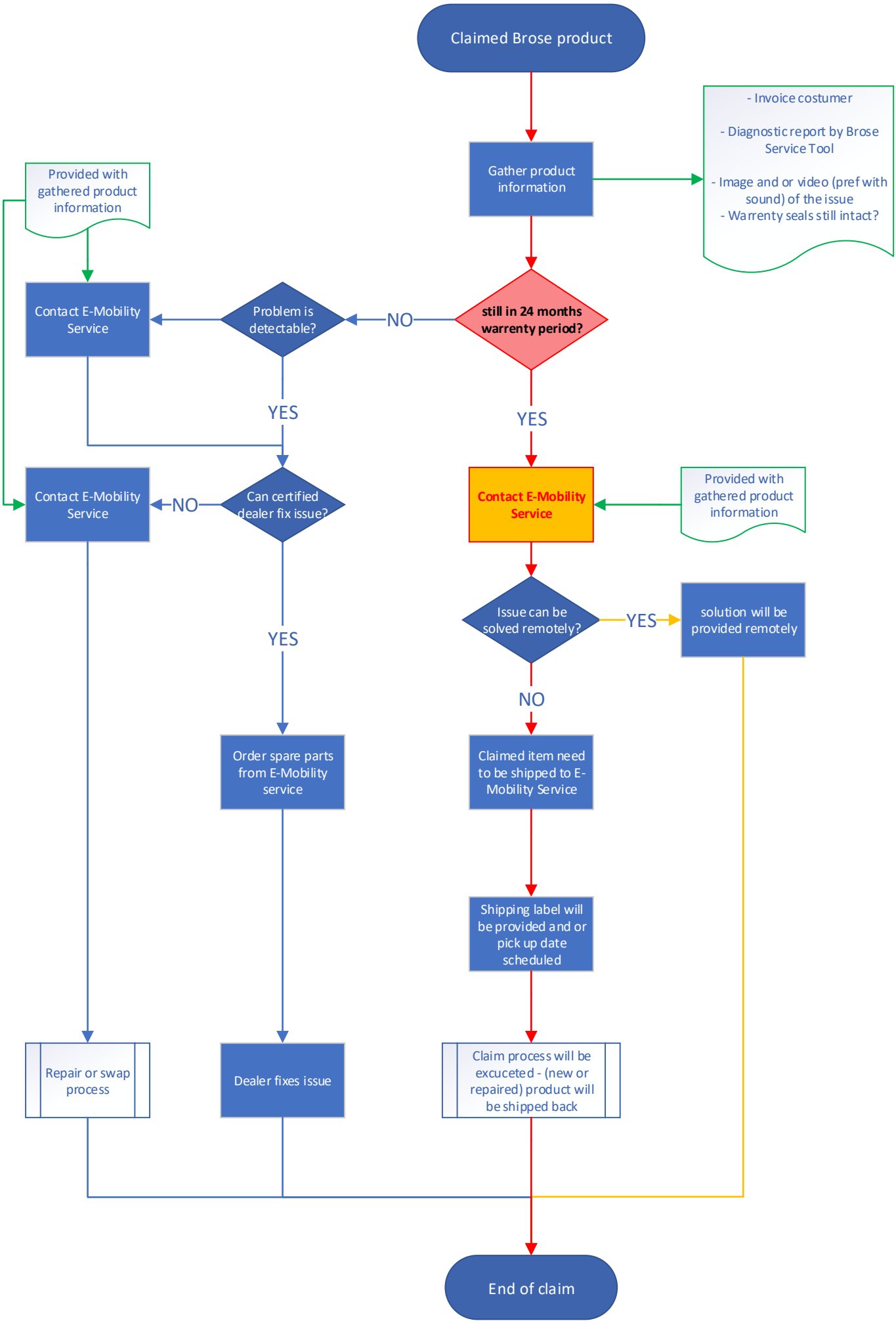
Claimed Brose product
Gather product information
- Invoice costumer
- Diagnostic report by Brose Service Tool
- Image and or video (pref with sound) of the issue
- Warrenty seals still intact?
still in 24 months warrenty period?
NO
Problem is detectable?
Contact E-Mobility Service
Provided with gathered product information
YES
YES
Contact E-Mobility Service
Provided with gathered product information
Can certified dealer fix issue?
NO
Contact E-Mobility Service
Issue can be solved remotely?
YES
solution will be provided remotely
YES
NO
Order spare parts from E-Mobility service
Claimed item need to be shipped to E-Mobility Service
Shipping label will be provided and or pick up date scheduled
Repair or swap process
Dealer fixes issue
Claim process will be excuceted - (new or repaired) product will be shipped back
End of claim