BUCHER Bucher Leichtbau AG CH-8117 Fällanden	**Form** **Customer Complaint Report**	For internal use only Doc. No.: see below Revision: NC Page: 1 of 1

Complaint no. customer:	Date:	attachment: ❍
Customer / others:	First Bucher contact person:	
Phone:	Delivered to customer on:	
Fax / e-mail:	Value:	
Part designation:	Number of pieces:	
Part- no. / revision:	Internal order no..:	
Spec..- no./ revision:	Contact person / Initials:	
Aircraft on ground: Yes ❍ No ❍	No. Of base complaint:	
Team for complaint:		

Desciption of failure / influence on security (kind of failure & location)	Yes
	reasonable: ❍
	repeat complaint: ❍
	not reasonable: ❍
	guarantee claim: ❍

Immediate actions:	Yes
	Scraping parts: ❍
	Rework and retesting: ❍
	Spezial approval: ❍
	Other usage: ❍
	Lock parts: ❍
	Test report no.: .....

Root cause:

Mid term & long term preventive actions:	PPR	Due date:	progress: 20,40,60,80,100%	verification:

Forecast:

Complaint closed: at: Name: Signature:

Prepared form	Date	Checked form	Date	Released form	Date
U. Christen	20.11.07	F. Bäumli	20.11.07	A. Lapice	20.11.07