



## Three C's for CT

This Carolina Thomas Bus Buzz is providing information on the three (3) C's required when using your CPWA.





CT = Carolina Thomas

### Three C's

When you need a warranty part/labor and reimbursement we need the three C's.

1. Complaint = What is the issue.
2. Cause = Reason for issue.
- \*3. Correction = What did you do to fix the issue? What steps did you take to diagnose and troubleshoot and then steps to repair or replace the part.



## **Three (3) C's**

### **Complaint, Cause, Correction**

**CT has to provide this information with every warranty claim to the respective manufacturer. No exceptions.**

**Some repairs are simple (i.e. clearance light) but some are more involved. Tell us what you are doing so we always file properly.**



# **CPWA = Customer performed warranty agreement.**

We have a CPWA contract signed and executed with each County. This allows you to perform minor warranty repairs at your location and saves you time and money so you do not have to take the bus to an authorized dealer.

Moving a bus usually takes two people to get the bus to a dealer and then two people to pick it up when repaired so we set this up to save you time and money and so it would be more convenient for you. We can reimburse you for parts and labor when you provide us the three (3) Cs, the parts are returned, and we have a TD18 properly filled out...(signed, dated, and the 3 Cs).





**Please always provide us  
the three (3) Cs when  
returning your TD18.**

**Please make sure your TD-  
18's have this information.**

**Please call us at 1-800-440-  
3492 if you have any  
questions. We will assist  
you.**

