

## Rapid Transit Services

### Repair Request Form

**Do not use this form for Warranty Returns**

**Please include this form with your unit.**

#### Sender's Information:

Name \_\_\_\_\_ Business Name \_\_\_\_\_

Contact Person: \_\_\_\_\_ Email: \_\_\_\_\_

Shipping Address: \_\_\_\_\_ Must be same as Paypal Confirmed address

CITY \_\_\_\_\_ St \_\_\_\_\_ zip \_\_\_\_\_

Daytime Contact Telephone \_\_\_\_\_

YEAR \_\_\_\_\_ MAKE \_\_\_\_\_ MODEL \_\_\_\_\_

Type of Part: \_\_\_\_\_

Part Number: \_\_\_\_\_

Quantity Shipped:

Vehicle Mileage: \_\_\_\_\_

V.I.N. # \_\_\_\_\_

**Describe Unit Failures & Symptoms:**

Payment TYPE (select one please):

PayPal \_\_

Check \_\_

Money Order \_\_

Cash \_\_

Credit Card \_\_ (requires card information over phone)

Phone (512) 217-3609

**This form must accompany all rebuilds: SHIP TO:**

RTS  
1205 VANDERBILT CIRCLE  
PFLUGERVILLE, TX 78660

Open Monday thru Friday 9:00 am to 5:30pm EST.

This form must accompany each unit.

**When Technical Information is needed**, technical information is offered for products we rebuild only. The information is intended to provide basic guidelines before classifying a control unit as defective. We do not provide information for customers to repair their own control units or to troubleshoot their automobile malfunctions, and we are not responsible for inaccuracies with the information provided. If you are not a certified technician, we suggest you obtain professional services to evaluate your automobile before further damage occurs. If we can-not rebuild or duplicate the issues with the controller, there is a \$55.00 Test Fee. Please use this form for initial repair & return services only. **PLEASE, DO NOT USE THIS FORM FOR WARRANTY RETURNS.**