



**Buzz Here! This note is for your technicians and warranty personnel.**

**Subject: Carolina Thomas Bus Buzz #13 with a warranty tip to prevent issues on CPWA claims on lights.**





**This Carolina Thomas Bus Buzz #13 is very brief but important. This will help ensure that your warranty claims are paid properly and quickly when filing a claim for a failed light.**





**After we process your claims we send a copy and the failed part to the actual vendor that makes the part. In this case, we are discussing lights on the bus.**





**The manufacturers are asking for the position of the light on the bus when it failed. If we cannot provide that they are kicking the claim back to us for insufficient information.**





**Can you please assist us here? We need to know where the light was located for the claim. Examples: Left front marker light or right license plate light or right turn signal, etc., etc. I hope this helps us help you better.**





I.e. Left, center, or right front clearance light



Just tell me where the light is.



I.e. Right front marker

I.e. Left license plate light.



**As always we  
appreciate your  
business and your  
support. Thank you!**

