

*Your New Bus*

# CUSTOMER SERVICE GUIDE



*“The National Company with Local Service”*

**(770) 422-8920 ■ (800) 282-7981**

[www.nationalbussales.com](http://www.nationalbussales.com)

Mailing Address:

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**Georgia**

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Marietta, GA 30062  
770-422-8920  
Fax: 770-422-9007

**Texas**

15580 Highway 114  
Justin, TX 76247  
817-636-2365  
Fax: 817-636-2947

**North Carolina**

6600 Reames Road  
Charlotte, NC 28216  
704-399-2700  
Fax: 704-399-3070

**Virginia**

2075 W Main Street  
Waynesboro, VA 22980  
540-943-3430  
Fax: 540-337-4619

**Mississippi**

3626 Industrial Blvd  
Laurel, MS 39449  
800-282-7981  
Fax: 770-422-9007

**Arkansas**

700 South German Ln  
Conway, AR 72034  
800-282-7981  
Fax: 770-422-9007

**New Mexico**

417 Adams St SE  
Albuquerque, NM 87108  
800-282-7981  
Fax: 770-422-9007

*Now that we are partners, we want you to know  
how you can count on us for support.*

PLEASE READ ON...

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# Delivery

## QUESTIONS AND ANSWERS REGARDING THE DELIVERY OF YOUR NEW BUS

### **What to expect when bus is delivered?**

Either at the time of delivery or soon afterwards, you can expect an orientation on the product. The National Bus Sales representative with whom you have been working will provide the orientation.

Perhaps you have already received an orientation on this particular product and do not feel you need another. That is fine, but, if for any reason you would like a "refresher" orientation, we would be happy to provide it. Should you desire an orientation, please call your sales representative so we can see that one is promptly scheduled.

### **What do I do if I have problems or questions regarding the delivery of my bus?**

Call our Sales Department at **(770) 422-8920** or **TOLL FREE 1 800-282-7981**. Please let our receptionist know whether you are trying to reach the Commercial Bus Sales or Used/Pre-owned Bus Department. We will see that your needs will be promptly met!

### **What kind of maintenance procedures do I need to follow as soon as the bus is delivered to my facility?**

Of course, you will want to perform routine checks such as fluid levels, belts, hoses, and proper tire pressure. You will want to ensure all safety and operational systems are functioning properly.

National Bus Sales and/or the bus manufacturer, as part of our standard procedures, has thoroughly checked all these items before delivery to you.

### **National's Sales Directory**

#### **Sales Staff**

John Walsh	Ken Bosland	Danielle Shaw
Karla Lynch	Brent Roy	Kirsten Hal
Beth Taylor	Troy Raley	Whitney Fox
Ryan Frost	Joe Lynch	Ron Stogsdill
David Clawson	Dana Spurgeon	Stephen Smith
Trisha Horne	Erica Neebling	Ashley Hughes
Jerry Busbee	Greg Dae	Kelsey Hughes
Wayne Yates	Andrew Clawson	Teena Hardwick
Drew Hawkins	Jim Sullivan	Melissa Wells
Micah Bailey	Heather Kennedy	

# Warranty

## QUESTIONS AND ANSWERS REGARDING WARRANTY

We at National Bus Sales are eager to ensure your continued satisfaction with your new bus. There may come a time when repairs covered under your Warranty Policy are needed. The following information is provided to help you understand how to utilize the Warranty services and get your bus back on the road. It is our desire to serve you as quickly and effectively as possible.

### What is Warranty intended to do?

The Warranty Policy described in the Owner's Certificate is intended to cover the reasonable cost of making repairs to your bus for parts that fail within the designated Warranty period. Having the cost of a repair covered under the Warranty policy means you have followed all the maintenance procedures outlined in the Owner's Manual. It also means the part failed within the designated Warranty period.

The Warranty Policy does not cover routine maintenance. It, also, does not cover repairs for parts failing outside the designated Warranty period. If you have any questions, please contact our Warranty Administrator.

### When does my bus Warranty go into effect?

Your new bus Warranty goes into effect at the mileage and on the date it is delivered and/or registered, whichever comes first.

### What should I do when I need a Warranty repair?

If you have a problem, **prior to making the repair**, contact our Warranty Administrator and explain the problem in detail. Together, we will come to a solution to get your bus back into operation with the least amount of inconvenience.

Please note all repairs must have prior approval by the Warranty Administrator. Please have the following information available:

1. Body Number
2. Mileage
3. Cause of Problem
4. Approximate Repair Cost

### Who do I contact regarding Warranty questions and claims?

National Bus Sales & Leasing, Inc.  
Warranty Administrator  
Mailing Address: P.O. Box 6549 ■ Marietta, GA 30065-0549  
Shipping Address: 800 Pickens Drive Ext. ■ Marietta, GA 30062  
(770) 422-8920 ■ Toll Free 1 800-282-7981 ■ Fax: (770) 422-9007  
E-mail: [Warranty@NationalBusSales.com](mailto:Warranty@NationalBusSales.com)

# Warranty

## Where can I go for Warranty service?

Depending on the type of problem, the Warranty Administrator will discuss with you the best way to get your bus back on the road. We may ask you to return the bus to the National Bus Sales service facility or take it to another authorized Warranty service facility. If circumstances warrant, you will be given authorization to repair it at your own facility.

## What procedure do I follow when Warranty repairs are made at my own facility?

Call the National Bus Sales Warranty Administrator prior to taking any action, at that time, you will be given an authorization number. Using this number when communication with National Bus Sales will expedite the Warranty claim process for you.

Once you receive the authorization number and replacement part (if necessary) from National, you may then perform the required repair.

## How do I get parts for Warranty repairs performed at my own facility?

1. Call the Warranty Administrator for the authorization number and to request the needed parts. Warranty work performed under the National Bus Sales' Warranty Policy must use parts supplied by National Bus Sales.  
A Parts Credit can only be issued when parts approved by National are used. **USE OF UNAPPROVED PARTS MAY VOID THE WARRANTY.** In most cases, National will get parts to you within 36 hours. The procedure to follow for those rare occasions when National Bus Sales is unable to provide parts will be discussed later in this Customer Service Guide.
2. Receive the necessary parts from National and use them to make the needed Warranty repairs.
3. Complete the Warranty Worksheet, explaining in detail what you did to repair the bus, and send it to the National Bus Sales Warranty Administrator *along with the old part*.

## How do I receive credit for labor and parts if I perform the work in my own facility?

Once the Warranty Administrator has received your completed repair order and the old bus part(s), a claim will be filed accordingly, and upon receipt of a credit, we will credit your account.

### **LABOR**

1. The Warranty Administrator will authorize a credit to your account with National for the labor expense you have requested on your repair order.
2. Prior to the authorized repairs being complete, the Warranty Administrator will discuss with you the standard labor time involved for certain repairs and the amount you will be reimbursed. If there are extenuating circumstances, please discuss this prior to labor authorization.

### **PARTS**

When National Bus Sales sends you a part for Warranty repair, National will then debit your account for the cost of the part(s). When you return the old part along with your completed repair order, the claim will be filed. Once the claim has been approved for payment, your account will be credited.

# Warranty

## **What if I already have the necessary part at my own facility?**

To avoid confusion and any misunderstanding, call the National Warranty Administrator. You will be sent a replacement part, ensuring the part you use meets the manufacturer's Warranty qualification. Following this procedure ensures that your bus stays within the Warranty guidelines.

## **What do I do in those rare instances when National has difficulty in providing the necessary parts?**

Call the National Warranty Administrator. If it is determined we are having difficulty providing the parts necessary to make the repair, you will be given instructions to expedite the repair of your bus and still stay within the Warranty guidelines.

## **Does Warranty cover the cost of transporting the bus to and from authorized Warranty repair centers?**

You are responsible for the cost of transporting the bus to and from the authorized Warranty service center. However, we can provide this transportation as a service to our customers at a very reasonable cost. These rates are based upon factors such as distance, chase cars, number of buses, etc

**Please let us know if you need assistance in transporting the vehicle.**

## **Is towing covered under Warranty?**

The component manufacturer (i.e. engine or transmission) covers towing under certain conditions since it is considered a policy decision. The Owner's Manual will detail the circumstances. **Bus manufacturers generally do not cover towing.**

## **What maintenance records are required to ensure the cost of the repairs are covered under Warranty?**

As mentioned earlier, it is a good idea to register your Warranty with National Bus Sales. It is also a good idea to save all your receipts for work performed on your bus. It is important to keep accurate records of all maintenance work. In order to ensure repair costs are covered under the Warranty, you may have to show you followed all the required maintenance procedures described in the Owner's Manual.

## **What do I do when I have problems with the bus while under Warranty but can not get it in for repairs right away?**

The length of time needed to repair your bus will depend upon the severity of the problem, who does the work, and availability of necessary parts. If you bring the bus to the National facility, it is our goal to complete the repairs as quickly as possible. If we know the parts are not immediately available and you want us to make the repairs, we recommend you wait to bring the bus in until the parts arrive. If you receive authorization from the Warranty Administrator to do the work at your own facility and parts are available (which is so the vast majority of the time), we will get the parts to you via UPS the next day.

# Warranty

## **How do I receive proper credit for my Warranty claims?**

1. Before taking any action, call the National Bus Sales Warranty Administrator. You will be given instructions on exactly what to do and will be provided with an authorization number to use in all communications with us.
2. If you perform the work at your own facility, make sure you complete your repair order including all the information for parts and labor. Send this form to our Warranty Administrator.
3. If you perform the work at your own facility, make sure the old parts are returned to us with the label attached to the part. If you received authorization from the Warranty Administrator to purchase parts from an outside vendor, it is essential for you to send a copy of the invoice along with the old part.

## **How long does it take for me to receive credit for my Warranty claims?**

We want to expedite the processing of your Warranty claims. We are committed to crediting you within thirty days after we have received all the paperwork and failed parts for you.

**Note: It is extremely important to file your Warranty claim within 30 days of the repair, or your claim could be subject to disapproval.**

# Warranty

## **Customer Notes:**

# Service

## QUESTIONS AND ANSWERS REGARDING SERVICE

### **Who do I call if one of my buses needs maintenance, repair, body work, an option installed, or some other kind of service?**

Call our Service Department at (770) 422-8920 or Toll Free 1 800-282-7981. We will be pleased to help you!

### **What kinds of service work can I expect the National Bus Sales Service Facility to perform?**

National is fully prepared to meet your bus service needs. We are experts in installing special options like wheelchair lifts, wheelchair securement, air conditioners, and roof vents. We can, also, provide service as it relates to chassis and body repair.

Our service facility can meet your extremely important routine maintenance functions, ensuring all Warranty prerequisites are met.

If you need major repairs, like engine work, transmission or brake repairs, we will make sure your bus is operational as soon as possible.

If you have sustained body damage and need repairs, your needs can be met at the National Bus Sales service facility and/or Body Repair Facility.

### **What about transporting the bus to and from your facility?**

We provide transportation service for our customers at a reasonable cost. These rates are based on distance, time, chase vehicles needed, number of buses, etc. Please note, pick up and delivery of buses will be made during normal business hours, unless other arrangements are made with the Service Manager.

Our hours of operation are Monday – Friday, 8:00 a.m. – 5:00 p.m.

### **How long will it take to get my bus repaired?**

Of course, the length of time necessary to repair your bus will depend on the type of repair necessary, its severity, and the availability of parts.

It is the goal of National Bus Sales to expedite repairs. Once an assessment has been made, we will be able to give a more accurate estimate of repair time.

### **What can I expect to pay?**

National's Service Department rates are both reasonable and competitive. Each job will be evaluated so that you receive the level of service needed to best accommodate the repair. We provide written estimates upon request.

# Service

## **What kind of Warranty do I receive on the service work performed?**

Our standard policy is to provide a 90 day Warranty covering parts and labor on any service work we perform. Any other arrangements for specialized services need to be agreed upon in writing prior to the work being performed.

# Parts

## QUESTIONS AND ANSWERS REGARDING PARTS

### **Who do I call if I need parts for my bus?**

Call our Parts Department at (770) 422-8920 or Toll Free 1 800-282-7981 and we will be happy to serve you!

### **What kinds of parts do you stock?**

We specialize in parts for all brands and/or manufacturers to include Blue Bird, Thomas, International, Goshen Coach, Elkhart Coach, Turtle Top, Starcraft, Braun, Glaval, Federal Coach, General Coach, El Dorado National, Ameritrans, Arboc Mobility, Midway Specialty, Double K Trolley and more. We can provide parts for many manufacturers of school, commercial and transit buses, and we also supply parts for our variety of environmentally safe vehicles.

### **How quickly can I expect to receive the parts I order?**

Approximately 90% of all orders received by 3:00 p.m. will ship the same day. Our standard procedure is to ship parts via UPS or motor freight (F.O.B. Marietta, Georgia). Should you require guaranteed service, inform your order analyst.

### **May I come by your facility and pick up the parts I need?**

Of course! We would be happy to see you and get the parts you need while you wait. This would be an excellent time to meet face-to-face with the people responsible for servicing your account.

### **What if you do not have the parts I need in stock?**

In most cases your order can be drop-shipped from the vendor. National can expedite shipping to meet your needs. Should the vendor or manufacturer not have the component you need, we will source the part with other manufacturers to expedite shipping.

**National Bus Sales accepts checks and all major credit cards.**



## **Thank you for your business!**

“The National Company with Local Service”

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