



# SPARK PLUG & GLOW PLUG WARRANTY RETURN FORM

DENSO EUROPE B.V.  
P.O. Box 89  
1380 AB Weesp  
The Netherlands

Diagnosis of the appearance of the Spark plug or Glow plug can be an effective method of determining the conditions under which it was operating. With the results of the diagnosis it is possible to identify the cause of the problem and possibly prevent further engine problems.

*Please fill out this form as complete as possible. Spark plug / Glow plug complaints without this (filled out) form can not be taken into consideration.*

**DATE** \_\_\_\_\_ (dd-mm-yy)

**1 General information**

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Country \_\_\_\_\_  
 Contact person \_\_\_\_\_  
 \_\_\_\_\_  
 Tel. No. 1 \_\_\_\_\_ 2 \_\_\_\_\_ E-mail \_\_\_\_\_

**2 Vehicle & Spark plug / Glow plug data**

Maker _____	Part Number _____	_____
Model _____	Production code _____	_____
Model year _____	Installation date _____	_____
Engine + code _____	Removal date _____	_____
VIN Number _____	Installation mileage _____	_____
Failure code _____	Removal mileage _____	_____

**3 Fuel**

Unleaded	<input type="checkbox"/>		Octane rating 91	<input type="checkbox"/>
Leaded	<input type="checkbox"/>		95	<input type="checkbox"/>
2-Stroke	<input type="checkbox"/>	Ratio ..... : .....	98	<input type="checkbox"/>
Gas (LPG)	<input type="checkbox"/>			
Diesel	<input type="checkbox"/>			
Fuel additives	No <input type="checkbox"/> Yes <input type="checkbox"/>	Type .....		
Oil additives	No <input type="checkbox"/> Yes <input type="checkbox"/>	Type .....		

**4 Problem description**

Engine performance after trouble occurred

Acceleration	Normal <input type="checkbox"/>	Poor <input type="checkbox"/>
Starting	Normal <input type="checkbox"/>	Poor <input type="checkbox"/>
High speed driving	Normal <input type="checkbox"/>	Poor <input type="checkbox"/>
Idling	Normal <input type="checkbox"/>	Poor <input type="checkbox"/>

Brief description of the trouble \_\_\_\_\_  
 \_\_\_\_\_  
 Under what conditions did the trouble occur ? \_\_\_\_\_  
 \_\_\_\_\_  
 How did you remark the trouble \_\_\_\_\_  
 \_\_\_\_\_  
 Weather conditions \_\_\_\_\_  
 \_\_\_\_\_  
 Outside Temperature \_\_\_\_\_  
 \_\_\_\_\_  
 How was the spark plug installed \_\_\_\_\_  
 \_\_\_\_\_  
 Who fitted the spark plug(s) \_\_\_\_\_  
 \_\_\_\_\_  
 Other information or comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_ = minimum required information needed for a correct investigation by DNEU - Technical Service