

Identifying
Warranty, Tracking and Recovery

Prior Warranty

Opportunities Missed

Missed Brake valve warranty

P	D	V	R	S	S	D	D	V	AD	AC	AD	AL	AS	AT	AL
P1653034	Trailer	5V8VC5321GM602087	R19988	CLOSED	Unscheduled	7/24/2017	RICH'S TRANSPORT REFRIDGERATION &	018	0.00	0.00	125.00	0.00	125.00	125.00	REPLACED 2 WHEEL SEALS REPLACED RF BRAKE SHOES 2 AXEL NUT KITS, DOT AND B SERVICE
P1653034	Trailer	5V8VC5321GM602087	R19988	CLOSED	Unscheduled	7/24/2017	RICH'S TRANSPORT REFRIDGERATION &	018	136.32	0.00	0.00	0.00	136.32	136.32	REPLACED 2 WHEEL SEALS REPLACED RF BRAKE SHOES 2 AXEL NUT KITS, DOT AND B SERVICE
P1653034	Trailer	5V8VC5321GM602087	R19988	CLOSED	Unscheduled	7/24/2017	RICH'S TRANSPORT REFRIDGERATION &	PMS	0.00	0.00	50.00	0.00	50.00	50.00	REPLACED 2 WHEEL SEALS REPLACED RF BRAKE SHOES 2 AXEL NUT KITS, DOT AND B SERVICE
P1653042	Trailer	5V8VC5320GM602095	R17947	CLOSED	Unscheduled	5/22/2017	TEMP VENDOR	013	0.00	0.00	180.00	0.00	180.00	180.00	SERVICE CALL TO RELEASE BRAKES, HAD YARD DOG HOOK TO IT AND WAS ABLE TO BRAKE FREE THE LEFT SIDE FRONT AXLE BRAKES
P1653042	Trailer	5V8VC5320GM602095	R17947	CLOSED	Unscheduled	5/22/2017	TEMP VENDOR	013	0.00	0.00	0.00	0.00	0.00	0.00	SERVICE CALL TO RELEASE BRAKES, HAD YARD DOG HOOK TO IT AND WAS ABLE TO BRAKE FREE THE LEFT SIDE FRONT AXLE BRAKES
P1653046	Trailer	5V8VC5328GM602099	R11592	CLOSED	Emergency	11/8/2016	TEMP VENDOR	013	0.00	0.00	170.00	0.00	170.00	170.00	Air leak issue found ABS spring break valve exhausting air not allowing brakes to release. Replace ABS spring valve.
P1653046	Trailer	5V8VC5328GM602099	R11592	CLOSED	Emergency	11/8/2016	TEMP VENDOR	013	561.86	38.29	0.00	0.00	600.15	600.15	Air leak issue found ABS spring break valve exhausting air not allowing brakes to release. Replace ABS spring valve.
P1653046	Trailer	5V8VC5328GM602099	R11629	CLOSED	Emergency	11/8/2016	TEMP VENDOR	013	0.00	0.00	170.00	0.00	170.00	170.00	Replace ABS relay valve.
P1653046	Trailer	5V8VC5328GM602099	R11629	CLOSED	Emergency	11/8/2016	TEMP VENDOR	013	561.86	38.29	0.00	0.00	600.15	600.15	Replace ABS relay valve.
P1653046	Trailer	5V8VC5328GM602099	R13392	CLOSED		1/6/2017	STAR LEASING COMPANY	013	0.00	0.00	291.00	0.00	291.00	291.00	REAPIRED BRAKE VALVE WAS STUCK OPEN REPAIRED LOCK ROD ON DOOR
P1653046	Trailer	5V8VC5328GM602099	R13392	CLOSED		1/6/2017	STAR LEASING COMPANY	014	0.00	0.00	185.60	0.00	185.60	185.60	REAPIRED BRAKE VALVE WAS STUCK OPEN REPAIRED LOCK ROD ON DOOR
P1653054	Trailer	5V8VC5323GM602107	R15912	CLOSED	Emergency	3/21/2017	TEMP VENDOR	013	0.00	0.00	390.00	0.00	390.00	390.00	Service call
P1653059	Trailer	5V8VC5327GM602112	R17586	CLOSED	Emergency	5/10/2017	MULTI SERVICE TECHNOLOGY SOLUTIONS, INC.	013	0.00	0.00	169.17	0.00	169.17	169.17	W/O # R021002642:01
P1653086	Trailer	5V8VC5320GM607622	R16067	CLOSED		3/25/2017	GCC MOBILE TRAILER REPAIR	013	0.00	0.00	54.00	0.00	54.00	54.00	RPLC RELEASE AIR VALVE
P1653086	Trailer	5V8VC5320GM607622	R16067	CLOSED		3/25/2017	GCC MOBILE TRAILER REPAIR	013	89.50	7.38	0.00	0.00	96.88	96.88	RPLC RELEASE AIR VALVE
P1653137	Trailer	5V8VC532XGM607563	R11182	CLOSED	Emergency	10/24/2016	TEMP VENDOR	013	0.00	0.00	170.10	0.00	170.10	170.10	Repair Trailer brake valve
P1653137	Trailer	5V8VC532XGM607563	R11182	CLOSED	Emergency	10/24/2016	TEMP VENDOR	013	561.86	38.19	0.00	0.00	600.05	600.05	Repair Trailer brake valve
P1653137	Trailer	5V8VC532XGM607563	R13282	CLOSED	Emergency	1/3/2017	TEMP VENDOR	013	0.00	0.00	212.50	0.00	212.50	212.50	Repair trailer
P1653137	Trailer	5V8VC532XGM607563	R13282	CLOSED	Emergency	1/3/2017	TEMP VENDOR	013	358.25	36.10	0.00	0.00	394.35	394.35	Repair trailer
P1653168	Trailer	5V8VC532XGM607594	R13228	CLOSED		1/2/2017	ARNOLD LUERA SR.	013	0.00	0.00	10.00	0.00	10.00	10.00	CHECK AIR TANK, AIR EVAPORATED-REFILLED

6,026.64

Equipment File

Dossier Professional - Dossier - [Unit Control Form - 2689 (Tractor FWV)]

File Edit Data Entry Data Transfer Explore Reports Setup Window Help

Unit Info Meters Fuel Info Serial #s PMs Licenses/Permits Work Pending Costs Notes Warranty Documents Dossier OnBoard

Locate: 2689 (Tractor FWV)

Unit Number: 2689

Category: Tractor

Mfg. Year: 2015

Condition: Used

Date In Service: 6/30/2014

License Plate:

Fuel Type: Diesel

Serial Number: 3AKJGLD56FSGG4135

Site: FWV

All Sites

In Service

Specification	Value
Company:	Buchanan Hauling & Rigging
Location:	Fort Wayne
Fleet:	VC
Vehicle Make:	FREIGHTLINER
Vehicle Model:	CASCADIA
Year:	2015
Body Type:	Conventional
Engine Make:	Detroit Diesel
Engine Model:	DD15
Fuel Cap:	190
Trans. Make:	Fuller
Trans. Model:	FRD-16210C
Steer Tire Size:	295/75R22.5
Axles:	3
Drive Tire:	295/75R22.5
Lift Axle Tire:	NA
State Registered:	IN - Indiana
Registered Weight:	80000
Normal Use:	Local
GVW:	80000
Tare:	
Color:	WHITE
Door Height:	
Length:	
Purchase Date:	
Owner:	BHRI
Type:	
Features:	
Height:	
Previous History:	
Width:	

Meter Readings: 302033 Miles on 9/21/2017

Component Warranty

Dossier Professional - Dossier - [Unit Control Form - 2689 (Tractor) FWV]

File Edit Data Entry Data Transfer Explore Reports Setup Window Help

Unit Info Meters Fuel Info Serial #s PMs Licenses/Permits Work Pending Costs Notes Warranty Documents Dossier On-Board

	Warranty	Vendor	Start Date	Start Reading	Term	Info
1	Detroit-Ex	STOOPS FREIGHTLINER QUALITY TRAILER (STOFIN-TMS) Main Shop	07/14/2014	18	Miles	
2	Fuller	STOOPS FREIGHTLINER QUALITY TRAILER (STOFIN-TMS) Main Shop	07/14/2014	18	Miles	
3	Detroit Front Axle	STOOPS FREIGHTLINER QUALITY TRAILER (STOFIN-TMS) Main Shop	07/14/2014	18	Miles	
4	Detroit Rear Axle	STOOPS FREIGHTLINER QUALITY TRAILER (STOFIN-TMS) Main Shop	07/14/2014	18	Miles	
5	Frame & Crossmembers	STOOPS FREIGHTLINER QUALITY TRAILER (STOFIN-TMS) Main Shop	07/14/2014	18	Miles	
*						

Warranty Description for Extended Engine Coverage

The screenshot shows a software application window with a menu bar (Edit, Data Entry, Data Transfer, Explore, Reports, Setup, Window, Help) and a toolbar with various icons. Below the toolbar is a navigation bar with tabs: Info, Meters, Fuel Info, Serial #s, PMs, Licenses/Permits, Work Pending, Costs, Notes, Warranty, and Documents. The main window displays a list of items with columns for Name and Vendor. A dialog box titled 'Warranty - Detroit-Ext' is open, showing the following details:

Name: Detroit-Ext
Description: Detroit Engine Extended

WarrantyTerms

	Term	Unit of Measure
1	500000	Miles

Time: 60
Months

System Codes Under Warranty

- 040 (Engine / Motor Systems Group)
- 041 (Air Intake System)
- 042 (Cooling System)
- 043 (Exhaust System)
- 044 (Fuel System)
- 045 (Power Plant)

Close

Transmission Extended Warranty Coverage

The screenshot shows a software application interface with a menu bar (Data Entry, Data Transfer, Explore, Reports, Setup, Window, Help) and a toolbar with various icons. Below the toolbar is a navigation bar with buttons for Meters, Fuel Info, Serial #s, PMs, Licenses/Permits, Work Pending, Costs, Notes, Warranty, Documents, and Dossier On-Board. The main window displays a table with columns for Warranty, Vendor, and a date. The 'Warranty' column contains 'Front Axle', 'Rear Axle', and '& Crossmembers'. The 'Vendor' column contains 'STOOPS FREIGHTLINER QUALITY TRAILER (STOFIN-TMS) Main Shop'. The date column contains '07/14/2014'. A dialog box titled 'Warranty - Frame & Crossmembers' is overlaid on the table. The dialog box has the following fields and sections:

- Name: Frame & Crossmembers
- Description: Frame Rail and Crossmembers
- WarrantyTerms section:
 - Time: 60 (input field), Months (dropdown menu)
 - Metrics: A table with the following data:

	Term	Unit of Measure
1	750000	Miles
- System Codes Under Warranty section:
 - 010 (Chassis Group)
 - 014 (Frame Components)
- Close button

Repair Order Warning

Dossier Professional - Dossier - [Repair Order #R22134 - Unit #2712 (Tractor) FWV]

File Edit Data Entry Data Transfer Explore Reports Setup Window Help

General Parts/Labor Instructions EMs Work Pending Meters Unit Notes External Work Billing Documents

VMRS System: 045 (Power Plant) Exclude Warranty [Unit Warranty Details](#)

Mechanic/Vendor	Standard Repair	Task Status	Assembly	Component	Work Accomplished	Fail Code	Date	Time(In)	Time(Out)	Hours	Method	Rate	Co
*													

Warranty Notification

i VMRS System 045 (Power Plant) is currently covered by Unit Warranty: Detroit-Ext.

Please save parts for potential warranty claims.

OK

Part Number	Description	Standard Repair	Parts Cost	Tax	Fail Code	Total
*						

Description:

Total Tax: \$0.00
Grand Total: \$0.00

New Find Delete Undo Save Report

Vendor Warranty Coverage Info



DETROIT WARRANTY
Coverage DD15EW355000 / 0

Serial Num 472906S0255062

Model D472906

Delv Date 14-JUL-2014

TYPE: EXTENDED SERVICE COVERAGE MONTHS: 60
 COVERAGETYPE: FULL ESC MILES / HRS: 500,000
 ENG R&R? PARTS? LABOR? TOWING? OT? TRAVEL? TRANSFER? DEDUCT?
 Y Y Y N N N Y N

ALL ENGINE COMPONENTS SUPPLIED BY DETROIT ARE COVERED BY THE EXTENDED COVERAGE TO THE TIME AND MILEAGE LIMITS DESCRIBED ABOVE. ANY COMPONENTS WITH EXCEPTIONS OR EXCLUSIONS TO THESE EXTENDED COVERAGE LIMITS ARE SHOWN BELOW. ORIGINAL OR REPLACEMENT PARTS THAT FAIL AS THE RESULT OF WEAR-OUT ARE NOT COVERED. SEE PARCHMENT FOR PARTS INCLUDED IN AFTERTREATMENT SYSTEM, ATS SUPPORT SYSTEM AND MAJOR COMPONENTS.

TRANSFER INFORMATION:

TYPE: ENTIRE ENGINE

TRANSFER FEE: \$0

DEDUCTIBLE INFORMATION:


COMPONENT EXCEPTIONS:

COMPONENT	Miles/Hrs	Parts	Months of Part Cvr	Labor	Months of Labor Cvr	Towing	OT	Travel	Transfer	Deduct
AFTERTREATMENT SYSTEM	0	N	0	N	0	N	N	N	N	N
HYDRAULIC PUMP	0	N	0	N	0	N	N	N	N	N
VACUUM PUMP	0	N	0	N	0	N	N	N	N	N
STARTER	0	N	0	N	0	N	N	N	N	N
ALT/GEN	0	N	0	N	0	N	N	N	N	N
CRANKSHAFT SEAL-R	500,000	Y	60	Y	60	N	N	N	Y	N
CYLINDER HEAD GASKET	500,000	Y	60	Y	60	N	N	N	Y	N

Trailer Component Warranty

- Wow this is all covered!

VANGUARD WARRANTY COVERAGE BREAKDOWN FOR STANDARD COMPONENTS 1/1/2016



	COMPONENT	COVERAGE	PARTS	LABOR	PHOTOS OR RETURN PARTS
STRUCTURAL	Body Rail	5 year	5 year	5 year	Yes
	Upper Corner	5 year	5 year	5 year	Yes
	Crossmembers	5 year	5 year	5 year	Yes
	Rear Impact Guard	5 year	5 year	5 year	Yes
	King Pin	5 year	5 year	5 year	Yes
	Aluminum Roof	5 year	5 year	5 year	Yes
	Trailer Neck Door	5 year	5 year	5 year	Yes
	PP Alumin. trim sides/feet/male bulk	5 year	5 year	5 year	Yes
	Roof Bow	5 year	5 year	5 year	Yes
	2x4/12 Composite Side Panel	10 year	10 year	5 year	Yes
	Trailer Composite Skirt	15 year	Yes	No	Yes
	Side Post	5 year	5 year	5 year	Yes
	Holland Air Control	1 year	1 year	1 year	Claim # filed at www.ksholland.com
	Holland Slide Assembly	5 year	5 year	5 year	Claim # filed at www.ksholland.com
SUSPENSION	Holland Shocks	2 year	2 year	2 year	Claim # filed at www.ksholland.com
	Holland Air Springs	2 year	2 year	1 year	Claim # filed at www.ksholland.com
	Hendrickson Air Control	1 year	1 year	1 year	Claim # filed at www.hendricksonintl.com
	Hendrickson Slide Assembly	5 year	5 year	1 year	Claim # filed at www.hendricksonintl.com
	Hendrickson Shocks	2 year	2 year	2 year	Claim # filed at www.hendricksonintl.com
	Hendrickson Air Springs	2 year	2 year	1 year	Claim # filed at www.hendricksonintl.com
	Alkama IT	No	No	No	
DRAWING CLEAR	Bracing	5 year	5 year	5 year	Yes
	Holland Crank Handle	5 year	at acquisition cost	per labor schedule	Yes
	Cross Shaft	5 year	5 year	5 year	Yes
	Holland Atlas SS Legs	10 year	at acquisition cost	per labor schedule	Claim # filed at www.ksholland.com
AXLES & ASSOCIATED	Holland Axles	7 year	7 year	5 year	Claim # filed at www.ksholland.com
	Holland P-Note Springs	7 year	7 year	5 year	Claim # filed at www.ksholland.com
	Haldex Gold Seal	4 year	4 year	No	Yes
	Bedlin Euc stie Brake Chambers	4 year	4 year	1 year	Yes
	Holland Brake Link	1 year	1 year	1 year	Claim # filed at www.ksholland.com
	Holland Brake Hardware	1 year	1 year	1 year	Claim # filed at www.ksholland.com
	Holland Cam Clamps	3 year	3 year	1 year	Claim # filed at www.ksholland.com
	Webb Brake Drum	1 year	1 year	No	Yes
	Stemco Hubs	5 year	5 year	25 hr. labor	\$5m co is direct file after first year in service
	Stemco Grease Seals	5 year	5 year	Up to 1 hr. labor	\$5m co is direct file after first year in service
	Stemco Bearings	5 year	5 year	Up to 1 hr. labor	\$5m co is direct file after first year in service
	Stemco P-rotorque Nut	5 year	5 year	Up to 5 hrs. labor	\$5m co is direct file after first year in service
	Haldex SABA Shocks	6 year	6 year	No	Yes
	Stemco, Cameron Shock absorbers	10 year	Pro Rated	Up to 1 hr. labor	\$5m co is direct file after first year in service
	Shuflex Wheels	5 year	5 year	No	Yes
	Valve Stems	1 year	1 year	No	No
	AIR	Phillips G bods	1 year	1 year	per labor schedule
Air Hoses		1 year	1 year	1 year	Yes
Trane Spring Brake Air Valve		1 Year	1 Year	No	Yes
Milbro/Valco ABS		3 year	3 year	No	All claims to be filed direct with Member/On Trac
Haldex ECU 2S / 1M		3 year	3 year	No	Yes
Haldex FF Valve		3 year	3 year	No	Yes
Air Tank		1 year	1 year	No	Yes
DOOR	Gasket	1 year	1 year	1 year	Yes
	Hardware	1 year	1 year	1 year	Yes
	Holds	1 year	1 year	1 year	Yes
	Trasglobal Overhead Door	1 year	1 year	1 year	Yes
ELECTRICAL	2x4/12 Composite Swing Door Panel	5 year	5 year	No	Yes
	Option for LED Clearance / Marker Light	Limited Life time	Yes	No	Yes
	Option for LED License Plate Light	Limited Life time	Yes	No	Yes
	Option for LED Mid-Trailer Light	Limited Life time	Yes	No	Yes
	Option for LED Stop / Tail / Turn Light	Limited Life time	Yes	No	Yes
	7-Way Connector - Phillips G box	Phillips 1 year	Yes	No	Yes
	Phillips Wiring Harness	10 year	10 year	per labor schedule	Parts must be returned complete
FLOORS	Hanco Laminated Hardwood Floor	5 year	5 year	No	Yes
	Rock Hard Laminated Hardwood Floor	10 year	10 year	No	Yes
	Seamless Trawl	5 year	5 year	5 year	Yes
	Undercoating	3 year	Pro Rated		Yes

Warranty Recovery Projection for 2018





\$18,500



What is Policy and how to Request help!

Policy.....

A **policy** is a deliberate system of principles to guide decisions and achieve rational outcomes. A **policy** is a statement of intent, and is implemented as a procedure or protocol. **Policies** are generally adopted by a governance body within an organization.

In other words, money for repairs outside of warranty timelines or guidelines to keep you happy as a customer!

Requesting Policy....

1. Outline why the Manufacture should help.
 - A. Give examples of other units that have been covered.
 - B. Explain, demonstrate, or detail the failure!
 - C. Remind them of the number of pieces of the product that you run.
 - D. If it is an engine issue, while talking to the Engine Rep, talk to the tractor manufacture Rep and have them help persuade the Engine Rep!

Good Luck!!!!

Every dollar saved or recovered is a dollar earned.....