

WARRANTY REPAIR AND CLAIM PROCEDURE

Initial Failure Reporting

1. Operator must call Marmon-Herrington Customer Service prior to performing any repairs and receive a Work Authorization Number to be eligible for reimbursement. The work authorization number does not guarantee payment but is an acknowledgement that the vehicle is within the warranty period in terms of date and mileage, and that a claim has been activated. **It will be the responsibility of the operator to ensure that their repair facility is aware of and complies with the guidelines of this policy.**
2. To expedite the authorization process, you will need the Sales Order Number or "S" number found on the front of this certificate. You will also need the Vehicle Identification Number or the last six digits of the "VIN", the date the vehicle was placed in service, and the current mileage. Please note the following:
 - This Warranty Registration should have been submitted at the time of delivery. If our records do not include a warranty registration, you must complete one before any authorization for repair can be issued. We will make them available by mail or fax upon request.
3. Marmon-Herrington will pre-approve .5 hours diagnosis/inspection time prior to your call for repair authorization. If the diagnosis/inspection complaint does not reveal a warrantable failure, or result in a warrantable repair, the customer will be responsible for all charges including diagnosis/inspection time.
4. The Operators Manual contains information covering proper equipment use and maintenance schedules. Operators must adhere to these guidelines to be eligible for reimbursement, and service records must be provided upon request.

Pre-Repair Requirements

1. Authorization for repairs will require a written estimate/repair order of costs after determination that a warrantable condition is found to exist.
2. Estimates must contain the following information:
 - A list of all parts necessary for specific job and if applicable, all parts that will be invoiced back to Marmon-Herrington.
 - The cost of disassembly, inspection and diagnosis of any portion of the vehicle to determine extent of repairs needed.
 - Current labor costs, reflecting both hourly rate and number of hours to effect repairs must be listed.
 - Miscellaneous charges such as "shop supplies" must be defined. Actual dollar amounts must be listed, as percentages will not be accepted.
 - Sublet repairs must also be defined and included in the estimate at their actual dollar amount.
 - NOTE: If it becomes necessary to exceed the original estimate in terms of parts or labor, the repair facility must call Marmon-Herrington Customer Service for additional authorization.
3. Only the use of Marmon-Herrington supplied parts will constitute reimbursement unless prior approval has been obtained.

Parts Ordering

1. While Marmon-Herrington operates a full service Parts Department, replacement parts needed to effect Warranty repairs must be acquired through Customer Service to be eligible for reimbursement.

Post Repair requirements.

1. The final invoice or work order must include the following:
 - Customer's name, address, and phone number.
 - The Vehicle Identification number.
 - The Sales Order Number or "S" number, which the customer can provide or can be located on the ID tag, fixed to the transfer case or axle.
 - The Axle or Transfer Case Model and Serial Number, also located on the ID tag.
 - Mileage IN / Mileage Out.
 - The Cause and Correction of the repair including detailed description of repairs and parts replaced.
 - The date the repair order was open and the date the repairs were completed.
 - The Work Authorization Number obtained from Customer Service.

Notes to Repair Facilities

1. Miscellaneous charges such as "shop supplies" must be listed as separate line items and shown on the final invoice as stated in "Pre-Repair Requirements". Invoices for sublet repairs must be made available upon request.
2. All repairs must comply with any or all state and DOT requirements.
3. Downtime of vehicle and incurred costs associated due to the delay of parts shipments or any other condition beyond our control is not reimbursable and should not be listed on the invoice.
4. All failed parts that are required to be returned to Marmon-Herrington must be received before payment will be made. The Return Authorization will be sent with the replacement parts when shipped from Marmon-Herrington.
5. All Claims must be submitted within 60 days of completion of repairs to be eligible for reimbursement.

For Work Authorization call: 800.227.0727 ext. 282

To Submit Claims by Fax: 502.253.0317

Submit Claims by Mail to: Marmon-Herrington Company
Customer Service Department
13001 Magisterial Drive
Louisville, KY 40223