|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **1** | **Addresser** | | e-mail: | | phone: | |
| Person in charge |  |  | |  | |
|  | | | | | |
| **Compl.n° supplier:** | **Compl.n° customer:** | Category: | Compl. date: | Compl. received: | |
|  |  |  |  | in written:  verbally: |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **2** | **Customer** | | **Vehicle** | |
| Address: |  | Complaint reported by: | Customer |
| Contact person: |  | Vehicle type: |  |
| Phone n° contact person: |  | Order n°: |  |
| E-mail contact person: |  | Delivery date: |  |
|  |  | First registration: |  |
|  |  | Licence plate: |  |
| **Service workshop** | |  | |
| Address: |  |
| Contact person: |  |
| Phone n° contact person: |  |
| E-mail contact person: |  |

|  |  |
| --- | --- |
| **3** | **Description of facts** |
|  |

|  |  |
| --- | --- |
| **4** | **Pictures** |
| **Picture 1**: |
|  |
| **Picture 2**: |
|  |
| **Picture 3**: |
|  |
| **Picture 4**: |
|  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **5** | **Define and embed corrective action** | | | |
| Measures | | To do by: | To do until: |
| 1. |  |  |  |
| 2. |  |  |  |
| 3. |  |  |  |

Sincerely

i.A.