

Service Bulletin #494

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**TECHNICAL SERVICE BULLETIN**

February 22, 2021

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SUBJECT: Grote Vendor Direct Warranty Program Update

This bulletin supersedes service bulletin #407. Great Dane and Grote have worked together to make process improvements to the Grote direct warranty program which has been in place since 2007. Below are the program guidelines and coverages.

GROTE VENDOR DIRECT WARRANTY PROGRAM:

- All claims considered for warranty will be based upon a 100% parts return to:
 - Grote Industries Warranty Department, 2600 Lanier Drive, Madison, IN 47250.
- Grote contact information:
 - North America - (800) 628-0809
 - Mexico & Latin America - 011 (52) 818262 4413
- Grote will provide a replacement of the claimed part or credit directly to the Great Dane dealer or authorized service facility.
- Grote reserves the right to deny claims if parts are: found functional, past warranty period, failed due to customer abuse, failed due to road hazards, disassembled, consumables, or failed due to any other non-Grote related cause.
- Claim Process:
 1. Great Dane dealer or branch will contact Grote Customer Service (800.628.0809) and request a "returns goods authorization number, type X1" (RGA #, X1) for the claimed part number. The Great Dane dealer or branch will be charged for any replacement parts when they ship. This charge would be cancelled once the part is returned and it is deemed to be warrantable; labor will be reimbursed to the dealer as a credit at this time if applicable.
 2. Dealers must enclose appropriate documentation listing all of the parts being returned, and write the X1 RGA number on the outside of the box. Appropriate documentation is defined as: 1.) RGA number (on box) 2.) Grote part numbers

- claimed, 3.) date of claim, 4.) vehicle VIN number, 5.) copy of invoice if labor is claimed (MUST include labor rate and number of hours), 6.) dealer or branch contact information and address.
3. Grote agrees to pay freight for all parts returned using Grote's preferred carriers.
 1. The preferred carrier for freight under 150 lbs. is UPS (Grote CSR to provide account number).
 2. The preferred carrier for freight over 150 lbs. will be determined at the time the RGA is requested, based on shipment origin.
 4. RGA's for parts not returned after 3 months will be cancelled.
 5. If the dealer or branch prefers that Grote return the non-warrantable parts back to them, they must include authorization and their parcel carrier account number at the time the claim is submitted. Non-warrantable parts without this authorization will be scrapped at Grote.

LABOR RECLAMATION:

Labor claims will only be considered for the following components based on these standard service replacement times (SRT):

- The allowable SRT for each component is as follows:
 - Wire Harness
 - Main harness – up to 3 hours
 - Rear sill – up to 1 hour
 - Jumper harnesses – up to 2 hours (must be factory molded and installed, Cut-To-Fit excluded).
 - Pigtails (under 16") – up to 0.50 hours
 - Ultra Nose box and Switches – up to 1.5 hours
 - Lighting
 - LED – up to 1 hour per claim (NOT per light)
 - Labor coverage for LED lights is for 3 years (from lamp date code).
 - Diagnostic time – For valid claims involving replacement of main harness, rear sill, jumper harness, nose box and timer switch products, Grote will allow up to 1 hour of diagnostic time to troubleshoot the issue. This rate of one hour must not exceed the maximum labor rate above.
- Ultra Blue System (UBS) harnesses and LED lighting used in truck body applications are included in this warranty, with the exception of chassis adapter harnesses that are manufactured with hard shell connectors. Filed claims for these types of harnesses are to be reviewed by both Great Dane and Grote.

LONG LIFE SYSTEM NOTE:

The Long Life harness system is designed for corrosion resistance. It has been designed to provide 10 years of service when used with mating Grote lights. The Long Life Harness System is defined as follows:

- Sealed Grote UBS system, including Grote Ultra Nosebox and sealed switch box connections.
- Ground Return System
- Factory Molded Jumpers
- LED Lighting (includes dome lamps)
- All lamp to harness interfaces are male pin, double sealed and Grote UBS molded connections.

GUARDIAN SMART SYSTEM:

The Grote Guardian when used in conjunction with the Great Dane FleetPulse system will be included in the Long Life warranty program with the noted details and exceptions.

- The Grote Ultra-Nosebox will carry the Long Life warranty as well as all related jumper harnesses manufactured by Grote that make up the FleetPulse system.
- Harnesses produced by another supplier with Grote adding termination and molded UBS plug on one end will be the responsibility of that manufacturer. However, Grote will warrant their connection under the Long Life warranty.
- The Guardian module itself will carry a 5-year warranty due the internal electronics. The module is used in conjunction with either the Grote Ultra Nosebox, the industry Hexbox or the Grote G7.
- Replacement times for labor reclamation are as follows:
 - Guardian module – up to 1 hour
 - Jumper harnesses – up to 2 hours (must be Grote produced harnesses)

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