

# KW automotive

## Submission for Service Guidelines

### Non-Warranty Rebuild or Service

Basic overhaul includes inspection, cleaning, fluid change, new seals, and labor. Extra parts beyond what is listed above will incur an extra charge. Variant 1 and some Variant 2 dampers use inserts, and the price changes depending on application. **All NON-WARRANTY rebuilds have a 6 month warranty from manufacture defects.**

### Submission for Warranty Approval

**Without the original receipt present at the time of a claim it will be filed under NON-WARRANTY and we will charge for all repairs.** Submission of this paperwork does not guarantee a warranty approval, which is subject to our final inspection once in our lab. If the damper shows signs of misuse, damage, broken piston rod or improper installation the warranty will not cover the claim and you will be contacted with pricing for all repairs. If the dampers are leaking due to a manufacture defect we will fix the unit and return to the owner within warranty.

### Obtaining an RMA number

Included on the next page of this document is a blank tech sheet. Please complete and return it with a copy of the original purchase receipt showing your name\*, date of purchase\*, item purchased\*, and retailer it was purchased from\*. Once we review the completed tech sheet and invoice\* we can issue an RMA number for you to send your units back to us. On the tech sheet, please make note of any aftermarket parts relating to your suspension (I.E. sway bars, upper mounts, etc.). **All dampers must be shipped bare (see page 7).** KW Automotive North America, Inc. will not be responsible for any additional parts such as top mounts, springs, perches, etc. Do to the amount of packages sent to KW automotive North America, Inc. any packages without a valid RMA number will be refused and returned to sender. (\*for warranty only)

When returning the kit include both a copy of the tech sheet/invoice* and the <b>RMA NUMBER written on the shipping label or on the outside of the package.</b>	
*Both items are required to process any warranty claim.	
Services	Prices
DDC – (includes oil, seals, guide, o-rings, bump stop, dust cover, and top nut)	\$185
V1/ST – (includes new insert, top cap, bump stop, dust cover, and top nut)	\$135
V2/V3/SC/CS – (includes oil, seals, guide, o-rings, bump stop, dust cover and top nut)	\$160
V3/CS w/ Bladder – (includes oil, seals, guide, o-ring, bladder, bump stop, dust cover, and top nut)	\$180
3-Way CS – (includes oil, seals, guide, o-rings, bladder, bump stop, dust cover, and top nut)	\$195
Rod – (includes rebuild of rebound assembly)	\$95
Rebuild rebound assembly – (includes shims, spring, and piston)	\$35
Compression valve	\$65
Inner tube	\$15
Housing	\$150
Machining time – (per hour)	\$65
Top mount removal	\$25
Removal of spring perch – (includes labor and new perch)	\$50
Bushing replacement – (includes labor and new bushing)	\$45
Dyno Evaluation	\$30
Rush Service – 24hrs – (per damper) please call for availability of this service	\$150
Rush Service – 2 days – (per damper) please call for availability of this service	\$100
Competition Services	
Competition 3-way – (includes oil, seals, guide, o-rings, and piston band)	\$200
Competition 3-way Inverted – (includes oil, seals, guide, o-rings, and piston band)	\$220
Competition 2-way – (includes oil, seals, guide, and o-rings)	\$185
<b>All prices are PER DAMPER</b>	
<b>All dampers will receive FREE ground return shipping (continental 48 states only)</b>	

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Sollte das nebenstehende Feld unbedruckt sein, bitten wir Sie, **alle** Kennzeichnungen auf dem Verpackungskarton wie z.B. Artikel-Nr., Auftrags-Nr. etc. hier selbstständig einzutragen.



If the accompanying field should be blank, please register here **all** markings on the package such as article no., order no. etc. independently.

KW Artikel-Nummer/  
KW article number

= Bestell-Nummer (8-stellig), z.B. auf Verpackungskarton: 10280021  
= Order no. (8-digits), e.g. on the package: 10280021

VA Federbein (li)/  
Front strut (le)

= 8-stellig  
= 8-digits

VA Federbein (re)/  
Front strut (ri)

= 8-stellig  
= 8-digits

HA Federbein (li)/  
Rear strut (le)

= 8-stellig  
= 8-digits

HA Federbein (re)/  
Rear strut (ri)

= 8-stellig  
= 8-digits

VA Feder (li)/  
Front spring (le)

VA Feder (re)/  
Front spring (ri)

HA Feder (li)/  
Rear spring (le)

HA Feder (re)/  
Rear spring (ri)

### Käufer / Purchaser

Name/  
Name

Vorname/  
Prenome

Straße/  
Street

PLZ/Wohnort/  
Zip Code/City

Telefon oder E-Mail/  
Phone or E-Mail

**Rücksende-Nr./**  
**Return no.**

### Fahrzeugangaben / Vehicle data

Fahrzeughersteller/  
Vehicle manufacturer

Fahrzeugtyp/  
Type

Motor (Hubraum)/  
Engine (Cubic cap.)

☐ Benzin/Petrol  
☐ Diesel/Diesel

Leistung/  
Power

Baujahr/  
Year of manufacture

KM-Stand/  
Mileage

Zulässige VA-Last/  
Max. front axle load

Zulässige HA-Last/  
Max. rear axle load

Fahrgestell-Nummer/  
Vehicle identification number

☐ Allrad/  
Four wheel drive

Bauart/  
Design

☐

Schrägheck/  
Hatchback

☐

Stufenheck/  
Sedan

☐

Coupé/  
Coupé

☐

Cabrio/  
Convertible

☐

Kombi/  
Station wagon

Sonderausstattung

(z.B. Klimaanlage, Sportpaket, Rad-/Reifenkombination, Distanzscheiben, Car-Hifi ...)

Extra equipment

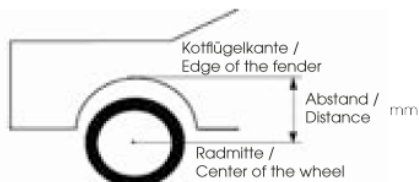
(e.g. air conditioning system, sports package, special wheels/tires, wheel spacer, car-hifi ...)

### Beschreibung der Beanstandung / Description of problem

### Bitte nachstehende Maße ermitteln / Please check following measurements

Abstand zwischen Radmitte und Kotflügelkante  
(Fahrzeug muss auf einer ebenen Fläche stehen!)

Distance between the center of the wheel and the fender  
(Vehicle must stand on an even surface!)



VA rechts/  
Front right

mm

HA rechts/  
Rear right

mm

VA links/  
Front left

mm

HA links/  
Rear left

mm

Kotflügelkanten gezogen?  
Pulled fender borders?

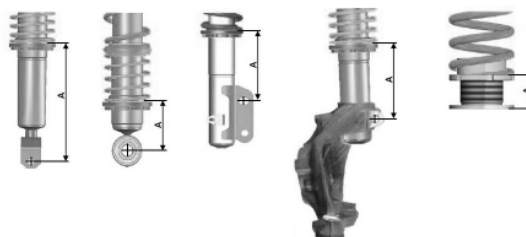
☐

VA/Front

☐

HA/Rear

Restgewinde (bei Gewindefahrwerken)/  
Distance of thread (for coilovers)



VA rechts/  
Front right

mm

HA rechts/  
Rear right

mm

VA links/  
Front left

mm

HA links/  
Rear left

mm

## Completed Tech Sheet Example

### Produkt / Product



Sollte das nebenstehende Feld unbedruckt sein, bitten wir Sie, **alle** Kennzeichnungen auf dem Verpackungskarton wie z.B. Artikel-Nr., Auftrags-Nr. etc. hier selbstständig einzutragen.

If the accompanying field should be blank, please register here **all** markings on the package such as article no., order no. etc. independently.



KW Artikel-Nummer/ KW article number	<b>35265006 (Complete Kit Number)</b>	= Bestell-Nummer (8-stellig), z.B. auf Verpackungskarton: 10280021 = Order no. (8-digits), e.g. on the package: 10280021
VA Federbein (li)/ Front strut (le)	<b>35365205</b>	= 8-stellig = 8-digits
HA Federbein (li)/ Rear strut (le)		= 8-stellig = 8-digits
VA Feder (li)/ Front spring (le)		
HA Feder (li)/ Rear spring (le)		
VA Federbein (re)/ Front strut (ri)	<b>35365307</b>	= 8-stellig = 8-digits
HA Federbein (re)/ Rear strut (ri)		= 8-stellig = 8-digits
VA Feder (re)/ Front spring (ri)		
HA Feder (re)/ Rear spring (ri)		

### Käufer / Purchaser

Name/ Name	<b>John</b>	Vorname/ Prenome	<b>Doe</b>
Straße/ Street	<b>111 W. KW St.</b>	PLZ/Wohnort/ Zip Code/City	<b>Clovis, CA 93612</b>
Telefon oder E-Mail/ Phone or E-Mail	<b>555-555-5555</b>	Rücksende-Nr./ Return no.	

### Fahrzeugangaben / Vehicle data

Fahrzeughersteller/ Vehicle manufacturer	<b>Mitsubishi</b>	Fahrzeugtyp/ Type	<b>Evolution 9</b>
Motor (Hubraum)/ Engine (Cubic cap.)	<b>4G63</b> <input type="checkbox"/> Benzin/Petrol <input type="checkbox"/> Diesel/Diesel	Leistung/ Power	<b>300 hp</b>
Baujahr/ Year of manufacture	<b>2006</b>	KM-Stand/ Mileage	<b>90,000</b>
Zulässige VA-Last/ Max. front axle load	<b>not needed</b>	Zulässige HA-Last/ Max. rear axle load	<b>not needed</b>
Fahrgestell-Nummer/ Vehicle identification number			
Bauart/ Design	<input type="checkbox"/> Schrägheck/ Hatchback <input checked="" type="checkbox"/> Stufenheck/ Sedan <input type="checkbox"/> Coupé/ Coupé <input type="checkbox"/> Cabrio/ Convertible <input type="checkbox"/> Kombi/ Station wagon	Allrad/ Four wheel drive <input checked="" type="checkbox"/>	
Sonderausstattung (z.B. Klimaanlage, Sportpaket, Rad-/Reifenkombination, Distanzscheiben, Car-Hifi ...)	Extra equipment (e.g. air conditioning system, sports package, special wheels/tires, wheel spacer, car-hifi ...)		

### Beschreibung der Beanstandung / Description of problem

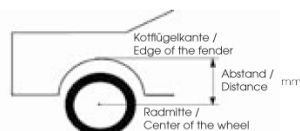
**Please state the issue.**

**EXAMPLE: Front Dampers are leaking.**

### Bitte nachstehende Maße ermitteln / Please check following measurements

Abstand zwischen Radmitte und Kotflügelkante  
(Fahrzeug muss auf einer ebenen Fläche stehen)

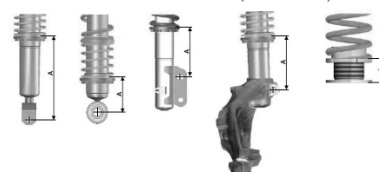
Distance between the center of the wheel and the fender  
(Vehicle must stand on an even surface!)



VA rechts/ Front right	<b>13in./330mm</b>	HA rechts/ Rear right	<b>13in./330mm</b>
VA links/ Front left	<b>13in./330mm</b>	HA links/ Rear left	<b>13in./330mm</b>

Kotflügelkanten gezogen?  
Pulled fender borders? ☐ VA/Front ☐ HA/Rear

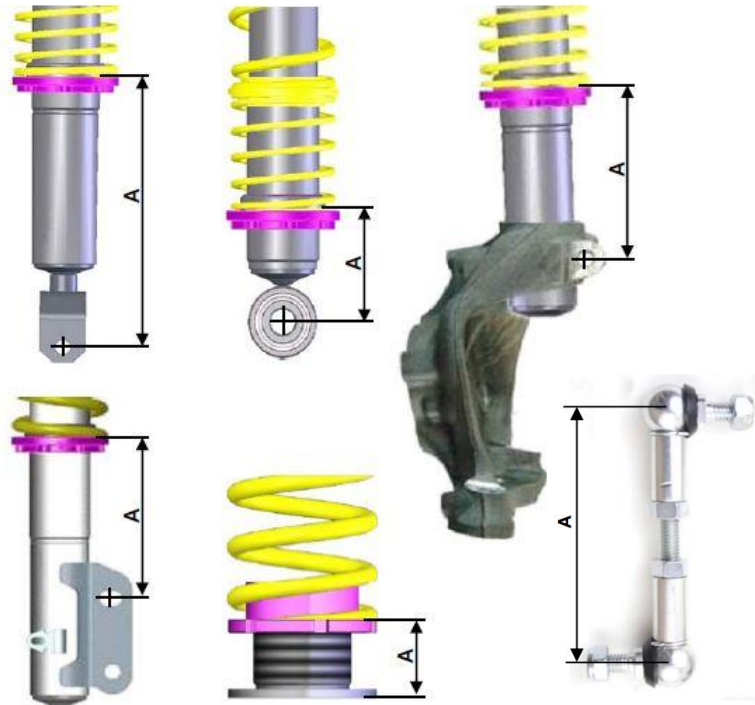
Restgewinde (bei Gewindefahrwerken)/  
Distance of thread (for coilovers)



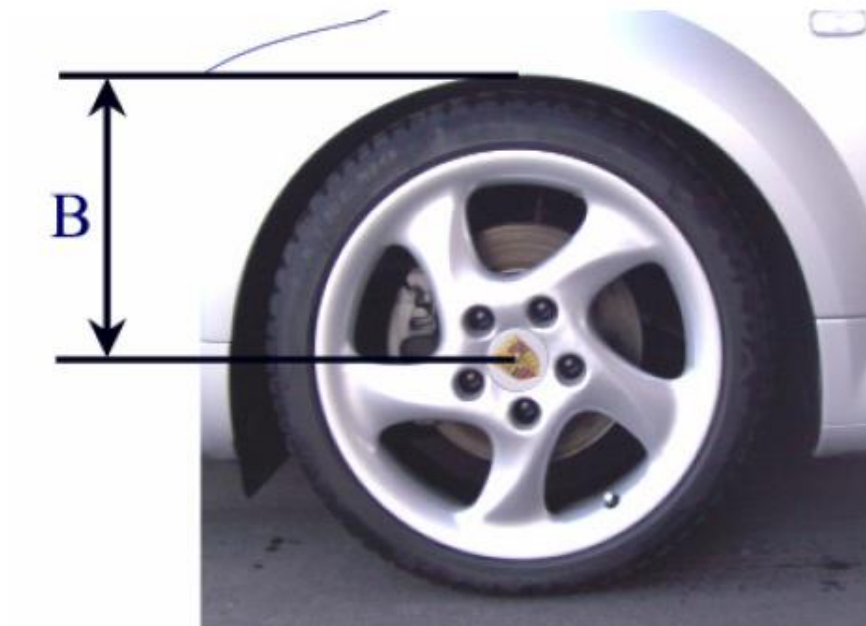
VA rechts/ Front right	<b>10 mm</b>	HA rechts/ Rear right	<b>20 mm</b>
VA links/ Front left	mm	HA links/ Rear left	mm

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## Finding the "A" Measurement *measured to the bottom of the spring*



## Finding the "B" Measurement *also referred to as "Hub-to-fender"*



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## ***Locating the ART Number (ART NR.:)***

*The ART number is the part number specific to your strut assembly, and may differ from left to right. Must be 8 digits.*



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## ***Example of bare shock assembly***

*Shocks should be sent in without any springs, accessories or top mounts. Additional fees may apply for top mount disassembly and removal.*

