

# DST Warranty Request Instructions

Please follow the steps below to verify if your DST unit is defective and file a warranty claim for the defective DST-010 product.

**1. Please refer to the DST Set Up Manual to determine the operating status and issue of your unit. A red light indicates a failure with the DST which can then be returned for a replacement unit within the allotted warranty period.**

**2. Complete the warranty request form in its entirety including your Dealer Code, name, contact information, purchase date, fail date, part number and serial number. Once completed, click "Submit" at the bottom of the form and then "Send" on the email that pops up.**

a. If the Submit button is not functioning, please email your form with the subject "Mazda DST Warranty Request" to [km@service-solutions.com](mailto:km@service-solutions.com)

**3. Please include an image or images of your defective unit (red light shown) with your request; simply attach the image(s) to the email that pops up when the submit button is clicked.**

**4. Bosch will issue an RMA (Return Material Authorization) and provide shipping instructions via email.**

**NOTE: Dealer to ship back Dongle unit ONLY. Do not ship back any cables or cable locks.**

**RETURNED CABLES OR CABLE LOCKS WILL NOT BE RETURNED TO YOU AND YOU WILL BE REQUIRED TO PURCHASE A NEW SET OF CABLES AND/OR CABLE LOCKS. See images below for examples.**

**5. Ship the defective unit to the following address within 7 days of receiving the RMA number:\***

**Bosch Automotive  
370 Festal Place NW  
Owatonna MN 55060**

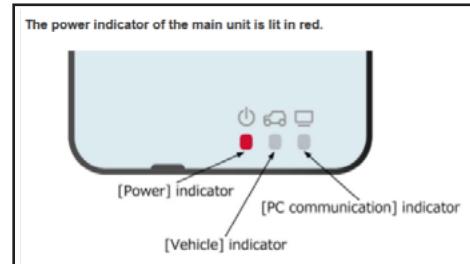
**Do not return entire kit!**



**Return dongle ONLY (as pictured):**



**\*Failure to return the defective unit to Bosch within 7 days of the RMA issue date will be subject to charge of the replacement unit.**





mazda

TOOL & EQUIPMENT PROGRAM

## DST Warranty Request Form

Please follow the steps on page 1 to complete the form below. Once completed, click "Submit" at the bottom of the form and then "Send" on the email that pops up. If the Submit button is not functioning, please email your form with the subject "Mazda DST Warranty Request" to km@service-solutions.com

**I agree with the following statement: Failure to return the defective unit to Bosch within 7 days of the RMA issue date will be subject to charge of the replacement unit.**

(You must enter an "X" in the box to agree to the above requirements to complete the form.)

Dealer Name:	Dealer Code:
Dealer Contact Name:	
Dealer Contact Email:	
Street Address:	
City:	State/Province:
Zip/Postal Code:	Daytime Phone:

Purchase Date:
Fail Date:
Part #:
DST-010 Serial Number:

<b>Product</b>	<input type="checkbox"/> DST-010 (Without SD Card)
<b>Problem</b>	<input type="checkbox"/> No Power <input type="checkbox"/> No PC Communication <input type="checkbox"/> Other:
<b>Occurrence</b>	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes (More than 1/day) <input type="checkbox"/> Occasionally (Less than 1/day) <input type="checkbox"/> Other:
<b>Additional Information</b>	

**Click to Submit Form**

If the Submit Form button does not work, please email completed form to: km@service-solutions.com