

Shop Complaint / Claim Form

- ✓ To submit, complete all sections of form. Mark "na" if not available.
- ✓ If submitter is unable to answer or complete form, contact TAT Technical Services.
- ✓ TAT Technical Services will not respond until all applicable information is received.



Submitter Information	
Name:	Date:

Customer Information		
	Collision Shop	Jobber
Business Name:		
Address:		
Contact Person (Full Name):		
Telephone No.:		
Email Address		
TAT TM:		

Vehicle Information		
Make:	Model:	Year:
Color:	Color Code:	
Repair Date:	Repair Order:	
Areas Painted: <input type="checkbox"/> Overall <input type="checkbox"/> Hood <input type="checkbox"/> Fender <input type="checkbox"/> Bumper <input type="checkbox"/> Door <input type="checkbox"/> Trunk <input type="checkbox"/> Qtr Panel <input type="checkbox"/> Deck Lid <input type="checkbox"/> Roof <input type="checkbox"/> Other:		
Substrate (Circle): <input type="checkbox"/> Bare metal <input type="checkbox"/> Old Finish <input type="checkbox"/> OEM Finish <input type="checkbox"/> Plastic <input type="checkbox"/> Other (specify):		
Repair Description:		
✓ Submit form with copy of original, itemized repair work order by collision repair shop.		

Description of User Issue / Nature of Complaint	
Brief Description (Check one)	
<input type="checkbox"/> Die back <input type="checkbox"/> Solvent pop <input type="checkbox"/> No dry <input type="checkbox"/> Loss of Adhesion <input type="checkbox"/> Shrinking <input type="checkbox"/> Swelling <input type="checkbox"/> Fish Eyes <input type="checkbox"/> Blistering <input type="checkbox"/> Orange peel <input type="checkbox"/> Yellowing <input type="checkbox"/> Other (specify):	
Detailed Description of Problem:	

General Information		
	Yes / No	Date
Has the Transtar Rep. been contacted?		
Has the Distributor been contacted?		
Has the Transtar Tech Rep been contacted?		
Has the vehicle been inspection by a Transtar Rep.?		
Will Samples be sent for evaluation?		
Will Photos be sent?		
Will Paint Chips be sent for evaluation?		
<ul style="list-style-type: none"> ✓ <i>Submit form with photos of vehicle, paint chip sections, etc. *** Important: Include multiple photos and chips.</i> ✓ <i>Identify photos by date, repair process, etc.</i> ✓ <i>Insert paint chip samples in a protective envelope or baggy.</i> 		

Product(s) Used in Original Repair		
List all. Include product name & item number below.		
	Transtar Products <small>Include Batch number for all TAT Products</small>	Other products/brands
Surface Cleaner/Prep		
Metal Prep		
Self Etch Primer		
Primer & Activator		
Primer Surfacer & Activator		
Primer Sealer & Activator		
Color System Reducer Activator		
Clearcoat Reducer Activator		
Other Additives		
<i>Submit form with Transtar product samples, batch codes, etc.</i>		

Facility & Environment Information			
Booth Type	<input type="checkbox"/> Cross-Draft <input type="checkbox"/> Down-Draft <input type="checkbox"/> Semi-Down Draft <input type="checkbox"/> None		
Booth Air Movement	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High		CFM:
	Test Method:		
Spray Temperature	°F °C	Humidity:	%
Compressor	Tank – Size:	Motor Size:	
Air Filtration	Brand:	Model:	

Mixing, Surface Preparation & Application Information

Procedure	Applied Yes or No	Sanding Operation Grit - Wet/Dry	Mix Ratio	No. of Coats	Flash time between coats	Force Dry Yes or No	Bake Temp	Bake Duration
Water & Detergent wash								
Wax & Grease Remover								
Body Filler								
Metal Prep								
Self Etch Primer								
Primer & Activator								
Primer Surfacer & Activator								
Primer Sealer & Activator								
Color System Reducer Activator								
Clearcoat Reducer Activator								
Other Additives								

Color Sand & Buff

Grit(s) of Paper:			
Method:	<input type="checkbox"/> Full Panel	<input type="checkbox"/> Denib	<input type="checkbox"/> Wet Sand <input type="checkbox"/> Dry Sand
Polish – Brand/Product:			
Polishing Pad	<input type="checkbox"/> Wool	<input type="checkbox"/> Foam	

Spray Equipment

	Make	Model	Needle/Nozzle Size
Primer			
Sealer			
Color			
Clearcoat			

Other Information on Process, Environment, etc.

Submit form and all materials to Transtar Technical Services. Evaluation will begin upon receipt of all required materials.