



To properly file a complaint for products marked with the following prefixes

BMW, BOR, BRI, DPA, FIA, FOR, GMO, HON, HYU, KIA, MAZ, MB, MIT, NSN, POR, PSA, REN, SAB, SUZ, TOY, VAG, VKA, VOL, XXX:

- you must provide accounting document confirming the installation of the claimed part and its removal,
- in the case of complaints about electronic and electromechanical products, provide a printout from the tester confirming the reported fault.
- for complaints regarding elements of the Adblue and Fap system, provide confirmation of adaptation performed with the appropriate diagnostic device, compliant with the manufacturer's note (Adblue and Fap tanks from around 2014 require so-called "coding" - downloading software from the Stellantis database - without this procedure, replacement is ineffective).

Moto-Profil Sp. z o.o. reserves the right to request additional documents if deemed necessary to determine the cause of the defect.