



Brake Assy Request Form

Bikes (6300,6400,P-UB,P-RB,E-UB,E-RB,S-UB,SRB)

Brake Assemblies are being requested for a “slipping” issue. When the Brake Assy’s are returned to Star Trac and tested, they are found not faulty.

A bulletin has been written (637-1306) to determine the cause of the slipping and offer a solution.

If you are requesting Star Trac replace a Brake Assy on any bike under warranty, this form must be filled out before warranty replacement will be made.

Fill in this form for each Brake Assy that is requested. When returning the Brake Assy(s), attach the correct form with the Brake Assy that was on the product with the serial number recorded on the form.

Once the form(s) are filled in and ready, fax them back to Star Trac to 714-669-0739 (fax).



Customer Services Bulletin

*****URGENT*** Brake Assy Request Form**

Technician/Service Provider Info	
Technician Name:	
Tech Company:	
Customer Number:	
On Svc Work Order #:	
Tech Office Phone:	
Tech Cell Phone:	<i>optional</i>

Location Info	
Location Company:	
Loc Tech Name:	<i>If doing work yourself</i>
Loc Contact Person:	
Loc City, State:	
Loc Phone:	

Serial Number: Enter the COMPLETE serial number

Brake Assy PN: If known

If an order has already been started for part replacement, enter that reference number below. If not, leave blank.

Warranty Replacement Order Number: REFxxxxx or Slxxxxx if known

Is the Drive belt in good condition (Doc: 637-1306 Fig. 6) Yes No

Did you...

- Check for belt debris? (Doc: 637-1306 Step 1 and Fig. 6)
- Check belt tension (Doc: 637-1306 Steps 2 thru 5)
- Adjust spring (Doc: 637-1306 Step 5 - Bullet 2 and Fig. 7)

Additional Notes: _____

***** Fax this form to Star Trac to 714-669-0739 (fax) *****

**Attn Star Trac TSR: Please review and process this request immediately.
If any questions, contact the person requesting the Brake Assy at the info recorded above.**