

# Customer Questionnaire | Date:

Dear customer, in order to allow us a quick and comprehensive investigation of your complaint, please fill out this form and send it back to e-mail: \_\_\_\_\_  
We appreciate your assistance and thank you in advance.

## Application

- Ship / Name \_\_\_\_\_  Main engine
- fixed pitch propeller  controllable pitch propeller
- Auxiliary engine  Diesel electric
- Power plant / Name \_\_\_\_\_
- Train or Truck / Name \_\_\_\_\_
- Engine test bench  Injection test bench
- Others \_\_\_\_\_

## Engine

Engine type \_\_\_\_\_ Engine number \_\_\_\_\_

Number of cylinders \_\_\_\_\_ Nominal power (KW/cyl) \_\_\_\_\_

Nominal speed (rpm) \_\_\_\_\_ Running time (rhrs) \_\_\_\_\_

## Parts to be investigated

- Conventional Pump type no. \_\_\_\_\_
- Injection valve type no. \_\_\_\_\_
- System type no. \_\_\_\_\_
- Common-rail Pump type no. \_\_\_\_\_
- Injector type no. \_\_\_\_\_
- System type no. \_\_\_\_\_

## Operating fluids

- Gas oil       Diesel       Water       MDO  
 HFO       Gas       Others \_\_\_\_\_

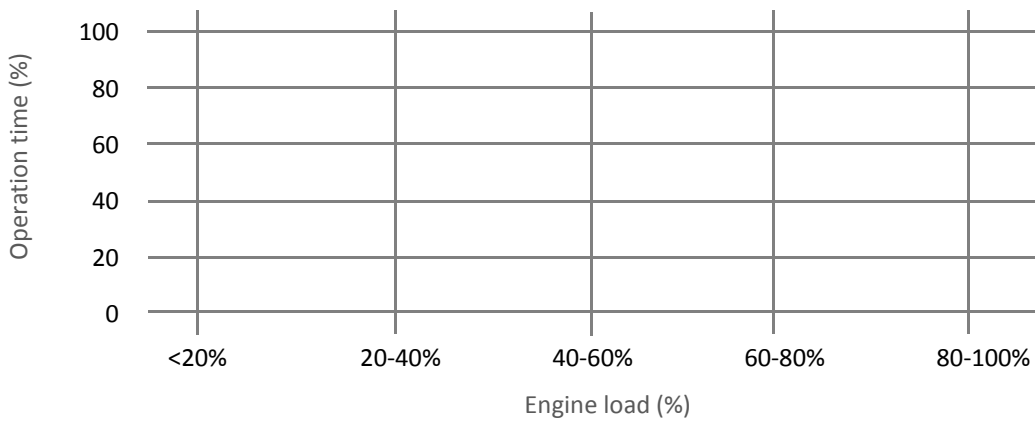
Fuel	Type / Designation	Viscosity (cSt)	Temperature (°C)	Filtration (µm)
1				
2				
3				
Lube oil type / Designation		Viscosity (cSt)	Temperature (°C)	Filtration (µm)

Remarks (conspicuous oil/fuel samples, fuel treatment problems, clogged filter):

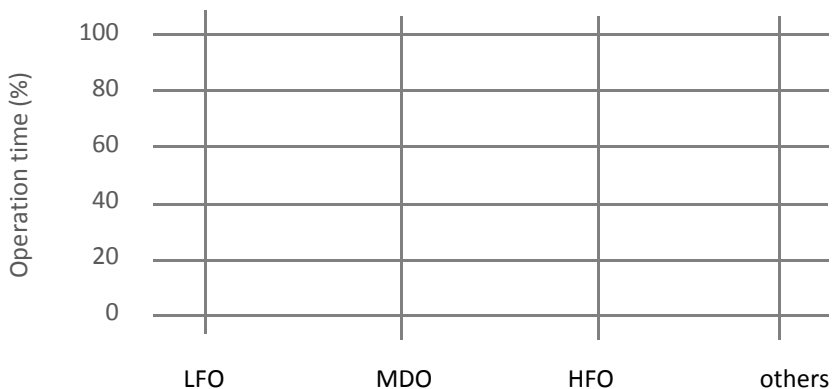
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## Running conditions

### Load profil



### Fuel profil



## Woodward L'Orange product

Quantity \_\_\_\_\_

Running time \_\_\_\_\_

Number of Engine starts \_\_\_\_\_

Claim No. \_\_\_\_\_

## Reason for investigation

- Quality gate inspection
- Claim (detailed description needed)

Description/ Further Information:

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## Further Information

Leakages  Yes  No

location / area \_\_\_\_\_

How often did you mount the pressure pipes \_\_\_\_\_

Have components been changed?  Yes  No

Which one \_\_\_\_\_

Have part been re-adjusted?  Yes  No

What \_\_\_\_\_

Have parts been disassemble?  Yes  No

Which one \_\_\_\_\_

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