



# SERVICE BULLETIN No.1185

Circulate to listed addressees

<b>COACH/BUS MODEL</b>	: All
<b>BULLETIN TYPE</b>	: Service Information
<b>SECTION</b>	: Section 1 – General Information
<b>DATE</b>	: May 18, 2006
<b>SUBJECT</b>	: <b>Warranty claims - third party workshops</b>
<b>TERMS &amp; CONDITIONS</b>	: N/A

## APPLICATION:

The service information subject of this Bulletin is applicable to all warrantable units.

## DESCRIPTION:

1. Every so often, customers have their warrantable Van Hool units repaired by third party workshops (workshops other than designated ABC Customer Care and Parts Source service centers). This Bulletin informs about how to proceed in such cases.
2. Before having third party workshop work done and when filing warranty claims for this type of work certain rules must be observed:
  - Permission for repair under warranty should first be obtained from ABC Customer Care and Parts Source.
  - Third party workshop labor should not exceed 150% of normal flat rate.
  - Temporary (limp home) repairs are not accepted.
  - A copy of the third party workshop invoice (no receipt) carrying ALL relevant data should be made available to the ABC/Van Hool Warranty Administration in order to allow them to:
    - process the warranty claims efficiently,
    - decide whether a particular claim is reimbursable according to the Van Hool normal warranty,
    - compile a component failure history.

*Description continued on next page.*

*Service personnel: please read, initial and circulate.*

<b>Service Manager</b>	<b>Parts Manager</b>	<b>Warranty Administrator</b>	<b>Workshop Foreman</b>	<b>Service Technician</b>

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- Relevant data include:
  - Third party workshop references, an invoice number and invoice date.
  - Unit references such as: model, VIN, customer unit # (optional), mileage, in service date, failure date.
  - Description of: complaint, diagnosis, cause of the problem, corrective action taken.
  - Part references and description of old parts removed and new parts installed.
  - Parts available for further investigation.
  - Hours labor.
  - Digital photos if relevant to claim support.
- 4. Failure to comply with these guidelines may void warranty for the repair, and/or cause unnecessary delays in claim processing.

*Description complete.*

### **SERVICE INFORMATION:**

Service Bulletins are issued to supplement or supersede information in the Van Hool manuals. Note Service Bulletin number, date and subject on the register at the end of the relevant chapter(s). File Service Bulletin separately for future reference.