



**Buzz Here! Calling all
Directors, Techs, Parts
and warranty personnel.**

**Subject: Warranty
procedure training –
extremely important!**





This Carolina Thomas Bus Buzz will assist you with warranty procedures. Carolina Thomas has rules that all the different manufacturers make us follow. Sharing a few simple things with you will help us help you. Please make sure everyone knows about this.





To make this simple I am going to provide screen shots with information as examples. It is pretty easy and I know we can do this together!





In order for us to get a passing grade during our warranty audits we have to do these things.

By the way, any grade below an "A" on these audits costs Carolina Thomas money as we are charged back for otherwise legitimate warranty claims.

These procedures will help you also as rejected warranty claims are eventually billed back to you.





If you want labor credit for your warranty work you must turn in the TD-18 form with a copy of the parts invoice and the failed part.

Key areas required to be filled out on TD-18 to get labor credit- (Bare minimum information needed):

- **Date of repair**
- **County Name**
- **VIN and Mileage**
- **State Problem with bus**
- **Cause of problem**
- **State how repaired**
- **Signature- Authorization**



Why is this information required?

Date-We are required to have claims filed to the manufacturer within just a few days so we need your failed parts and paperwork returned to us within 15 days from the day you receive the part.

County Name – We get information from all counties simultaneously so this helps if we need to call you for more info.

VIN and mileage- We have to know specifically which bus the part came off of and the mileage at the time. NOTE: Multiple counties can have the same bus number so we have to have the VIN to make sure we have the correct bus. The VIN helps in getting the correct part as well.

State the problem-What is wrong with the bus? Example: License plate light does not work.

Cause of the problem- Example: Light quit working or light works intermittently or...etc.

State how repaired- Example: Replaced light or repaired wire by doing x,y and z...

Signature- We have to have authorization to do the work from you. The manufacturers require this. This is much like you signing a repair order when you drop your car off to have work done.





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PARTS INVOICE

Date: 10/12/2009
PARTS INVOICE
C06063836:001

Bill-To Customer: [Redacted]

Ship-To: [Redacted]

Parts Invoice shipped with every warranty part. Please return with the failed part.

PO#	Ship Via	Date Shipped	Reference #	Writer	Spn ID	Terms	Unit ID
WARRANTY	FGP	10/9/2009		TODD	240	10NXM	173058

Ship	B/O	Item	Superceded Part Number	Description	Bin1	List Price	Unit Price	Extended
1	0	06F/SMA 290		KIT LED STROBING FOR STOP ARM	C25D	148.61	106.98	106.98
1	0			FREIGHT OUTBOUND FAILED WARRANTY PARTS MUST BE RECEIVED WITHIN 15 DAYS TO RECEIVE CREDIT VIN# AP0968, BUS# 341, MILES 320			15.00	15.00

FAILED WARRANTY PARTS MUST BE RECEIVED BY CAROLINA THOMAS, LLC WITHIN 30 DAYS OF ABOVE INVOICE DATE FOR VALID PARTS CREDIT.

NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS: NO RETURNS AFTER 30 DAYS. 15% HANDLING CHARGE ON RETURNED PARTS. RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.

NOT RESPONSIBLE FOR GLASS BROKEN IN TRANSIT. ALL DAMAGE CLAIMS SHOULD BE FILED WITH THE FREIGHT CARRIER.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

THANK YOU FOR YOUR BUSINESS

Subtotal 121.98
Tax 8.29
Total: 130.27

Please Remit Payment to:
Carolina Thomas LLC.
PO Box 18209
Greensboro, NC 27419



Why does a copy of the Parts Invoice have to be returned with the failed part and the TD-18 in order to get warranty credit?

Think of this as your receipt when returning anything back to a store to get your money back. Please return a copy of the parts invoice back with failed part so we can issue credit.

We have to turn the failed parts in to the different manufacturers and they require this.

If you have replaced a part it is likely that another county also has done this. The invoice ensures that you get your credit. Additionally, that the proper bus and the correct technician in your shop gets credit . Many times similar parts are returned at the same time.

The parts invoice has critical information as a cross-check. It includes the VIN, your local bus #, and the mileage as we want to make 100% sure we take care of you and your bus. It is also the “time-keeper” as the manufacturers look at this to see when we sent you the part.





Again the intent of this information is to help us help you more efficiently.

If you think about this as follows maybe it will make more sense: Carolina Thomas has over 3000 buses in the state that have a 5-year bumper to bumper warranty.

If everyone can help us get the proper paperwork returned with the part we will be able to serve you faster. As you know from a previous Carolina Thomas Bus Buzz we have hired extra staff in this area and these are some additional tweaks that will greatly help you.





Some counties are even tagging their own parts with the critical information. This is a great help as there never is any confusion with their items.





**As always, thank you for
your attention and
thanks in advance for
getting this to the correct
people.**

Buzz

