



## Complaint list

The complaint list informs you, which parts of your delivery complaint by us. You will receive the Q report as an Adobe Interactive file by mail. Please complete this form and return it to us. Please only use our form with the latest status date.

In this document, we provide instructions how to fill the complaint list and send back to us.

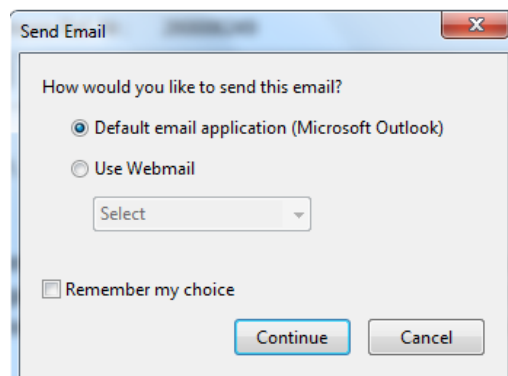
### 1. Page

The first page contains the cover sheet. You can find the reference number and our status date in the header of the complaint list.

<b>B/S/H/</b>	<b>Complaint List</b>	Complaint date: Sep 27, 2022
	Q-Report No: 1000041803 Charging No.: 40322792	Complaint Status: Sep 27, 2022
<b>Send</b>	<b>Attachment Files</b>	<b>Print</b>

You can use the yellow buttons for switching to the relevant sections of 8D-report.

The following functions can be executed with the gray buttons



Our contac person is entered as receiver and our reference number is entered as subject.

Please allow us to assign our complaint to the entry of the reference number in the subject line of the mail.



Attachment Files

Attach files to the complaint list.

You can choose a file from you file directory and it attache to the complaint list.

You find the attachment at the last page.

Print

You can print the complaint list with print control popup.







## 2. Page

You can find the information of our complaint in the section “Header Data”, e.g. material number and contact person.

Header Data			
Title:	Return Delivery	Reported By:	Georg
Supplier:	K	Manufacturing Plant:	5031 BSH Hausgeräte GmbH / Postfach 11 67 / 89401 Dillingen/Donau
Contact Person	Bernhard	Telepho	+499071
Customer:	BSH Hausgeraete GmbH / PO Box 83 01 01 / 81701 Muenchen	ne:	
Contact Details:		Telefax:	+499071
Email:	Bernhard.		@BSHG.COM

Following all complaint parts are listed. We inform you about

- material number and description
- complaint quantity
- a short failure description

0001	Material:	9001378713	DC_IABO_A5_BO_FI_6xx	Compl. Qty:	3	Accept. Qty.:	1	PC
	Ref.No.:		Notification:	319673726	RIS:		DelivChrg:	
Defect Location:		Primary Power Supply						
Defect Type:		Assembly error						
Defect Text:		Test 27092022-2						
Defect Longtext:								
Root Causes:		 						
Root Cause:								
Root Cause Longtext:								
Planned Corrective Actions:		 						
Plan. Corr. Action :								
Plan. Corr. Act. Longtext:								







Please provide us with the following information regarding the claimed components:





- Please inform us of the actual quantity of defective components. This quantity will be stored in our QM system for key figure calculation.
- The blue fields are reserved for your input.

0001	Material:	9001378713	DC_IABO_A5_BO_FI_6xx	Compl. Qty: 3	Accept. Qty.: 1	PC
	Ref.No.:		Notification: 319673726	RIS:	DelivChrg:	

- Select a cause of error (Root cause) from our drop-down menu and describe the failure cause. You can cause several causes:

Defect Location:	Primary Power Supply		
Defect Type:	Assembly error		
Defect Text:	Test 27092022-2		
Defect Longtext:			
Root Causes:	 		
Root Cause:	<div></div>		
Root Cause Longtext:	<div>1. Root cause(s) (TRC) - Occurrence</div>		
Planned Corrective Actions:	<div>2. Root cause(s) (TRC) - Non detection</div>  		
	<div>3. Root cause(s) (MRC) - Occurrence</div>		
	<div>4. Root cause(s) (MRC) - Non detection</div>		
Plan. Corr. Action :	<div></div>		
Plan. Corr. Act. Longtext:			

- And a planned correction action. You can choose several actions:

Root Causes:	 		
Root Cause:	<div>1. Root cause(s) (TRC) - Occurrence</div>		
Root Cause Longtext:	<div>testfailure</div>		
Planned Corrective Actions:	 		
Plan. Corr. Action :	<div></div>		
Plan. Corr. Act. Longtext:	<div>1. Corrective action(s) TRC – Occurrence</div>		
	<div>2. Corrective action(s) TRC - Non-Detect</div>		
	<div>3. Corrective action(s) MRC – Occurrence</div>		
	<div>4. Corrective action(s) MRC - Non-Detect</div>		





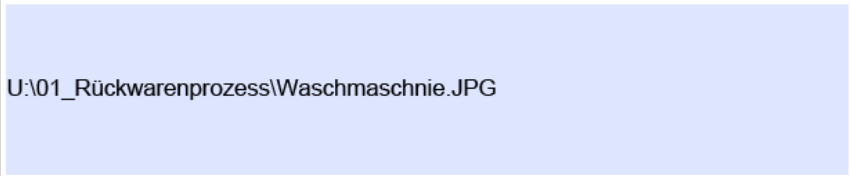



Please also give us more information about the problem in the long text fields.



## Last Page

We are able to send files attached to the complaint list for further information of the complaint.

You can open the files with the Button  after you have marked the file in the blue colored box.

	<b>Rücksendeliste</b>		Beanstandungsdatum: 09.08.2016
	Q-Bericht: 40197447		Berichtsstand: 07.10.2016
Unsere Ref. Nr.: 212724247			
			
			  

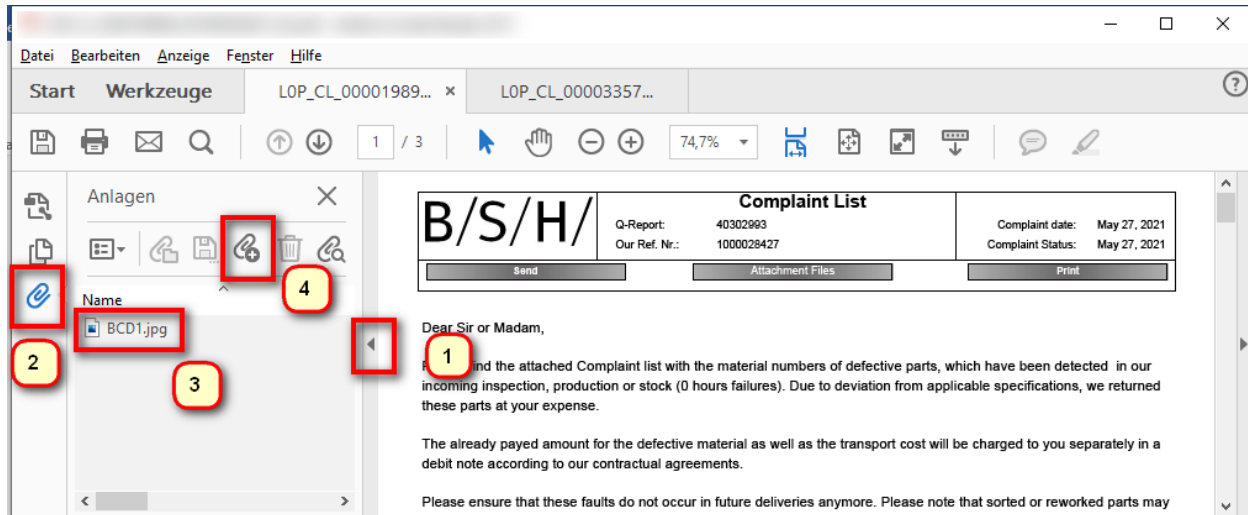
Link-GUID	Form type	Doc Name	Doc Value	Delete on DB	NEW ATT
QR2_00000000000000001000000000002961_00_000	image/jpeg	U:\01_Rückwarenprozess\Waschmaschnie.JPG	U:\01_Rückwarenprozess\Waschmaschnie.JPG		



## More information / troubleshooting:

For viewing / editing you need a PDF reader. These can usually be obtained and installed free of charge. If there are problems with the attachment, or the print function, then these functions can be executed directly with the PDF Reader. Here is an example from a well-known PDF Reader:

### File functions (attachment):



1. open additional functions
2. click Attachments (paper clip)
3. double click file (open) or
4. attach new file

### Further functions:

- Print
- Store
- Send as mail

