



**Subject: Warranty
Information.**

**Carolina Thomas Bus Buzz #12
is being updated and
communicated again as Carolina
Thomas Bus Buzz # 28.**





We hesitate to send this as we know these warranty issues can be difficult sometimes. But manufacturers, regardless of who they are, are enforcing their warranty policies with their dealers. We are making efforts to comply.





Screen shots are provided to make this easy to understand. Please call us if you have any questions. It is pretty easy and I know we can do this together!



Here is what we need from you to provide parts and labor credit for warranty work and to pass routine warranty audits conducted randomly by manufacturers:

We must have your TD-18 form with a copy of the warranty parts invoice and the failed part.

Critical areas required to be filled out on your TD-18 to get labor and parts credit- This is bare minimum information needed for us to PASS a warranty audit:

- 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 or light is filled with water or partial LEDs are out on light. We have to state this on our warranty claim...if you do not tell us we have to guess.

Cause of the problem- Example: Light quit working or light works intermittently or lens leaked and light filled with water...etc. We have to state this on our warranty claim...if you do not tell us we have to guess.

State how repaired- Example: Replaced light or repaired wire by doing x,y and z... We have to state this on our warranty claim. Of course, sometimes it is obvious but sometimes partial LEDs are out for example and we tell them the light did not work. It is tested and if it works and since it is different than we told them we get billed for the light and the labor.

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



NC PUBLIC SCHOOL TRANSPORTATION
WORK ORDER AND MATERIAL ISSUE

DATE	PLANT	VEHICLE NO.	LIC. PLATE	VIN	MILEAGE

ORDER TYPE	PERSON RESPONSIBLE-WO	PM ACT. TYPE	DAMAGE/CAUSE	OPERATOR/PERSON RPRT.

WORK ORDER DESCRIPTION	AGENCY	R/3 ORDER NO.

Vehicle No. _____

WORK PERFORMED							
OP.	DESCRIPTION	PER ID.	HRS.	PER. ID.	HRS.	REA/WA	VMRS
010	Problem Stated						
020							
030	Cause of Problem						
040							
050	Repair performed to fix						
060							
070							
080							

MATERIAL ISSUED							
DOT/VMRS NUMBER	QTY	UM	INV. PLANT	STOR. LOC.	G/L ACCOUNT	U/PRICE	MFG. NO./TEXT
					5233		
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TECH SIGNATURE _____ END DATE _____ TIME _____

SUPERVISOR _____ DATE _____

TD-18 form with critical information (highlighted) must be returned for warranty parts and labor credit.



CAROLINA THOMAS LLC



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 GREENSBORO, NC 27409
 800-440-3492 • Fax 336-856-1250
 www.carolinathomas.com



PARTS INVOICE

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

Bill-To Customer

Ship-To

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

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



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 for the correct bus and the correct part.

We have to turn each failed part in to each different manufacturer and they require this. Some parts are serial numbered for tracking purposes.

If you have replaced a part it is likely that another county may also have 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 until the issue is corrected.

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.





As always, thank you for your attention and thanks in advance for getting this to the correct people. Please tell the techs about the complaint, cause, and repair of an issue for the TD-18.

Buzz

