must be sealed with appropriate caps.
- Correct fuels, as specified by the vehicle maker, must have been used.
- Assembly should be returned in original DENSO packaging whenever possible.

#### **3.5.3 Rotating; Starters & Alternators.**

When issuing a claim for Rotating components, the following requirements apply:

- Include a Diagnostic report to proof failure diagnosis (for alternators).
- Only the full assembly can be claimed; No parts, or sub-assemblies.
- The returned unit may not be-, or have been dis-assembled.
- Assembly should be returned in original DENSO packaging whenever possible.

#### **3.5.4 Lambda sensors and Engine Management components.**

When issuing a claim for Lambda sensors and Engine Management components, the following requirements apply:

- Include a Diagnostic report to proof correct installation and -failure diagnosis.
- The returned unit may not be-, or have been dis-assembled.
- Assembly should be returned in original DENSO packaging whenever possible.

#### **3.5.5 Others.**

When issuing a claim for other components, the following requirements apply:

- The returned unit may not be-, or have been dis-assembled.
- Assembly should be returned in original DENSO packaging whenever possible.

## 4.0 Return label information

The shipped goods should be securely packed with the completed claim form(s) enclosed in the box. The shipping label should be clearly visible, showing the claim reference. The goods should then be **shipped to the address specified on the DENSO warranty return label** sent to you. Whenever possible, a returned component should be packed in its original packaging, to avoid any potential damage during transport. Heavy products should be packed separately from fragile products.

If the Warranty claim was reported via DENSO claim protocol and you have not been instructed otherwise by DENSO, please send Warranty claim to the below address, including relevant information:

DENSO Europe B.V.  
AMIS QA & Warranty department  
Hogeweijseleen 165  
1382 JL WEESP  
The Netherlands

For any questions or issue regarding the submitted claim you can contact us on:

**[EU\\_DNEU\\_AMIS\\_SQA@eu.denso.com](mailto:EU_DNEU_AMIS_SQA@eu.denso.com)**

## 5.0. Claim form Instruction

To report the Warranty claim to DENSO, the Customer must file the Warranty claim protocol as instructed by DENSO or preferably use DENSO proposed online solution – iClaim warranty system.

The Customer must provide the complete details of the vehicle that the claim refers to, which includes the make and model, engine code, month and year of production and the VIN, as well as the date/mileage at the time the component was installed and if it is different, the date/mileage of the subsequent repair.

It is also important to correctly describe the details of the defect, as simply stating it “does not work” is not sufficient description to allow the company’s quality assurance warranty investigation engineers to make an assessment. So, details about the end user’s complaint, such as under what conditions the fault did, or does occur, in warm or cold conditions, when in the traffic or travelling or travelling at speed, for example must be explained.

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