



---

**To Initiate a Filter Claim or Quality Complaint with the FRAM Filtration Product Warranty Claims Team please use one of the following methods:**

**1) Call the toll free Product Evaluation Team Hotline**

**Mon-Fri 8:30 a.m. – 4:30 p.m. Eastern Time**

**888-889-8374 (1-419-661-6890 outside the USA or Canada)**

**OR**

**2) Send an e-mail to:**

**prodeval@FramGrp.com**

**OR**

**3) Send a fax to 1.419.661.6885**

NOTE: The following information is **required** to process a warranty claim or quality complaint:

- Brief Description of Failure:
- Model/Stock No (date code when available):
- Type of Product:
- Vehicle Year:
- Vehicle Make & Model:
- Vehicle VIN:
- Vehicle Engine Size:
- Dollar Amount Requested (estimate):
- Claimant's Name & Contact Information:

*(Claimant is considered the party that suffered the loss or the party we would settle with if the product is found to be non-conforming)*

- Phone number:
- Physical Address:
- Email Address:

Further instructions and retrieval kit (if required) will be sent to you from FRAM Filtration.

Sincerely,  
Service Champ Customer Care Team