

# Bosch Diagnostics

## Service Center Locations



**BOSCH**

### Repairs and Returns

If you suspect that a problem exists with a tester, you should follow the Self Test Procedures as outlined in the product Operator's Manual.

If it is determined that a problem exists with your Bosch Diagnostics service equipment, you should contact your local Bosch Diagnostics Service Center or authorized Bosch Diagnostics Service Agent.

A service technician will attempt to ascertain the nature of the problem and will recommend a course of action. If that course of action requires repair of the unit by Bosch, you will be instructed to package the product along with the associated cables and adapters and send it freight prepaid to the Service Center.

### Worldwide Product Support

- ▶ Extensive on-board self-test capability
- ▶ Service centers in U.S., Canada, Europe, and Japan
- ▶ 1-800# toll free product service support in U.S.
- ▶ 48-hour mail-in repair program
- ▶ Standard return shipping via 2-day delivery
- ▶ Expedited return shipping available

### Service Center Procedure

When the product is received at the Bosch Diagnostics Service Center, it will be diagnosed, repaired or replaced, and shipped back to you within 48 hours from the time of receipt.

If the unit and the defect are covered by the product warranty, there will be no repair charge to the consumer and the unit will be returned freight prepaid by Bosch.

If the unit or defect is not covered by the product warranty, you will be informed as to the amount of the service fee and the repaired unit will be returned C.O.D. for the amount plus the cost of return freight.

### Bosch Diagnostics Service Center Locations

#### Canada

c/o Custone Electromotive Inc.  
1150 Champlain Court  
Whitby, Ontario, Canada L1N 6K9  
Tel.: 905-668-2664  
<http://www.custone.com>

#### Europe, Africa

c/o Getronics Service GmbH  
Philipp-Reis-Str.15  
63128 Dietzenbach Germany  
Tel.: +49 (0) 6074-84280  
Fax: +49 (0) 6074-84282

### Australia, New Zealand

c/o Petro-Ject  
19 Daking Street  
North Parramatta  
NSW 2151 Australia  
Tel.: +61 (2) 98905701  
Fax: +61 (2) 98905709

### U.S., Latin and South America

Robert Bosch LLC  
Diagnostics Division  
2030 Alameda Padre Serra  
Santa Barbara, CA USA 93103  
Tel.: (805) 966-2000  
Toll free: (800) 321-4889  
Fax: (805) 965-3497

### Asia, Oceania

c/o Vetronix Japan Co. Ltd.  
Queens Tower C-17F  
2-3-5 Minatomirai  
Nishi Ku, Yokohama-Shi  
Kanagawa-Ken, 220-6204  
Japan  
Tel.: (045) 222-0960  
Fax: (045) 222-0970