



Service Provider / Retailer Warranty Claim FORM

Revised: Effective 11/14/16

SERVICE PROVIDER/RETAILER (providing warranty replacement) This section must be completed to ensure credit.

Telephone () Retailer Name

Telephone () Service Provider Name

Address

City, State/Province Zip/Postal Code

A. CONSUMER INFORMATION

Consumer Name

Address

City, State/Province Zip/Postal Code

The minimum requirements for a consumer to be eligible for Warranty coverage are:

- To be the Original purchaser of the qualifying Tenneco products.
- To present the Consumer's Bill of Sale for the original purchase of the qualifying Tenneco products which clearly has part number and other customer information (a copy will need to be submitted with warranty claim documentation).

Note: Consumer retains original Bill of Sale as documentation for future warranty needs

Consumer Signature Print Name

Replacement Date (MM/DD/YY) Consumer Telephone ()

B. VEHICLE INFORMATION

Vehicle
YEAR: Example 1993 MAKE: Example Chevrolet MODEL: Example Lumina

C. REPLACEMENT PART NUMBER

Original Part Number	Replacement Part Number	Quantity	Product Defect Code*	Product Date Code	Original Installation Mileage	Original Date of Purchase	Present Mileage

If "Other-Both" (06) is used as defect code, please provide detailed description.

*PRODUCT DEFECT KEY:

01 = Leaking Fluid-RC	06 = Other-Both	10 = Appearance-Both	15 = Broken Unit-Both
02 = Broken Unit-Both	07 = Binder-RC	11 = Air Leak-Both	16 = Loose Internals-EC (Baffles)
03 = Noisy-Both	08 = No Gas-RC	12 = Ride-RC	17 = Roving Blow Out-EC
04 = Worn Out-Both	09 = Fit-Both	13 = Customer Satisfaction-Both	
05 = Changeover-Both			

INSTRUCTIONS TO SERVICE PROVIDER/RETAILER

You will need to complete all sections of this form to ensure credit. Attach the following to the Tenneco Warranty Claim form (TEN-2361-1116) and return to the supplier for credit:

- Copy of Consumer's Bill of Sale for original purchase
- Part numbered box end flaps
- Parts removed must be returned to supplier

The personal data that you provide in connection with this program will be used for purposes of processing your warranty claim form. Your data may be shared with Tenneco's business partners (such as retailers or service providers) who are assisting with the program and may contact you in connection with your warranty claim. However, our business partners are not permitted to use your data for any other purpose and are required to uphold an equivalent level of protection for your data as that provided by Tenneco.

Residents of Canada, please be advised that your data may be transferred out of Canada and stored on servers located in or accessible by individuals in the U.S. or elsewhere. Although those other countries may not have data protection laws that require the same level of protection for your data as Canada, Tenneco has taken steps to ensure an adequate level of protection for your data irrespective of where it is located. For additional information about Tenneco's data protection practices, please review our privacy policy at www.tenneco.com or contact us at 734-384-7898 / privacy@tenneco.com.



Tenneco Warranty Center
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