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WARRANTY TURBO FAILURE REPORT FORM

The purpose of this form is to provide our specialist Turbocharger Engineers and Quality Control Department with sufficient and accurate information on the turbo failure to assist them in the analysis and resulting conclusion of the investigation into the possible causes that may have determined the failure or malfunction of the turbocharger.

With Garrett, we have jointly compiled a well-documented and comprehensive list of known problems and situations which result in turbocharger failure and along with over 30 years of experience in all makes of turbocharger and their relative uses, ensures that we are able to make an accurate and conclusive decision without prejudice.

With non-motorsport turbos, a failure investigation will be undertaken but will incur an initial charge of £140.00 plus VAT, which will be refunded if the warranty claim is accepted by Owen Developments. This charge includes the strip down and comprehensive inspection of the unit with strict examination of the individual parts by our specialist team, who will determine a conclusion and produce a written warranty report of their findings. Warranty claims that are accepted by Owen Developments are not subject to the warranty fee as stated previously and will be refunded along with the unit being repaired and rebuilt, normally at full cost to Owen Developments, unless unusual circumstances exist. Each case will be discussed fully with the owner. This warranty cover does not include any ancillary parts to the turbocharger or recipient vehicle.

Upon the findings being given to the turbocharger owner of a unit which has not been accepted for warranty, the owner will be able to make a decision as to what they want to happen with the parts of the turbo that remain.

If, after the findings have been ascertained, the turbo and/or parts are deemed unusable, they can either be returned to the owner or disposed of as required however, alternatively, if no faults are found and the turbo is able to be rebuilt, the unit can be returned in part form if required or can be rebuilt at an additional cost which will include labour and some new parts as required. A rebuild estimate can be requested and upon acceptance and consent of the owner to go ahead, the unit will be rebuilt to the highest standard and can be returned by courier or collected by the owner. Owners must be aware that the return of any parts or the rebuild of a unit is charged additionally, thereby saving those owners whose parts are scrapped, additional charges built into standard costs that they do not require. Please see Owen Developments Terms and Conditions of Sale on the reverse of your invoice, which is relevant to any additional work or rebuild costs.

All motorsport and competition turbo applications are void of any warranty as stated in our Terms and Conditions of Sale as both the turbocharger manufacturer and ourselves, have no direct control over the use of the turbo or the running conditions. However, if for certain reasons a conclusion on failure is required, a report can be undertaken at the non-refundable cost of £140.00 plus VAT and which will incur additional charges as noted above unless the unit is scrapped.

To initialise the investigation, the following form must be fully completed before any further contact can be made with our technical staff. It can be sent in advance of the turbocharger to be inspected if required, but it must have been either received before or must accompany the turbo when it arrives at Owen Developments for identification purposes. Any units received without documentation will be stored for a limited period before being scrapped. The usual time scale for this would be four weeks.

Important Notice:

All warranty claims will be deemed void if the unit is dismantled in any way before it reaches our premises, as valuable evidence will be lost. Please do not disturb the unit and return to us in its freshly removed condition in suitable sealed packaging, which must also protect the unit from any further damage or contamination which can be incurred in transit.

Please find the following form, which must be fully completed and returned to us with the turbo. Thank you.

WARRANTY TURBO FAILURE REPORT FORMForm Number: Issue Date:

Customer/Company			
Address			
Contact Number		Contact Name	
Email Address			

Turbo Make/Type		Ref No	
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Date of Purchase		Invoice No	
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Vehicle to which turbo was fitted		Reg No	
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Total mileage/km to date		Vin Number	
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Date this turbo was fitted		Mileage/km when fitted	
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I confirm this turbo has not been adjusted from its supplied settings	Yes/No
This turbo has been adjusted from its supplied settings. My call reference number is	

State reasons and symptoms for suspecting a turbo fault	
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If required, are service interval records available to support this claim?	Yes/No
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If the fitment of this turbo was to replace an original turbo fault of failure, please state the nature of the previous failure	
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If required, is evidence available to support the changing the engine oil, filter and gaskets at the time of fitting this turbo?	Yes/No
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Internal Use Only:

Acceptance of Claim

Date:
Details:

Rejection of Claim

Date:
Details:

Date Customer Notified of Decision:	
Parts authorised by owner to be scrapped?	YES/NO
Parts to be returned to owner?	YES/NO
Price quoted to customer to return parts:	£
Turbo to be rebuilt – estimate quoted:	£
Delivery or collection of turbo – price quoted:	£
Owner consent received to rebuilt:	YES/NO
Date of Consent:	

Any other information:

Notes: