Donaldson Filtration Systems (Pty) Ltd
Reg no. 65/08167/07
Kinghall Avenue, Epping Industria, Ext3,
Cape Town, 7460
P.O. Box 149, Eppindust, 7475

DFSPL

QC/13/04 A	CUSTOMER COMPLAINT REPORT	Revision Date:	10.04.07
		Revision Number:	11

☐ ENGINE Q.A ☐ GTS Q.A ☐ TORIT Q.A ☐ ULTRA FILTER ☐ SPECIAL MARKETS

ORIGINATOR : _____

DATE ISSUED : _____

CUSTOMER NAME : _____

ITEM N° : _____

ORDER N° : _____

DESCRIPTION : _____

LOCATION OF DEFECTIVE PARTS : _____

CCR ACTIONS REQUIRED :

☐ DATA CAPTURE ☐ REPORT REQUIRED

☐ ANALYSIS ☐ WARRANTY

DEFECTIVE QUANTITY : _____ BATCH QUANTITY : _____

PRODUCTION DATE : _____

☐ SAMPLE OF DEFECTIVE PRODUCT REURNED

☐ COPIES OF LETTER ATTACHED WITH DETAILS OF COMPLAINT

NATURE OF COMPLAINT

☐ SERVICE ☐ PRODUCT PERFORMANCE ☐ PRODUCT QUALITY

SECTION FOR Q.A.

CCR N° _____

ASSIGNED TO : _____

TEAM : _____

REPLY DATE : _____

SUBJECT TO AUDIT ☐ YES ☐ NO

AUDIT DATE : _____

FOR ACCEPTANCE OF CORRECTIVE ACTION

NAME & SIGN. _____

DATE CLOSED _____

cc : PRODUCT ASSIGNEE _____

ACCOUNT EXECUTIVE _____

OTHER Warehouses

To be filled in by the originator

DESCRIPTION OF COMPLAINT:

SUGGESTED ACTION:

To be completed by the person the CCR is assigned to

INVESTIGATION TO DETERMINE CAUSE:

CORRECTIVE ACTIONS:

By: _____ Date: _____

Name + Signature

DEFECT NO
CONCESSION
ECR NO
RTS NO

COST REPLACE
COST REWORK
COST FREIGHT
COST APPRAISAL
COST SCRAP

CUSTOMER NO

CAUSE 1
CAUSE 2

ORIGIN 1
ORIGIN 2
ORIGIN 3