



# REQUEST AND RELEASE OF BENDIX® ELECTRONIC CONTROL UNIT (ECU) DATA DOWNLOAD

## **SECTION 1: OVERVIEW**

Use this form to request and release Bendix® Electronic Control Unit (ECU) data downloads and to track custody of any component(s) removed from your vehicle and sent to Bendix Commercial Vehicle Systems (Bendix). **NOTE:** THERE IS A DATA EXTRACTION FEE OF \$1,000.00 USD. Prior to shipment, this completed form must be emailed to [eventlogreporting@bendix.com](mailto:eventlogreporting@bendix.com). Following removal from the vehicle, send the component(s), this completed form, and a check made payable to Bendix Commercial Vehicle Systems for \$1,000.00 USD to:

Bendix Commercial Vehicle Systems  
Event Log Reporting # NE1332  
35500 Chester Road  
Avon, Ohio 44011

The component(s), the completed form, and the check for \$1,000.00 USD must be received prior to the start of any download by Bendix.

### EXCLUSION OF INCIDENTAL, CONSEQUENTIAL, AND CERTAIN OTHER DAMAGES:

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL BENDIX, ITS SUBSIDIARIES, AFFILIATES, SUPPLIERS, OR APPROVED SERVICE PROVIDERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS OR CONFIDENTIAL OR OTHER INFORMATION, FOR BUSINESS INTERRUPTION FOR PERSONAL INJURY, FOR LOSS OF PRIVACY, FOR FAILURE TO MEET ANY DUTY INCLUDING THOSE OF GOOD FAITH OR REASONABLE CARE FOR NEGLIGENCE, OR FOR ANY OTHER PECUNIARY OR OTHER TYPE OF LOSS WHATSOEVER) ARISING OUT OF OR IN ANY WAY RELATED TO THE LOSS OF THE ECU, THE USE OF OR INABILITY TO USE THE DATA DOWNLOAD, THE PROVISION OF OR FAILURE TO PROVIDE EVENT REPORTS, OR OTHERWISE UNDER OR IN CONNECTION WITH ANY PROVISION OF THIS AGREEMENT, EVEN IN THE EVENT OF THE FAULT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, BREACH OF CONTRACT, OR BREACH OF WARRANTY OF BENDIX OR ANY SUBSIDIARY, AFFILIATE, OR SUPPLIER, AND EVEN IF BENDIX OR ANY SUCH SUBSIDIARY, AFFILIATE, SUPPLIER, OR APPROVED SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## **SECTION 2: CONTACT INFORMATION**

**ALL FIELDS ARE MANDATORY. Please TYPE all information to avoid processing delays.**

	<b>REQUESTOR INFORMATION</b> <i>The person requesting the data download.</i>	<b>VEHICLE OWNER</b> <i>The person/company that owns the vehicle.</i>	<b>REPORT/ECU RECIPIENT</b> <i>The person to which Bendix will return the report(s) and ECU(s).</i>
<b>NAME</b>			
<b>COMPANY</b>			
<b>FULL MAILING ADDRESS</b> <small>(Including country)</small>			
<b>PHONE</b> <small>(Including area or country code)</small>			
<b>EMAIL</b>			



Depending on the product type and version, Bendix® Electronic Control Units (ECUs) may store data related to troubleshooting, diagnostics, service needs, vehicle system operating status, and vehicle operator inputs. No personally identifying data (e.g. name, gender, or age) is recorded. Bendix will not access stored ECU data or share it with others except: with the consent of the vehicle owner; in response to an official request by law enforcement or other governmental agency; as part of Bendix's defense of litigation; or, as otherwise required by law. Data that Bendix receives may also be used for research purposes or made available to others for research purposes, where a need is shown and the data is not linked to a specific vehicle or owner.

Bendix®-brand Electronic Control Units (ECUs) are not designed to store data for purposes of accident reconstruction, and Bendix® ACom® PRO™ Diagnostic Software is not intended to retrieve data for purposes of accident reconstruction. Bendix makes no representations as to the accuracy of data retrieved and interpreted from ECUs for purposes of accident reconstruction. Bendix does not offer accident reconstruction services or interpretation of stored data. Bendix ECUs are not protected from fire, loss of power, impact damage, or other conditions that may be sustained in a crash situation and may cause data to be unavailable or irretrievable.

### **SECTION 3: VEHICLE AND COMPONENT INFORMATION**

When requesting an ECU data download from Bendix components, a single form can be used when sending in multiple components for download. It is essential that this is if filled out completely. Please list the serial number for each component you are sending. It is also strongly recommended to send in a clear photo of the label of each component.

Note the following exceptions:

- **Bendix® Antilock Braking System (ABS) ECU:** It is not required to send in the brake ECU if you are requesting a Bendix Data Recorder (BDR) report. The ABS Diagnostic Trouble Code (DTC) report in HTML format (for Bendix® ACom® Legacy) or a ZIP file (for Bendix® ACom® PRO™ Diagnostic Software) is required for Bendix to generate the BDR report. Bendix recommends you submit the DTC report on a USB/thumb drive accompanied by the required items noted in *SECTION 1: OVERVIEW* of this document. Incomplete or missing materials will lead to delays in processing.
- **Bendix™ AutoVue® 3G Camera (Grey):** Please do not send in this camera as there is no data that can be extracted.
- **Bendix™ FLR-21™ (Forward Looking Radar):** The only data that is available is the DTC report from the radar. Please do not send in this radar as there is no data that will be extracted.
- **Bendix™ AutoVue®/SafetyDirect® ECU:** If video capture is not enabled, there is no there is not extractable data.

### SECTION 3 (CONTINUED): VEHICLE AND COMPONENT INFORMATION

ALL FIELDS ARE MANDATORY. Please TYPE all information to avoid processing delays.

VEHICLE IDENTIFICATION NUMBER (VIN)	
VEHICLE TRUCK NUMBER	
VEHICLE MAKE	
VEHICLE MODEL	

REQUIRED DIAGNOSTIC TROUBLE CODE (DTC) REPORT	<b>Check All That Apply</b>		SERIAL NUMBER	PHOTO OF COMPONENT(S) SENT TO BENDIX <i>Add images here or at the end of this form</i>
	Antilock Braking System (ABS) DTC Report (HTML format Bendix® ACom® Legacy; ZIP file for Bendix® ACom® PRO™ Diagnostic Software)			
Submit the USB/thumb drive, along with the other items noted under SECTION 1: OVERVIEW. The USB/thumb drive will not be returned.				
COMPONENT(S) REMOVED	<b>Check All That Apply</b>		ECU SERIAL NUMBER	
	Bendix™ SafetyDirect® Processor (SDP)			
	Bendix™ AutoVue® Electronic Control Unit (ECU)			
	ABS ECU			
	Bendix™ FLC-20™ Camera (Black)			
	Bendix™ AutoVue® 3G Camera (Gray)	<b>DO NOT SEND IN. THIS ECU WILL NOT BE PROCESSED.</b>		
	Bendix™ FLR-21™ (Forward Looking Radar)	<b>DO NOT SEND IN. THIS ECU WILL NOT BE PROCESSED.</b>		
COMPONENT(S) REMOVED FROM VEHICLE	Removed From Vehicle By (Name)			
	Removal Date			
	Removal Time			
COMPONENT(S) SENT TO BENDIX <small>Component(s) must be sent via FedEx or UPS in order to provide tracking information</small>	Date Sent to Bendix			
	Sender Name			
	Sender Signature			
	Carrier Name	FedEx [ ] UPS [ ]	Tracking Number	

### SECTION 4: INCIDENT INFORMATION

ALL FIELDS ARE MANDATORY. Please TYPE all information to avoid processing delays.

IS THIS REQUEST THE RESULT OF AN ACCIDENT?	Yes	No
ARE YOU A CURRENT SAFETYDIRECT® CUSTOMER?	Yes	No
DATE OF INCIDENT		
TIME OF INCIDENT		
TIME ZONE OF INCIDENT		

CUSTOMER		SHIP TO	
NAME		NAME	Bendix Commercial Vehicle Systems
ADDRESS (STREET NUMBER/NAME)		ADDRESS (STREET NUMBER/NAME)	Event Log Reporting # NE1332 35500 Chester Road
ADDRESS (CITY AND STATE)		ADDRESS (CITY AND STATE)	Avon, Ohio USA
ADDRESS (ZIP/POSTAL CODE)		ADDRESS (ZIP CODE)	44011
CONTACT NAME			
CONTACT PHONE			
EMAIL		EMAIL	eventlogreporting@bendix.com
CUSTOMER REFERENCE NUMBER		BENDIX REFERENCE NUMBER	

**ALL FIELDS ARE MANDATORY.**

CUSTOMER NAME	
REQUESTOR SIGNATURE	
REQUESTOR NAME (PRINTED)	
DATE (MONTH / DAY / FOUR-DIGIT YEAR)	

**RECAP OF ITEMS NEEDED**

- This form must be completed in its entirety.
- Package any and all components carefully to prevent damage during transit.
- Prior to shipment, this completed form must be emailed to [eventlogreporting@bendix.com](mailto:eventlogreporting@bendix.com).
- Send the component(s), this completed form, and a check made payable to Bendix Commercial Vehicle Systems for \$1,000.00 USD to the address provided in *SECTION 1: OVERVIEW*.

**NOTE: This form is required to accompany any product returned to Bendix. If this form is not included with the shipment, contents may be lost and it WILL lead to long processing delays.**

**After the components/reports are received, the expected processing time is 4-6 weeks from the date of receipt by Bendix. During times of high volume, expected processing time will be greater.**

Email all questions to [eventlogreporting@bendix.com](mailto:eventlogreporting@bendix.com).

**SECTION 5: INTERNATIONAL SHIPPING**

**ALL FIELDS ARE MANDATORY.**

**For international shipping only. Not needed if shipping within the United States.**

**All information is required in order for the return of the ECU to the customer.**

**Any duties or fees associated with this shipment will be charged to your Bendix account.**

CARRIER	
ACCOUNT	
ACCOUNT ZIP CODE	
ACCOUNT COUNTRY CODE	

