



Complaint list

The complaint list informs you, which parts of your delivery complaint by us. You will receive the Q report as an Adobe Interactive file by mail. Please complete this form and return it to us. Please only use our form with the latest status date.

In this document, we provide instructions how to fill the complaint list and send back to us.

1. Page

The first page contains the cover letter. Our reference number and the status date of the complaint are indicated at the top of the complaint list.

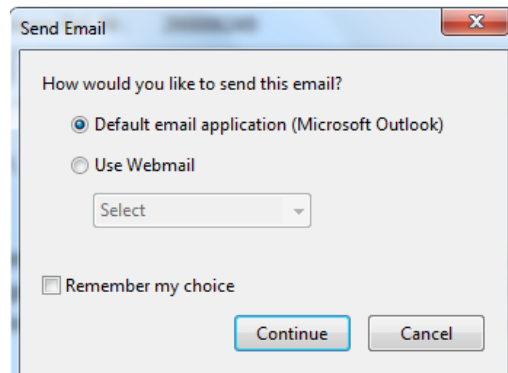
B/S/H/	Complaint List	Complaint date: Sep 27, 2022
	Q-Report No.: 1000041803 Charging No.: 40322792	Complaint Status: Sep 27, 2022
Send	Attachment Files	Print

The following functions can be executed with the gray buttons



You can send the edited complaint list back to BSH.

After selecting the function, the following dialog box appears. Typically, you would select your default email application here.



Our contact person is entered as receiver and our reference number is entered as subject.

To help us identify your complaint, please always include our reference number in the subject line of the email.



Attachment Files

Files can be attached to the complaint list. To do this, please click on the “Attachments Files” button. In the dialog that appears, you can select files. You will find an overview of the attached files on the last page.

Please do not use the attach file feature in Acrobat Reader.

Print

Open the print dialog.

2. Page

On the second page, you will find information about our complaint. Here you will find the contact details of the responsible person.

Header Data					
Title:	Scrap charged to vendor	Reported By:	H. [redacted] n		
Supplier:	BSH Hausgeräte GmbH / PO Box 11 67 / 89401 Dillingen	Manufacturing Plant:	5031	BSH Hausgeräte GmbH / Postfach 11 67 / 89401 Dillingen/Donau	
Contact Person	M. [redacted] i	Telephone:	+499071 [redacted] 17		
Customer:	BSH Hausgeraete GmbH / PO Box 83 01 01 / 81701 Muenchen	Telefax:	+499071521461		
Contact Details:					
Email:	M. [redacted] i@bshg.com				

In addition, all parts subject to complaint will be listed. We inform you about:

- material number and description
- complaint quantity

List of Affected Materials					Expand All
+	Material:	9000245875	Screw for plastic 3.5x10 T15 Zn	Total Compl. Qty: 231	Total Accept. Qty: 231 PC
+	Material:	9000247432	Quadring 640	Total Compl. Qty: 77	Total Accept. Qty: 77 PC
+	Material:	9000847075	Housing quote	Total Compl. Qty: 77	Total Accept. Qty: 50 PC

By clicking the “Plus button”, the errors associated with the components are displayed:

List of Affected Materials					Expand All
-	Material:	9000245875	Screw for plastic 3.5x10 T15 Zn	Total Compl. Qty: 231	Total Accept. Qty: 231 PC
+	Defect Type:	Inscription incorrect / missing		Total Compl. Qty: 231	
-	Material:	9000247432	Quadring 640	Total Compl. Qty: 77	Total Accept. Qty: 77 PC
+	Defect Type:	Inscription incorrect / missing		Total Compl. Qty: 77	
+	Material:	9000847075	Housing quote	Total Compl. Qty: 77	Total Accept. Qty: 50 PC



Click the “Plus button” again to start processing the defect:

Please provide us with the following information about the claimed components:

- Please let us know the actual quantity of defective components. This quantity will be stored in our QM system for the calculation of key performance indicators.
- The blue fields are reserved for your input.
- Select a root cause from our drop-down menu and describe the cause. Multiple root causes may be specified.

List of Affected Materials				Expand All		
-	Material:	9000245875	Screw for plastic 3.5x10 T15 Zn	Total Compl. Qty: 231	Total Accept. Qty: 150	PC
-	Defect Type:	Inscription incorrect / missing		Total Compl. Qty: 231		
	Ref.No.:		Notification: 2500056780	Date	Feb 13, 2026	
	RIS:		DelivChrg:	Compl. Qty: 231	Accept. Qty.: 150	
Defect Location:						
Defect Type: Inscription incorrect / missing						
Defect Text:						
Defect Longtext:						
Root Causes:						
Root Cause:						
Root Cause Longtext:						
Planned Corrective Action:						
Plan. Corr. Action :						
Plan. Corr. Act. Longtext: New moulding process						

- And a planned correction action. You can choose several actions:

Root Causes:			
Root Cause:	1. Root cause(s) (TRC) - Occurrence		
Root Cause Longtext:	testfailure		
Planned Corrective Actions:			
Plan. Corr. Action :			
Plan. Corr. Act. Longtext:	1. Corrective action(s) TRC – Occurrence 2. Corrective action(s) TRC - Non-Detect 3. Corrective action(s) MRC – Occurrence 4. Corrective action(s) MRC - Non-Detect		





Please also give us more information about the problem in the long text fields.



Last Page

We are able to send files attached to the complaint list for further information of the complaint.

You can open the files with the Button  after you have marked the file in the blue colored box.

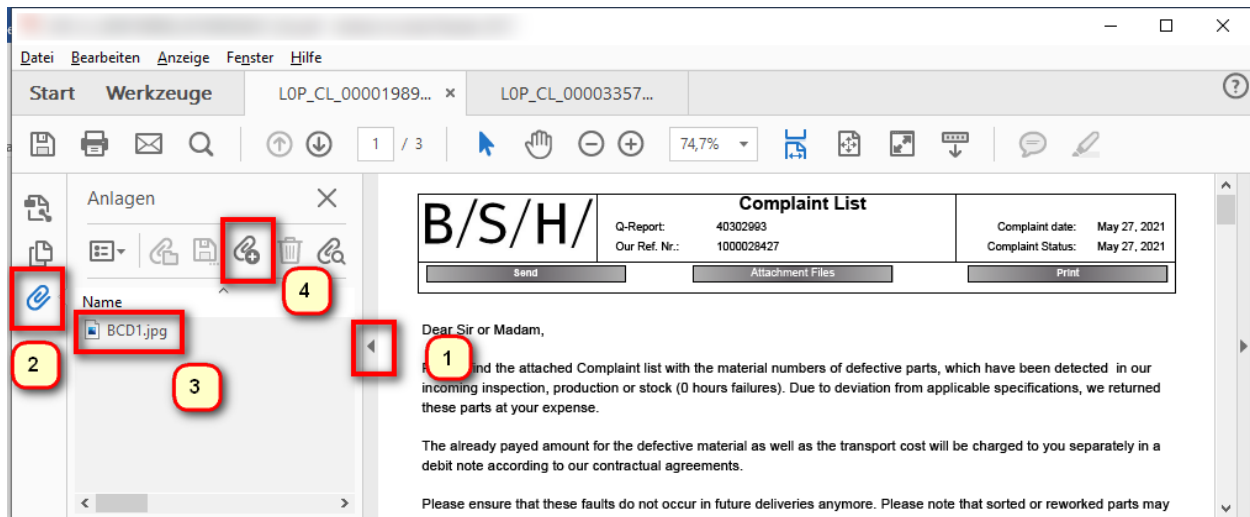
	Rücksendeliste		Beanstandungsdatum: 09.08.2016
	Q-Bericht: 40197447	Unsere Ref. Nr.: 212724247	Berichtsstand: 07.10.2016
Send	Datei-Anhänge	Print	
U:\01_Rückwarenprozess\Waschmaschnie.JPG			  

Link-GUID	Form type	Doc Name	Doc Value	Delete on DB	NEW ATT
QR2_0000000000000000100000002961_00_000	image/jpeg	U:\01_Rückwarenprozess\Waschmaschnie.JPG	U:\01_Rückwarenprozess\Waschmaschnie.JPG		

More information / troubleshooting:

For viewing / editing you need a PDF reader. These can usually be obtained and installed free of charge. If there are problems with the attachment, or the print function, then these functions can be executed directly with the PDF Reader. Here is an example from a well-known PDF Reader:

File functions (attachment):



1. open additional functions
2. click Attachments (paper clip)
3. double click file (open) or
4. attach new file → Don`t use this function – use our button “Attachment Files”

Further functions:

- Print
- Store
- Send as mail

