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DIESEL
CONTROLS

UNIT INFORMATION

NAME: _____ COMPANY: _____

ADDRESS: _____

PHONE: _____ EMAIL: _____

SERVICE

DIAGNOSTIC

REPAIR

RUSH JOB!

*Diagnostic Fee for large diesel vehicles is \$200, PACCAR is \$250 and due when dropping off unit. Diagnostic Fee will be discounted from total repair price if module is repairable. **We offer a rush job option which will place your job first in the queue for an additional fee of 25% on your order. If you would like to rush your order, please select the box above for Rush Job.** Diagnostic Fees for smaller vehicles like Dodge Ram and Ford F-250 / F-350 trucks range between \$85-\$100. Diesel units only.*

TRUCK INFO:

YEAR: _____ MAKE: _____ MODEL: _____

VIN: _____ ENGINE TYPE: _____

PART NUMBER: _____

ENGINE SERIAL NUMBER: _____

HORSE POWER: _____

PLEASE DESCRIBE ISSUE WITH MODULE:

A detailed report from a diesel mechanic will help to expedite your repair process if you are able to provide one.

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(See Next Page)

CREDIT CARD AUTHORIZATION

Name as it appears on card _____

CC Number _____

EXP: _____ Security Code: _____

Billing zip code for card: _____

We will charge your card for the initial diagnostic fee only. If your module is repairable, we will discount the diagnostic fee back off of your repair price.

Please note: We cannot place your job in the queue without a credit card on file to begin the diagnostic process.

SHIPPING

Please note: We use FedEx and UPS for shipping and highly recommend insuring your module for the full dollar amount. **We cannot be held responsible for any shipments lost or damaged in transit.** Failure to select an option will result in us insuring your module for the amount of the repair only. Each shipment will be accompanied by a tracking number at your request.

Please select a shipping option below.

YES! Please insure my module for this dollar amount: \$ _____

NO! I will assume the risk and would prefer to save money on the shipping cost. I understand that FRAM Diesel will not be responsible for any delays, loss or damage to my module.

SERVICE GUARANTY

We offer a 1 year parts and labor warranty on all units repaired. Please note that if your module has been opened and the warranty sticker is broken, your warranty will become void as we cannot guaranty it was not damaged while attempting to open the module box.

Every unit we service comes with a full diagnostic report showing all repairs done and that it has passed our multi-point testing and inspection process.

*Please note: We are not a diesel truck repair facility and therefore do not have trucks to test any specific module on. We guaranty your module will pass all diagnostic tests after repair, however we do not guaranty that there are not other issues with your vehicle. **We cannot diagnose other potential issues with your vehicle, only with your module.***

Please note: When we repair a module, a diagnostic report is also provided showing the unit is functioning as it should. If you receive your module and are still having issues, then the issue is most likely also on the vehicle side as well. If you experience any issues with the ECM itself, please send it back and we are happy to take a look at it and help resolve the issue if we can, free of charge. **If however, we determine that your ECM is working fine, and is not the issue, we will charge you a \$250.00 diagnostic fee for opening it up and performing tests on it again.** Our diagnostic process is a lengthy effort requiring about a day and half to perform all necessary tests. Please refer to the **FRAM Diesel Troubleshooting Checklist** (available at www.framdiesel.com) when troubleshooting your ECM before returning to us. This will help minimize any unnecessary costs or delays to you the customer.

I _____, authorize FRAM Diesel Controls to perform the necessary diagnostic and / or repair process on my module and accept the terms and conditions of the return process.

Signature

Date



We proudly service these major brands:

The Caterpillar logo consists of the word "CATERPILLAR" in a bold, black, sans-serif font with a yellow triangle at the end of the word.



The Detroit Diesel logo features the words "DETROIT DIESEL" in a bold, blue, sans-serif font with a horizontal line underneath.

