



Number: FS-2013-01

Date: March 6, 2013

Model: All

Approved:

Robert L. Birdwell, Executive Director
Quality Control & Field Service

Subject: Warranty Instructions

This bulletin will provide instructions for ordering warranty parts, filing warranty claims and returning warranty parts.

Warranty procedures are sent with packets of claims, but many properties use their own claim forms and thus may not see these instructions.

These instructions are meant to clarify and simplify Gillig's standard procedures for warranty, but do not cover contractual differences as necessary.

How to order warranty parts:

1. Determine part(s) being ordered by referring to the parts manual for the specific bus in question. If the part can't be found or isn't listed, you can call Gillig's Warranty Parts Specialist at 510-264-5076 or Warranty Administrator at 510-264-5078.

2. Call or email the Warranty Parts Specialist, (510-264-5076), between the hours of 5:00 am and 3:30 pm, Pacific Time during the work week, or email the request to "warrantyparts@gillig.com". Be prepared to provide the following information:

- A. Gillig part number***
- B. Quantity***
- C. Description of part***
- D. VIN, (last 6 digits of VIN)***
- E. Mileage at failure***
- F. Description of failure***

RLB:rlb

Gillig, LLC
25800 Clawiter Road
Hayward, CA 94545
(800) 735-1500
(510) 785-1500
FAX: (510) 785-1348
BB@Gillig.com

If bus is within the base bus warranty, Gillig will ship the warranty part(s) to your location. Parts will be sent prepaid, best way, (normally second day). If the part is needed there the next day, it can be sent overnight and the difference of shipping cost will be charged back.

A goldenrod copy of the "Sales Order/Return Authorization" form will be mailed, and should be returned with the defective part(s). Defective parts should be sent to:

***Gillig, LLC
ATTN: RGA # _____
25800 Clawiter Road
Hayward, CA 94545***

PARTS THAT ARE REQUESTED TO BE RETURNED SHOULD BE SENT WITHIN 30 DAYS. IF THE PART(S) IS NOT RETURNED WITHIN THAT TIME, THE COST WILL BE INVOICED BACK.

If the bus is outside the base bus warranty, but the failed component still has warranty due from the supplier, the part will need to be purchased from Gillig's Parts Department, which can then be claimed on an "Application For Warranty" form. Gillig will roll that over to the supplier, and whatever reimbursement the supplier makes will then be forwarded to the end user.

Part Return Procedure:

Defective part(s) should be returned to Gillig within 30 days of receipt of Gillig's Return Goods Authorization, (RGA).

All parts should be capped or plugged to prevent leakage, if applicable. Excess dirt or grease should be removed to facilitate handling.

Parts should never be sent "COD". Gillig may provide a call tag, or the shipping cost can be included on the Application For Warranty.

Part(s) must be tagged with the following information:

- A. Last 6 digits of the VIN***
- B. Date In Service & Mileage at Failure***
- C. Concise reason for removal***
- D. Bus Owner's Name/Name of Transit Agency***

Goldenrod copy of SALES ORDER/RETURN AUTHORIZATION must be included with part(s).

Either the goldenrod copy of Gillig's Application For Warranty form, or a copy of whatever warranty claim form is used should come back with the part(s).

How to fill out an Application For Warranty Form:

Because Gillig has to report each warranty claim to NHTSA in specific component "buckets", claims must have only one bus per claim and one defect per claim. Sometimes we can process multiple buses per claim if all the VIN's & mileages are listed and the failure and repair times are identical.

Because we use the information listed on the Applications For Warranty to detect failure trends, and make improvements, failure descriptions such as “B.O.” and “Inop” or “Found Bad” will not suffice. The reason for removal and any troubleshooting procedures should be included to help expedite claims. We prefer the Repair Order be attached to the claim.

Warranty repairs exceeding standard repair times should have prior authorization to prevent large cuts in reimbursement. To obtain prior authorization, please call the Warranty Administrator at 510-264-5078 between the hours of 6 AM and 2 PM (Pacific Time).

Claims for normal replacement items, such as light bulbs, and mechanical adjustments are not normally approved unless their failure was caused by a warrantable defect. In addition, consumables such as belts, tires, brake linings and drums are not warrantable, unless their failure was due to a warrantable defect of another component.

Warranty Claims should be submitted to Gillig within thirty days of the date of failure. Claims can be mailed in to Gillig at:

**Gillig, LLC
25800 Clawiter Road
Hayward, CA 94545
ATTN: Warranty Administrator**

Or emailed to: “warrantyclaims@gillig.com”.

Gillig will provide warranty claim forms when requested. Both ‘hard’ claims and an electronic version of the Application For Warranty form is available.

It is not necessary to use Gillig pre-printed forms, but any form used will need the following information:

- #1 - Unique Claim Number, (must be pre-approved by Gillig Warranty).**
- # 2 - Date claim is being filled out**
- # 3 - Last six digits of the VIN**
- # 4 - Coach Number**
- # 5 - Bus Owner, or Bus Property Name**
- # 6 - Date bus placed in Revenue Service**
- # 7 - Odometer or Hub mileage at time of failure**
- # 8 - Date of Failure**
- # 9 - Where Repaired (if not at the owner’s property)**
- # 10 - If Claim concerns the Engine, the Engine Serial Number**
- # 11- If Claim concerns the HVAC, the Air Conditioning Unit Serial Number**
- # 12 - If Claim concerns the Transmission, the Transmission Serial Number**
- # 13 - Complete description of failure, (Repair Order preferred)**
- # 14 - Were any parts used? (Yes or No)**
- # 15 - Description of parts used with the Gillig Part Number**
- # 16 - Price of the part(s) unless provided by Gillig**

- # 17 - Number of parts used**
- # 18 - Provide subtotal for each part**
- # 19 - Total all the parts used for this claim**
- # 20 - Provide contractual warranty labor rate**
- # 21 - Number of hours worked**
- # 22 - Multiply number of hours by the labor rate for the total labor claimed**
- # 23 - Work done by outside firm or tow to be entered and copy of invoice attached**
- # 24 - Total Sublet cost(s)**
- # 25 - Total amount for the claim**
- # 26 - If bus is in California and claim is emission-related, Engine Hours (from ECM or hourmeter)**
- # 27 - Name & Contact Information of warranty person to answer any questions of claim**
- # 28 - Email or Phone Number for person having knowledge of claim**
- # 29 - Name & Contact Information of person who submitted claim**
- # 30 - Email or Phone Number for person who submitted claim**
- # 31 - Address of where to send reimbursement or parts credit.**

See copy of claim with corresponding numbers to indicate where to put the above information on Page 5.

Gillig will pay at the direction of the bus owner, not the hired contractor or repair shop, until and unless the bus owner directs it.

Gillig cannot pay an invoice not made out to Gillig, unless listed as a sublet on the claim.

**FIELD
SERVICE
BULLETIN**



CLAIM #1

25800 CLAWITER ROAD
HAYWARD, CALIFORNIA 94545
(510) 785-1500
FAX (510) 785-1348

APPLICATION FOR WARRANTY CLAIM

UNIT SERIAL NO. #3 _____ DATE #2 _____
 OWNER #5 _____ BUS OR COACH NO #4 _____
 MILEAGE AT FAILURE #7 _____ IN SERVICE DATE #6 _____
 WHERE REPAIRED #9 _____ DATE OF FAILURE #8 _____
 ENGINE SERIAL # #10 _____ A/C SERIAL # #11 _____
 TRANSMISSION SERIAL # #12 _____

DESCRIBE REPAIRS REQUIRED AND ATTACH COPY OF REPAIR ORDER #13
 (DESCRIPTION OF FAILURE MUST BE SPECIFIC)

PARTS USED: #14	PRICE		
	PRICE EACH	QTY USED	SUBTOTAL
PART NUMBER			
#15	#16	#17	#18
LABOR RATE #20 _____ /HR #21 _____			
1.			
2.			
SUBLET (ATTACHED INVOICE COPIES)	PARTS	LABOR	TOTAL
1. #23			

PARTS TOTAL \$ #19
 LABOR TOTAL \$ #22
 SUBLET TOTAL \$ #24
 GRAND TOTAL \$ #25

NOTE: IF CALIFORNIA BUS, NEED ENGINE HOURS FROM HOURMETER OR ECM #26

NAME/PHONE OF CONTACT FOR ADDITIONAL INFO #27 _____ // _____
 E-MAIL ADDRESS(ES) #28 _____ // _____
 SUBMITTED BY / PROPERTY NAME & ADDRESS #29 _____
 E-MAIL ADDRESS(ES) #30 _____
 REIMBURSEMENT NAME AND ADDRESS (IF DIFFERENT FROM ABOVE) #31 _____
 E-MAIL ADDRESS(ES) _____

NOTE: Warranty will be denied if the defective material is not received by GILLIG within 30 days of the failure date.