



Warranty Y/N	No      Yes      If yes, <b>STOP</b> . File warranty claim on NPPI service dealer portal.	<b>KUBOTA</b> <b>DOWNTIME CARD</b> <b>Use only for downtime over 7 days</b> To receive half hour admin payment, please contact Ken Scamp at k.scamp@nppl.com or Dan Wencel at d.wencel@nppl.com.
Failure Date		
Job Complete Date		
Engine SN		
Key failed Part #		
Name of Service Location		

### # of Days

	<b>From:</b> Failure date <b>To:</b> Customer contacting Service Location	
Pick one	<b>To:</b> Customer moving equipment to Service location	
	<b>To:</b> Service location Traveling to equipment	
If customer moved the equipment to service location	<b>From:</b> Equipment arriving at Service location <b>To:</b> Initial Diagnostic	
Indicated time spent at each step (as necessary)	<b>To:</b> Diagnosis without outside assistance	
	<b>To:</b> Diagnosis with Distributor assistance	
	<b>To:</b> Diagnosis with KEA assistance	
If part was requested to be returned	<b>From:</b> Part leaving service location <b>To:</b> Part determination/judgment	
If part was not in-stock at the Service location	<b>From:</b> Service part ordered <b>To:</b> Service part received	
	<b>To:</b> Part Installation- Job Complete	

**Use only for downtime over 7 days** - Total Equipment Downtime

Complaint:
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Cause:
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Correction:
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Please tell us the main reason the repair took over 7 days.
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