

WARRANTY & TECHNICAL SUPPORT DOCUMENT



- Warranty
- Technical Support

*For warranty submission, this form must be sent electronically to warranty@ai-engines.com

**For technical support please send this form electronically to service@ai-engines.com

NOTICE: All claims must be submitted within 30 days of the repair date. Any claims submitted after the 30 days will be subject to denial.

AIE INFORMATION (TO BE FILLED OUT BY AIE)

AIE Location:	Case Number:
AIE Service Representative:	KWS Number:
Customer Contact Name:	Support Case Number:

DEALER DETAILS

Date:	Dealer Number:
Dealer Name:	Email:
Dealer Contact Name:	Phone:
Dealer Address:	

CUSTOMER DETAILS

Name:	Phone:
Address:	Email:
Customer Contact Name:	Work Order Reference Number:

CLAIM / TECHNICAL DETAILS

	Date of Retail Sale	Failure Date	Repair Date			
Is the engine downtime/time for repair longer than 10 days:	<input type="checkbox"/> YES	<input type="checkbox"/> NO	*If yes, an additional section will be provided for explanation of repair time.			
Engine Manufacturer:	<input type="checkbox"/> KUBOTA	<input type="checkbox"/> HONDA	<input type="checkbox"/> JCB	<input type="checkbox"/> FORD	<input type="checkbox"/> VOLVO PENTA	<input type="checkbox"/> INTERNAL
_____	_____	_____	_____			
Engine Model	Engine / Generator Serial Number	Hours of Use				
_____	_____	_____	_____			
Machine Manufacturer	Product Model	Product Serial Number				



Omaha (800) 747-1438
Kansas City (800) 486-5277
Modesto (888) 582-6828



13423 Lynam Dr Omaha, NE 68138
80 S James Kansas City, KS 66118
4701 Enterprise Way Modesto, CA 95356



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info@ai-engines.com
www.ai-engines.com

FAILURE DETAILS

WHAT IS THE CUSTOMER COMPLAINT? (BE DETAILED)

OBSERVATIONS (BE DETAILED):

FAULT CODES DISPLAYED ON THE MACHINE CONTROL PANEL:

FAULT CODE NUMBERS FROM THE ECU (ACQUIRED WITH MANUFACTURE'S DIAGNOSTIC TOOL) :

CAUSE OF ISSUE / IF KNOWN:

CORRECTION AND REPAIR (BE DETAILED):

ADDITIONAL DOCUMENTS TO SEND VIA EMAIL

Maintenance Records	Invoice from Retail Purchase
Oil Sample	Diagmaster Project File
Coolant Sample	4G / GCP Plot
Fuel Sample	Detailed Photos of Failure
Please take Oil, Coolant, and Fuel Samples and hold them until AIE requests them to be tested	

ADDITIONAL NOTES

DISCLAIMER

***Any diagnostic and/or repair advice, instructions, directions, etc. is given as guidance and should never be interpreted as warranty authorization, approval, or step-by-step directions on how to conduct a repair unless specified.

WARRANTY / REPAIR INFORMATION

DATE CUSTOMER CONTACTED THE DEALER:

DATE MACHINE ARRIVED AT REPAIR CENTER:

DATE OF INITIAL DIAGNOSIS:

DATE OF PARTS ORDERED:

NOTICE: For downtime **greater than 10 days**, please provide the additional information:

DATE PARTS WERE ORDERED:

DATE PARTS WERE RECEIVED:

DATE PARTS WERE INSTALLED:

EXPLANATION OF DELAY (REASON FOR REPAIR TIME EXCEEDING 10 DAYS):

DPF/DOC/ECU/ACU SERIAL NUMBERS

NOTE: Complete this section only if DOC, DPF, or ECU was replaced as part of the repair.

Item	Old SN	New SN	Old Part Number	New Part Number
DPF				
SCR				
DOC				
ECU				
ACU				

Item	Old SN	New SN	Old Part Number	New Part Number

WARRANTY / REPAIR INFORMATION (CONT.)

Item	Old Part Number	New Part Number
Injector #1		
Injector #2		
Injector #3		
Injector #4		

LABOR / TRAVEL DETAILS

Labor Hours	\$
Travel Hours	\$
Travel Miles	\$

Labor Rate (per hour)	\$
Travel Rate (per hour)	\$
Mileage Rate (per mile)	\$

Labor Total	\$
Travel Total	\$
Mileage Total	\$

LABOR AND TRAVEL TOTAL	
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PARTS

Line	QTY	Part Number	Description	Dealer Cost	Ext Cost
1				\$	\$
2				\$	\$
3				\$	\$
4				\$	\$
5				\$	\$
6				\$	\$
7				\$	\$
8				\$	\$
9				\$	\$
10				\$	\$
11				\$	\$
12				\$	\$
13				\$	\$
14				\$	\$
15				\$	\$
16				\$	\$
17				\$	\$
18				\$	\$
19				\$	\$
20				\$	\$
21				\$	\$
22				\$	\$
23				\$	\$
24				\$	\$
25				\$	\$
				Parts Totals	\$

OTHER COSTS

Attach invoices for all outside costs

OUTSIDE LABOR HOURS		RATE (\$/HR)	\$	OUTSIDE LABOR TOTAL	\$
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Line	QTY	Part Number	Description	Dealer Cost	Ext Cost
1				\$	\$
2				\$	\$
3				\$	\$
4				\$	\$
5				\$	\$
6				\$	\$
7				\$	\$
8				\$	\$
9				\$	\$
10				\$	\$
11				\$	\$
12				\$	\$
13				\$	\$
14				\$	\$
15				\$	\$
				OUTSIDE TOTALS	\$

AIE INVOICE NUMBER	
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FREIGHT COST	\$
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FREIGHT DESCRIPTION	
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FREIGHT COST	\$
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FREIGHT DESCRIPTION	
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OTHER TOTAL	\$
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CLAIM TOTAL	\$
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