

# How to search for a Warranty claim

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**TRUCKSERVICES** Enter a part number, type number or a title

QUICK ORDER

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- My Orders
- My Warranties**
- Submit Warranty Claim
- Search Warranty Claim**
- My Cores
- My Own Part Numbers
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- Logout

**Warranty Claim Search**

Please note that it may take up to XX days to completely process a warranty claim to show a final status and decision.

Customer ID  
[Dropdown menu showing United Kingdom]

Knorr-Bremse Part No. Knorr-Bremse Warranty Claim Number

Customer Claim Reference No. Claim Date From\* Claim Date To\*

dd/mm/yyyy dd/mm/yyyy

Reset Search

**Warranty Claim Search**

Please note that it may take up to XX days to completely process a warranty claim to show a final status and decision.

Customer ID  
000

Knorr-Bremse Part No. Knorr-Bremse Warranty Claim Number  
C20K7033

Customer Claim Reference No. Claim Date From\* Claim Date To\*  
01/01/2020 01/12/2020

Reset Search

1 Claim(s) Found

Claim Date	Knorr-Bremse Warranty Claim No.	Customer Warranty Claim Reference No.	Status	Decision	Reason for Rejection	Knorr-Bremse Part No.
21/11/2020	C20K7033	2112121212	Open			09434

1 Claim

- Visit [www.mytruckservices.knorr-bremse.com](http://www.mytruckservices.knorr-bremse.com) and sign into your account → **Click on 'My Account' → 'My Warranties' → Search Warranty Claim.** (You must have an account and be logged into the system)
- Select the customer ID where you are looking for Warranties
- Enter a Knorr-Bremse Part No., Warranty Claim Number or a Customer claim Reference
- Pick the time frame where you look for the Warranty in the both date picker fields (from/to) and click on search
- As a result, you will get an overview about all related claims inclusive status
- You now can – once the Warranty has been raised within the web shop – click on the claim and the initial submission will open