



2012 TOOLS & EQUIPMENT POLICIES & PROCEDURES MANUAL INFORMATION

Section I: Supplier Information

Product Line: Underhood Diagnostics & Wheel Service Products
Supplier: Bosch Diagnostics
Address: 2800 S. 25th Avenue
City, State & Zip: Broadview, IL 60155-4532
Website: www.boschdiagnostics.com

KEY PERSONNEL

Contact & Title: Steven R. Jordan, Senior Account Manager
Phone : 678-455-7115
E-mail : steve.jordan@us.bosch.com

Contact & Title: Bob Pattengale, Senior Account Manager
Phone : 805-729-1674
E-mail : bob.pattengale@us.bosch.com

Contact & Title: Michael Hosch, Director of Sales
Responsibilities: Underhood Diagnostics
Phone : 800-321-4889 Ext : 9221
E-mail : Michael.hosch@us.bosch.com

Contact & Title: Bob Erickson, Sales Manager
Responsibilities: Wheel Service
Phone : 615-948-0624
E-mail : Bob.erickson@us.bosch.com

Technical Service Support- technical questions on Bosch parts, equipment, training, warranty and service

Underhood Diagnostics	Wheel Service, Air Con, Fluid Service
Phone: 1-855-BoschTech (1-855-267-2483)	
techsupport.diagnostics@us.bosch.com	wstechsupport@us.bosch.com
SMT300 (Smoke Machine Tester)	
Phone : 1-866-670-7734	

Customer Service

Underhood Diagnostics	Wheel Service
Phone: 1-855-BoschTech (1-855-267-2483)	
dgwscs@us.bosch.com	dgwscs@us.bosch.com



Section II: Warranty Policies and Procedures

Upon receipt of Bosch Diagnostics product, the customer and/ or Bosch Authorized Sales Representative complete the Warranty Card or End User Registration Request and submit the card to Bosch Diagnostics as noted on the form. The customer contacts the appropriate Technical Service Support if a unit malfunction occurs or if the product arrives damaged.

Underhood Diagnostics

After determining a defect, the Technical Support Staff will walk the customer through the Return Materials Authorization (RMA) process. Warranty repairs are provided at no charge to the customer.

Bosch Diagnostics provides a **one year limited warranty** on

- all new cables, adapters, and accessories
- Flasher, KTS and FSA branded products
- MMD and BAT branded products
- SMT300 (Smoke Tester Machine)
- Fluid Service Equipment

For specific details, please refer to the respective Bosch Warranty Statement.

Bosch Diagnostics provides a **two year limited warranty** on

- Tech 2, MTS 3100, MTS 4100, MTS 5200, and the Mastertech VCI
- ACS products

For specific details, please refer to the respective Bosch Warranty Statement.

Bosch Diagnostics provides an optional **ten year limited warranty** on

- KTS 340 Base Kit

Restrictions apply. For specific details, please refer to the Bosch Warranty Statement.

For Flasher, KTS, FSA, MMD and BAT branded products, warranty repairs are processed in Broadview, IL.

Bosch Diagnostics
Robert Bosch LLC
Attn: Bosch Electronic Services
2800 South 25th Ave.
Broadview, IL 60155

All other warranty repairs, with the exception of ACS and Fluid Service products, are processed in Santa Barbara for Bosch Diagnostics Underhood products.

Bosch Diagnostics
Robert Bosch LLC
Attn: Repair Department
2030 Alameda Padre Serra
Santa Barbara, CA. 93103



Section III: Out of Warranty Service Guidelines

When a product is out of warranty the customer contacts the same Technical Support line or email. The Technical Service Support staff works with the customer to understand and diagnose the problem. In the event the issue requires that the main unit be repaired, Technical Service Support connects the end user to the appropriate contact to make arrangements. Please refer to the appropriate contact below:

Underhood Diagnostics	Wheel Service, Air Con, Fluid Service
Phone: 1-855-BoschTech (1-855-267-2483)	
techsupport.diagnostics@us.bosch.com	wstechsupport@us.bosch.com

Underhood Diagnostics-Express Exchange

For specific underhood diagnostic products, the customer has an option for Express Exchanges and must provide the serial number of the unit to process the exchange. Specific units are eligible for Express Exchanges:

- Mastertech Unit
- Tech 2
- VCI Module
- CAndi Module
- KTS (see attached Bosch Diagnostic Service Request)
- BAT 151

Underhood Diagnostics-Repair

The customer may opt to send the unit in for repair, in which case the customer receives a faxed repair service request form which is completed by the customer. The customer ships the unit to the appropriate address:

Tech 2, VCI, MTS 1100/3100/4100/5100/5200	Flasher, KTS, FSA, MMD, BAT Products
Bosch Diagnostics Robert Bosch LLC Attn: Repair Department 2030 Alameda Padre Serra Santa Barbara, CA. 93103	Bosch Diagnostics Robert Bosch LLC Attn: Bosch Electronic Services 2800 South 25 th Ave. Broadview, IL 60155
Repair Service Request	Bosch Diagnostic Service Request

When making the return, Customer needs to complete the appropriate Service Request Form (noted above) prior to shipment.



Section V: Rebate Policies

All promotional rebate forms will include the following:

- Specific program details
- Submission method (i.e. fax, mail, email)
- Effective promotional period and submission deadline
- Contact information to follow up on rebate status

Additional questions should be directed to your local Bosch Authorized Sales Representative.

GOVERNMENT/SCHOOL PROGRAM

Product Line: Bosch Diagnostics

Qualifications: Educational Institution, Government Fleet servicing vehicles internally.

Registration Requirements: Entity verification by local Bosch Authorized Sales Representative.

Approval Process: Bosch Regional Sales Manager

Discount: Institution receives a 15% discount from MSRP. Distribution partner cost is reduced by 5% from the current acquisition cost.

Bosch Electronic Service



Email: BoschElectronicServices@us.bosch.com

Order Center Hours: Mon-Fri 9AM - 6PM (EST)

Same Day Shipping: Mon-Fri 9AM - 3PM (EST)

Bosch Diagnostics Service Request

Date:			
Customer Information			
Customer Name:			
Customer Address:			
City:	State:	Zip:	
Phone Number:		Contact Person:	
ESI[tronic] Account Number:		ESI[tronic] Account Password:	
Part Information			
Part Number:	Serial Number:	FD Date:	
Model:		Purchase Date:	
Problem Description:			
For Workshop Only			
Order Number:		Date Received:	
Workshop Inspection & Diagnosis:			
Warranty: Y ☐ N ☐			
Comments:			

Return Defective Unit To: Robert Bosch LLC
Attn: Bosch Electronic Service
2800 South 25th Avenue
Broadview, IL 60155-4594

Phone: (800) 266-2528

Fax: (708) 865-5296

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REPAIR SERVICE REQUEST		
DATE:		PURCHASE DATE: <i>(Estimate if unknown)</i>
Contact Name or Business Card:		
Address:		
City:	State:	ZIP Code:
Status : Warranty or Non-Warranty <i>(Please circle)</i>	Phone number:	
NATURE OF PROBLEM		
Problem Reported:		
Equipment Type:		
Model	Serial No.	
ADDITIONAL INFORMATION		
List all items shipped with Unit: <i>(Customer to list all software, leads, cables, power supplies, etc., shipped with unit)</i>		
Receiving Inspection: <i>(For internal use only)</i>		Status after Service:
Service Remarks: <i>(For internal use only)</i>		
Events: (Date & Time)	Date Received:	Service Call Closed:
SHIPPING INFORMATION		
• Please maintain a copy of this document for your records • Please ship via UPS, USPS, or FedEx with proof of delivery. 2nd day is recommended for prompt service. Bosch Diagnostics is not responsible for lost packages. • Please sign to acknowledge the above mentioned items are included in this package and have been shipped to Bosch Diagnostics for repair. • Please call (USA) 1-800-321-4889, Fax 805-966-9540		
Customer Name : <i>(Please Print)</i>	Signature:	Date:

Address Label:

CUT

Bosch Diagnostics
Robert Bosch LLC
Repair Dept.
2030 Alameda Padre Serra
Santa Barbara, CA 93103