



February 25, 2011

Extremely important information that requires action by your LEA personnel to avoid maintenance expenses that otherwise would be covered by warranty. Deadline for compliance is April 1, 2011.

Please get this in the hands of the folks that interact with Carolina Thomas for your warranty repairs on Thomas Built Buses. Please visit with your staff about compliance. Deadline for compliance is April 1, 2011.

Based on recent warranty audits conducted at our business by numerous component manufacturers we are required to provide certain information that comes from you during CPWA work.

Deadline: All Counties must comply by April 1, 2011 to avoid paying for parts and labor that would otherwise be covered under warranty.

All reimbursement requests for a warranty part and warranty labor MUST be accompanied by the following information on the form of your choice (TD18, our e-form, or our fax form):

- County Name.
- Date of repair.
- VIN number of affected vehicle.
- Mileage on vehicle at time of repair.
- Three Cs. Required for filing a claim.
 - Complaint – What is wrong?
 - Cause – What was your diagnosis?
 - Correction – What steps did you perform to repair? If there was troubleshooting steps taken, state them. This can often get you more reimbursement if we know what you did.
- Start and stop labor times for the technician.
- Signature authorizing repair.

After April 1, 2011 we can no longer fill in the missing information for you. We will be required to reject the claim and you will be billed for the part and receive no reimbursement for your labor. We are trying to get everyone up to speed and giving you a month to help us comply.

We want to provide warranty coverage if at possible where deserved so please help us help you. We have attached samples of warranty requests for labor and parts that are representative of complete information. Many of you use the TD18 form which is fine if we get the information that is required. If you have any questions about your information you can call us toll free at 1-800-440-3492.

There also additional resources from previous communications on our website for your reference. You can go to www.carolinathomas.com and click Service. Then click Carolina Thomas Bus Buzz. Specifically refer to Bus Buzz #12, 13, 39 and #54. These all deal with the information required for us to file a warranty claim on your behalf.

Sincerely,

Warranty Department

Warranty Department, Carolina Thomas