

REVIVA CLAIM INITIATION FORM

Complete all information and submit this form PRIOR to doing any repairs.

ALL FAILED PARTS AND REPAIR ORDERS MUST BE TURNED IN WITHIN 60 DAYS FROM CLAIM DATE OR CLAIM WILL BECOME VOID AND WILL NOT BE PAID.

FAILURE TO FOLLOW REVIVA CLAIM PROCESS WILL ALSO RENDER A CLAIM VOID.

Warranty Policy Guidelines:

1. All repairs or sublets must be **PRE-APPROVED** by Reviva warranty department. Any work done without approval **WILL NOT** be considered for payment. Labor and repair times will be paid based on industry standards.
2. Reviva **will not** cover **any excluded items** outlined in the Limited Warranty Policies & Procedures. Some of those items include (but are not limited to): Towing, shop supplies, sales tax, consumables (oil, filters, etc.), mileage, downtime, mark-up, or rental. See sections 1.8, 1.9, and 2.1 for more details.
3. **Incomplete forms will not be processed.** Reviva will not start a claim until complete registration information has been received from the original installer or vehicle owner.
4. **Payment will not be issued** until analyzed to confirm a warrantable failure.

SECTION 1 ENGINE & VEHICLE INFORMATION

Engine Serial Number: _____ Application: _____

VIN or NDA#: _____ Model: _____ Make: _____ Year: _____

Unit/Car Number: _____

SECTION 2 COMPLAINT INFORMATION

Original Invoice Date: _____ Installation Date: _____ Miles/Hours at Install _____

Failure Date: _____ Does Reviva have the warranty registration? (Y/N/Unknown) _____

What is the complaint? _____ Miles/Hour@Failure? _____

Did the issue occur at installation? _____ Any warning lights/codes? (Y/N) _____

If so what codes? _____ What is the oil level and condition? _____

How many quarts were put in the engine at the last service? (if known) _____

Coolant level and condition? _____ Is the engine overheating? _____ Any fluid leaks? (Y/N) _____

Any abnormal noises? _____. If so what type(knocking/tapping)? _____

Is noise there when the vehicle is hot or cold? _____ Is noise there at start-up? _____

Does noise get worse with higher RPM's? _____ Can a video of the noise be safely recorded and sent? _____

Please send in photos or video's of any leaks to Warranty@Reviva.com (25MB Max)

If engine has at least 5,000 miles since installation **please send maintenance records.**

Were the installation techniques followed according to our install and break-in guidelines? _____

**IF Possible Send photos of the HEAT TAB and TOP OF THE ENGINES AND EACH SIDE WHEN ACCESSIBLE
Please call for assistance if needed.**

Reviva 763-971-6243, Warranty@Reviva.com

SECTION 2 ENGINE OWNER INFORMATION

Company Name: _____ Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Email: _____

SECTION 3 REPAIRING LOCATION CONTACT INFORMATION

Company Name: _____ Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Email: _____

