

**CUSTOMER TO DEALER
WARRANTY CLAIM FORM**

**Mack Trucks, Inc.
Volvo Trucks North America**

Dealer Name: _____

Dealer Phone: _____ Warranty Contact Person: _____

Customer Invoice or Repair Order Number: _____ Repair Date: _____

Location: _____ Contact Name: _____ Phone: _____

MackCharge or Fleet Force Number: _____

Truck Unit Number: _____ Model Number: _____ Serial Number: _____

Mileage: _____ Engine Hours: _____ In-Service Date: _____

Major Component-Model #: _____ Serial Number: _____

Parts Sales Invoice Number: _____

Complaint: _____

Cause: _____

Correction: _____

Failed Part Number (the one that caused the repair): _____

Part Number	Description	Quantity	Unit Cost	Total Cost

Parts Total = _____

Labor Hours _____ X _____ (labor rate)

Labor Total = _____

Claim Total = _____

All of the above information must be complete and the failed parts must be tagged with the truck and RO numbers and returned to the Mack / Volvo Dealer with this form. If there is a question regarding warranty coverage or parts used for repairs, please contact your nearest Mack / Volvo Dealer for answers. This form must be submitted to the dealer within 30 days of the repair date. If the claim and parts are not received promptly, warranty may be denied.

Prepared by: _____ Date: _____

Dealer Use Only	
Claim No. _____	Date Filed: _____

Guidelines for Customer Dealer Warranty Claim Form

Please understand that the local dealership has no contractual agreement with Mack / Volvo to submit claims for a customer repair. While the dealership receives a handling fee from Mack / Volvo for submitting claims, it is a nominal fee. Please patronize the dealer that is submitting your warranty claims for your parts and service work.

When using the MackCharge or Fleet Force programs to purchase parts, furnish the dealer with your account number.

The dealership is judged on the claims they submit. Please understand that dealers are not to submit claims for items which are out of warranty, which have been damaged in an accident or by abuse, which have incomplete documentation, for which the parts have been lost or misplaced by the customer, or are more than 45 days beyond the repair date.

Mack and Volvo warranty is assigned to a chassis. Make sure that each claim identifies the chassis by model and serial number.

All claims require:

- Chassis model and serial
- Miles and engine hours
- Complaint - why the chassis was brought in for repair
- Cause - what was the root cause of the complaint
- Correction - how did you repair the problem
- Parts list used in the repair
- Amount of time used

In addition, all claims need the part number of the defective part that caused the repair.

Only parts from Mack / Volvo should be used in a warranty repair.

Know your warranty. Only be learning what is covered and the time and mile limits that apply can you be sure that you are claiming everything you are entitled to.

Keep good records. Make sure that your mechanic records the serial number of all major components that he works on. If you

Expect that claim credit will take 90 days. This allows for claim preparation, shipping of parts, inspection of parts and billing cycles.

Warranty credit depends on inspection of the failed part and validation of the failure. Preserve warranty parts in a clean orderly manner and present them with the repair order to the dealership.

Warranty labor is paid by the time standards. Some repairs do not have published standards. They will be paid on the basis of what is usual, reasonable and customary for similar repairs at other facilities. If there are extenuating circumstances, they must be clearly listed for additional time to be considered.