

NATIONAL BUS SALES - WARRANTY WORKSHEET - 1-800-282-7981, FAX 770-422-9030

Repair Shop Name: _____ Body Number: _____

Address: _____ VIN#: _____

City, State & Zip: _____ Odometer Reading: _____

Contact: _____ In Service Date: _____

Phone: _____ Fax: _____ E-mail: _____

Labor Hours for Repair # 1

Cause &
Complaint # 1

Repair # 1

Labor Hours for Repair # 2

Cause &
Complaint # 2

Repair # 2

Labor Hours for Repair # 3

Cause &
Complaint # 3

Repair # 3

*Once Approval for repair is received, authorization will expire in 30 Days. Repairs CANNOT be made without prior approval. The "Warranty Worksheet" must be completed and received by the warranty administrator prior to work beginning. NOTE: Keep ALL parts replaced. Failure to do so may cause warranty claim to be denied.

Labor Rate:

Total Labor Hours:

Labor Charge:

Agree to Terms

Part # Used:

Part Cost:

Date Part Returned:

Part # Used:

Part Cost:

Date Part Returned:

Signature: _____ Date _____ Authorized by: _____

All fields in red are required and worksheet cannot be submitted incomplete. Additional information and pictures can be attached to e-mail when submitted.

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.

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.

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.