



## TECHNICAL SERVICE BULLETIN

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DATE: March 8, 2016

### SERVICE BULLETIN #475

TO: REGIONAL SALES MANAGERS, NEW AND USED SALES  
REPRESENTATIVES

FROM: BARRY A. MITCHELL  
DIRECTOR, CUSTOMER SERVICE

### SUBJECT: WARRANTY PROCEDURES

This bulletin is directed to the Sales personnel at each of your locations to provide warranty related information relevant to our branch sales force. Should you have any questions regarding this information please contact Great Dane Customer Service at (877) 369-3493.

One of the advantages of our branch network is Great Dane's highly skilled and knowledgeable service and parts personnel who have our customers' best interest at hand at all times. Warranty issues should be directed to our branch authorized warranty service facilities to be evaluated and presented as necessary to the Customer Service department. If the trailer or truck body is in an area outside of our branch network footprint, attached is a listing of the other Great Dane authorized warranty service providers.

This bulletin contains:

- Warranty Procedural Information
- Listing Of Customer Service Representatives and Areas of Responsibility
- Warranty Schedule for Routine Warranty Items
- Warranty Labor Allowances for Routine Warranty Items
- Warranty Direct Supplier Contact Information
- Listing of Great Dane Authorized Warranty Service Providers

Great Dane requires that the Service Manager verify that all claims are filled out in accordance with procedures prior to the submission of each claim. The intended purpose and expected result of the following policy is to allow Great Dane to more efficiently serve our customers needs without delay.

We expect that each of you recognize the importance of customer satisfaction and encourage you to use these guidelines to properly and promptly address customer concerns to both your and Great Dane's best advantage.

Warranty repairs of a structural nature on trailers and truck bodies or on the refrigeration system of truck bodies should not be performed without prior approval from Great Dane Customer Service.

The Customer Service Department in Savannah, Georgia is responsible for all trailers and truck bodies manufactured at Great Dane Manufacturing Plants. Issues relating to Johnson Truck Bodies require pre-approved authorization prior to repair. Any issues relating to either trailers or truck bodies should be addressed to (877) 369-3493. Customer Service representative direct dial numbers are also provided as an attachment to this document.

Any concerns involving the following items on Great Dane trailers should be directed to this office and not to the plant where the trailer was manufactured.

1. QUALITY CONTROL AT THE TIME OF DELIVERY
2. DISCREPANCIES IN SPECIFICATIONS
3. PRODUCT FAILURE WITHIN THE WARRANTY PERIOD TO THE ORIGINAL PURCHASER

Reports, inquiries, or work authorizations concerning any of these items should be directed to one of the Customer Service Representatives in their respective areas. (See attached list)

Procedures for handling all customer service/warranty related matters are as follows:

1. Inspect the equipment where you have firsthand knowledge of the problem areas, to allow thorough, detailed review with Customer Service.
2. Obtain all pertinent information from the trailer VIN plate and furnish to Customer Service prior to the time of authorization.  
(Includes VIN/serial number, model number, date of manufacture and owner)
3. In all cases contact Customer Service to receive approval prior to beginning work, except for routine established items and allowances. You will be issued a warranty claim number and given authorization to proceed with the repair once labor hours are reviewed and agreed upon. Arrangements to purchase parts from your inventory at your cost + 18% will be agreed upon where appropriate or arrangements will be made by Customer Service to furnish the required replacement parts.
4. All invoices must be original face copy and include the following for each trailer serial number. Invoices should be for one repair operation only. Failure to furnish this information will result in return of your invoice for completion, delaying payment.

- VIN/serial number
  - Model number
  - Date of manufacture
  - Breakdown of materials and costs
  - Breakdown of labor hours and rate
  - Customer/owner name
  - Warranty authorization number
  - Detailed work description (Three 'C's – Complaint, Cause & Correction)
6. Invoicing must be submitted to:

**Customer Service/Warranty  
Great Dane Trailers  
P. O. Box 67  
Savannah, GA 31402**

All branch invoicing will be satisfied by Credit Memo through Great Dane's Accounting Department.

#### **Return Material**

Failed components removed from Great Dane trailers during the vendor warranty period that are requested to be returned to Savannah for inspection must be tagged with authorization number and trailer serial number and retained for return to Savannah (freight prepaid) unless instructed not to do so by your Customer Service Representative, or you will be instructed to return them to the vendor with return goods authorization number on the tag and the shipping tracking number on the invoice. **The failure to return the failed parts as instructed will result in the claim being disallowed.** Great Dane does not accept COD deliveries. Repair invoices must include the shipping Pro#.

Great Dane reserves the right to supply replacement parts for defective material at no charge, prepaid.

Great Dane will not be responsible for downtime, loss of use, loss of product, pick-up and delivery or temporary repairs.

To insure that your warranty claim is promptly handled, make sure the above guidelines are followed. Failure to adhere to these procedures again could result in the delay in processing your claim and the possibility of it being denied.

#### **In-Service Items**

It is expected that during initial delivery, that due to the suspension and other component settling in process, that initial factory torque values may have loosened. Great Dane recommends that wheel and suspension mechanical fasteners be re-checked and re-torqued as required to recommended torque values, prior to delivery or on initial in-service to the customer.

**These charges are not covered by warranty.**

The attached schedule for standard vendor components should be followed to assure that your claims are processed in a timely manner, requiring no adjustment delays. These are a guide and do not cover all components or situations. You should contact your Customer Service Representative with any questions concerning specific claims.

Great Dane administers the Vendors' Warranty and passes on the allowance the vendor allows, excess charges are not covered by Great Dane and should not be included on vendor Warranty claims. This will only delay the payment of your claim and require adjustment to your receivables. Warranty labor rates must be established, maintained and approved by Great Dane. Labor rate increases without Great Dane's written approval will not be honored.

**Note: It is imperative that when invoicing that your invoice include the approved labor rate, labor hour breakdown and a listing of parts used as well as a complete parts description and pricing.**

Several of our major component suppliers have implemented direct warranty programs allowing for warranty issues to be addressed directly through the supplier. Below are the suppliers that have established programs and their warranty contact information for quick reference:

- **Arvin Meritor/Meritor WABCO – Ontrac – (866) 668-7221**
- **Grote –**
  - **North America - (800) 628-0809**
  - **Mexico & Latin America - 011 (52) 818262 4400**
- **Hendrickson –**
  - E-Mail – [https@hendrickson-intl.com](mailto:https@hendrickson-intl.com)
  - Phone – (866) RIDEAIR (743-3247)
  - Facsimile – (800) 696-4416 ATTN: Warranty
  - Mexico - +52 (442) 296-3600
- **Holland ( Holland Suspensions & Holland/Binkley Landing Gear)**
  - SAF Holland Warranty Claim forms can be submitted to:
  - [BeckyFaoro@safholland.com](mailto:BeckyFaoro@safholland.com) or by facsimile at (800) 356-3929

Attached for your reference is a Warranty labor flat rate guideline which includes many of the most routine warranty repairs.