City of Rochester
Department of Environmental Services
City Hall Room 300B, 30 Church Street
Rochester, New York 14614-1290
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Paul Holahan
Commissioner

NUMBER 6.3

FLEET MANAGEMENT POLICY / PROCEDURE

SUBJECT: **Warranty Recovery Program**

APPROVED:

Michael Quattrone, Fleet Manager

PURPOSE:

- Preparation, submission and recording of warranty claims
- Documentation and conformation of all applicable warranties
- Capture of all applicable warranties into the Faster System

PROCEDURE: See attached

PREPARED BY: Lisa Smith, Warranty Specialist

DATE: October 6, 2010

Accountabilities:

- Understands and insures compliance with all Vendor policies & warranty procedures
- Insures proper documentation on all warrantable claims
- Reconciles all warranty receivables with payments within appropriate time schedule
- Posts all credits within a timely manner
- Keeps abreast of all warranty policy and product changes to maintain effectiveness
- Provides warranty update information to service staff and technicians as needed
- Ensures that all warrantable repairs are documented, technician's comments are descriptive and precise
- Document, file and retain all warranty service records as required

PREPERATION and SUBMISSION OF WARRANTY CLAIMS

Warranty Repair Orders:

Review all Vendor Manufacturers' Warranty claims for:

- Customer name. equipment number and applicable warranties
- Complete vin information and or appropriate required serial numbers
- DTU
- Mileage and hours of unit
- Manufacturers pre-approval information (if required)
- Proper time schedule operations used for repairs made
- Review technicians comments for any additional repairs made
- Complete repair information "Complaint, Cause, Correction"
- Repair information by technician is informative, precise and documented
- Required invoices, outside charges, photo's (if required) are included.
- Dates, times, hours & mileage
- Review completed repair orders daily to ensure accuracy

Claim Preparation:

- Gather and or open all appropriate claim forms required per Vendor for submission
- Transpose all required customer information from repair order to claim form
- Transpose all vehicle information
- Transpose required release numbers and or authorization numbers if required
- Insert all repair operations and applicable time schedules per manufacturer's warranty time schedule
- Code all jobs per section per failure using coding manual and or manufacturer's requirements
- Close claim
- Confirmation of claim file receipt
- Parts disposition and or scrap are processed by Vendor's guidelines

Parts Disposition:

- Review Vendor's parts return request
- Collect and prepare parts for shipping
- Copy of shipping instructions and required paperwork boxed and labeled to shipping clerk

Claim Disposition:

- Review claims acceptance, print or log any charge backs

Claim Payment Disposition:

- Review claim credit information weekly
- Apply credits to the appropriate departmental accounts in a timely manner

REVIEW RECALL'S AND AFC'S

- Follow up on required unites effected by any safety and or related recall
- Create spreadsheet of all unit captured under recall guideline specifications
- Advise using department and Control Center of above information