

Hino Trucks Launch of Mascot Truck Parts Program

Frequently Asked Questions Document – U.S.

1) What is a quick summary of the program?

This is a dealer direct ship only program of reman all-makes carriers, transmissions, steering gears and pumps. Mascot is ISO9001 certified with 18 warehouse facilities (3PL's) throughout the USA to provide same/next day availability of units.

2) What is the phone number for Mascot Truck Parts?

1-800-668-5560 takes care of orders, technical assistance, and warranty processing.

3) What is the freight policy for this program?

Freight is prepaid on Transmission and Carrier units. A requirement of \$1,000 is required for all other parts that may be ordered. This \$1,000 minimum is required for Mascot Truck parts only – ArvinMeritor, Inc. parts cannot be combined.

4) Can dealers pick-up units directly at the logistic center locations?

Yes- you can pick-up units from the Mascot Logistic Centers. When placing the order in the Hino DCS contact Mascot customer service. The Mascot customer service representative will let you know if the part is in stock at your nearest 3PL location. If available, please let the customer service representative know that you would like to pick it up at will-call at the 3PL. Once ordered, please wait at least two hours for the 3PL to fulfill the order, then the dealer can pick-up the ordered unit(s). There is not a discounted price if the dealer picks up the unit, just avoidance of any possible freight delays.

5) Where do dealers return cores associated with this program?

Cores are to be returned to the Hino Core Consolidation Center.

6) What is the warranty policy? How are warranty claims processed?

Mascot's warranty policy is one-year parts and labor, when installed at an authorized Hino dealership. Warranty for parts sold "Over the counter" is parts-only. To initiate a warranty claim, the dealer should contact Mascot at 1-800-668-5560.

Please note that Mascot's warranty policy applies only to those units purchased via Mascot. To file a warranty claim on an ArvinMeritor production unit, or service unit the dealer should contact On-Trac at 1-866-668-7221.