

# CLAIM QUESTIONNAIRE | DATE \_\_\_\_\_

Dear customer, in order to allow us a quick and comprehensive investigation of your complaint, please fill out this form and send it back to e-mail: \_\_\_\_\_

We appreciate your assistance and thank you in advance.

CUSTOMER CLAIM # \_\_\_\_\_

WOODWARD L'ORANGE PRODUCT

WLO part no. \_\_\_\_\_

Customer part no. \_\_\_\_\_

Quantity of claimed parts \_\_\_\_\_

Serial no. \_\_\_\_\_

Start-up date \_\_\_\_\_

Date of failure \_\_\_\_\_

Running time of failed part \_\_\_\_\_

Claimed part in original state?  yes  no

If part is **NOT** in original state , what was exchanged/disassembled?

\_\_\_\_\_

## APPLICATION

- Ship / Name \_\_\_\_\_
- Main Engine
- Fixed pitch propeller       Controllable pitch propeller
- Auxillary engine                       Diesel Electric
- Power plant / Name \_\_\_\_\_
- Train or truck / Name \_\_\_\_\_
- Engine test bench                       Injection test bench
- Others \_\_\_\_\_

## ENGINE

Engine type \_\_\_\_\_ Engine number \_\_\_\_\_

No. of cylinder \_\_\_\_\_ Normal power (KW/cyl) \_\_\_\_\_

Nominal speed (rpm) \_\_\_\_\_ Running time engine (rhrs) \_\_\_\_\_

## OPERATING FLUID

- Gas oil       Diesel       Water       MDO
- HFO       Gas       Others \_\_\_\_\_

## DETAILED FAILURE DESCRIPTION

\_\_\_\_\_

**PLEASE PROVIDE PICTURES OF THE FAILED PARTS AS WELL**