



THE RIGHT PEOPLE. THE RIGHT BUS.

WARRANTY CLAIM REQUEST FORM or COMPLETE WORK ORDER

Date:		Case #:
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CUSTOMER INFORMATION

Customer Name:	
Contact Name:	
Add/City/Prov/Zip Code:	
Phone:	
Email:	

VEHICLE INFORMATION

PARTS INFORMATION

Important Notice: The following information, documentation and photos are required to process any warranty claims

Customer Unit #:		Photos <i>min of 2 per defective part or failure while on the bus</i>	
DSV Unit # (if known):		Failure Date	
Bus Body #:		Repair Date	
Bus VIN #:			
Bus Year:		DSV Part Inv #	
Bus Odometer:			
Bus Make:		Sub Parts inv:	Supply copy of sublet invoice (Y/N)
Bus Model:		DSV PO#	
WCL Model:		DSV Labor:	
WCL S/N:		Sub Labor inv:	Supply copy of sublet invoice (Y/N)
WCL Cycle count:			

ISSUES or PARTS Failure (3 Cs are mandatory for each complaint)

Complaint #1 <small>(Issue/Part Desc)</small>	
Cause (1)	
Correction	
Complaint #2 <small>(Issue/Part Desc)</small>	
Cause (1)	
Correction	

IMPORTANT NOTIFICATIONS

- 1) If cause(s) have not been identified, Dynamic will authorize up to **one hour of troubleshooting time** at the standard shop rate per complaint. At the one-hour mark, additional authorization will be required to continue troubleshooting. Note: Dynamic follows all manufacturer suggested processes
- 2) The manufacturer reserves the right to request the parts in question to validate warranty claims. All parts must be held for a minimum of 60 days following date of complaint. Failure to provide parts upon manufacturer request may void warranty-eligibility of products. This is applicable to all parts, with no exclusions.
- 3) By signing this form, the customer or sublet confirms they have read and fully understood and agrees with the process, and should they have any questions they need to contact Diana Siemens our Warranty Clerk in our warranty department

Name:	Signature:
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