WORK ORDER

CUSTOMER INFORMATION:

NAME: _____ COMPANY: _____

ADDRESS: _____ TEL#: _____

CITY, STATE & ZIP: _____ EMAIL: _____

PROCESSING INFORMATION:

PLEASE CHOOSE THE SERVICES NEEDED:

DIAGNOSTIC	☐ ECM Diagnostic	☐ CPC Diagnostic ☐ Truck Computer Diagnostic	Estimated Price: _____
REPAIR	☐ ECM Repair	☐ CPC Repair	Estimated Price: _____
	There is a $200 minimum fee for opening a module and check it for repair.		
EXCHANGE	☐ ECM Purchase	☐ CPC Purchase	Estimated Price: _____
	A core must be provided - Core fees apply when the core is not a repairable core.		Core Fee: _____
PROGRAMMING	☐ ECM Parameter Changes ☐ ECM Reprogramming		Estimated Price: _____
	The programming form must be filled out to provide the programming changes and truck details.		
ECM INSTALLATION / REMOVAL			Estimated Price: _____

TOTAL ESTIMATED PRICE: _____

MODULE INFORMATION:

MODEL: _____ **YEAR:** _____ **ESN:** _____

DESCRIPTION OF PROBLEM:
_____

WHERE DID YOU FIND US?	GOOGLE ☐	E-BAY ☐	REFERRAL ☐	WEBSITE ☐	OTHER: _____

CUSTOMER AGREES TO THE FOLLOWING CLAUSES:

❖ All devices received for diagnostic will have a standard minimum of $100 diagnostic fee.

❖ All devices worked on for repair or exchange will have a minimum service cost of $200 regardless of the device been repairable or not.

❖ There are NO REFUNDS for repairs, programming, services, or purchases done once delivered to the customer. The customer has 2 weeks to test the ECM/CPC on their truck, for final tuning or adjustments.

❖ When purchasing an ECM or a CPC, a core of the same model must be provided. If the core is not available, a refundable core fee will be charged. For a core fee to be refunded, the core must be a REPAIRABLE core that is not burnt or damaged.

❖ All devices left at TruckECM after 15 days become property of TruckECM.

❖ I understand that any services rendered by TruckECM may void the original manufacturer's warranties for the device. TruckECM does not assume, and expressly disclaims, any liability in the event that the manufacturer's warranties are voided due to service provided by TruckECM.

❖ TruckECM will not be held responsible for any damage from electrical repairs on the truck. Electrical/electronic parts are easily damaged by improper installation, testing, electrical short circuits, oil leaks, coolant leaks, etc. Follow instructions for proper installation of modules.

❖ I expressly waive all claims against TruckECM for any damages to the device due to service by TruckECM which includes, but is not limited to: truck damage, towing fees, down time losses or expenses that are incidental to the service rendered by TruckECM.

❖ I understand TruckECM warrants ECM repairs and exchanges for a period of one (1) year from the date of service. Warranty covers the ECM hardware and not the services provided such as the diagnostics or programming done. Some ECMs get damaged and are not repairable again, for what the customer is offered the option to purchase another ECM.

❖ HEAT TREATMENT: TruckECM will not be responsible for any damages due to, or related to, heat treatment that may be required to repair your device. You are aware there is a chance that your device will not power up after the heating process and you assume all risk regarding any heat treatment service performed on your device.

❖ The programming services delivered by TruckECM are BASIC and standard for the engine serial number provided.

NOTE: THE CUSTOMER IS RESPONSIBLE TO PROVIDE TRUCKECM WITH A FULL AND ACCURATE PRINT-OUT OF YOUR TRUCK SPECS TO HELP ENSURE THE ECM WILL WORK CORRECTLY AND TO HELP ENSURE PROPER PROGRAMMING. TRUCKECM IS NOT RESPONSIBLE FOR ANY MISAPPLICATION, MISCALIBRATION OR MALFUNCTION OF CUSTOM PROGRAMING REQUESTED BY THE CUSTOMER. TRUCKECM IS NOT RESPONSIBLE FOR ANY CURRENT OR EXISTING PROBLEMS OR FAULTS THAT EXIST IN THE CUSTOMER'S TRUCK THAT IS CUSTOM PROGRAMMED.

Customer's Signature: _____ Date: _____