

How to submit the Warranty Claim 1/2

The screenshot shows the 'Warranty Claim Application' page. On the left is a navigation menu with sections: 'My Account' (My Profile, My Address Book, My Orders, My Warranties, Submit Warranty Claim, Search Warranty Claim, My Cores, Logout) and 'My Company Account' (Users). The main content area is titled 'Warranty Claim Application' and contains the following sections:

- Reference and Customer Information:** Includes a dropdown menu for location (Knorr-Bremse CVS E-Portal Germany | Moosacher Str., 30, München, 80809, Germany), a Date field (09.06.2021), and a Knorr-Bremse Warranty Claim Number field.
- Customer Claim Reference Number:** A text input field.
- Personal Information:** Fields for First Name*, Last Name*, Email*, and Phone.
- Address Information:** Fields for Email Address 1 and Email Address 2.
- Claim Information:** A dropdown menu for 'Parts Disposition if denied*' with 'Please select' as the current selection.
- Vehicle Information:** A dropdown menu for 'Vehicle Manufacturer' with 'Please select' as the current selection, and a text input field for 'Vehicle ID/VIN-Number/Chassis Number'.

- Visit www.mytruckservices.knorr-bremse.com and sign into your account → Click on **“My Account”** → **“My Warranties”** → **Submit Warranty Claim** (You must have an account and be logged into the system)
- Enter your contact information, the “claim information” as well as the “vehicle information”

How to submit the Warranty Claim 2/2

Part Information Number 001

Axle No. Returning Customer Part Number

Returning Knorr-Bremse Part No.* Type No.(auto fill)

Description (auto fill) Quantity*

Mileage / Part In Service Scale Please select Date put into service*

Date Removed from Service* Serial No.

Date Code

Knorr-Bremse Invoice No.

Explain the nature of defect*

Note:
Please upload all documents that are necessary for processing your claim/refund.
Documents can be attached if they are in jpg, word, or pdf format and if they do not exceed 9MB in total.
If you claim a refund you need to upload a proof of the expenses; claims without proof will be rejected.
Once the claim is sent, it is not longer possible to attach a document.

[View/Add](#) (max. 9.00 MB)
(0 Attachments available)

Add an additional claim for the same truck
Please only enter an additional claim for the above mentioned truck.
If you want to enter a claim for a different truck, then you need to fill in a completely new warranty

[Add a Part Number](#) [Final Review](#) [Submit](#)

- Enter the item information in the second part
- To add the necessary documents, e. g. invoices or photos, go to "View/Add".
- To enter another part number for the same truck, go to "Add a part number".
- When If you want to enter a part number for another truck, then you must submit a separate warranty claim for it.
- Go to "Final Review" and then "Submit".