



GVW - A GVW Holdings Company

Basic Warranty Authorization Procedures (Non-Workhorse Facility)

- ❑ **Secure written customer agreement for payment of non-warranty concerns where applicable.**
- ❑ **Perform initial diagnosis needed to prepare estimates.** If you are still having problems diagnosing a unit after **1 hour**, you must contact WCC Warranty & Technical before proceeding. (See bullet below titled: "Contact Workhorse...")
- ❑ **Prepare written estimate** (must include all needed labor times and prices)
- ❑ **All parts needed must be requested and supplied through Workhorse Technical Assistance.** Workhorse must be allowed the opportunity to supply the parts before using non-Workhorse supplied parts. If the Workhorse warranty Department is unable to supply the parts you need, you may request authorization to obtain parts locally or from your inventory.

Benefits of using Workhorse supplied parts:

- Workhorse parts are shipped pre-paid.
- A packing slip is supplied. Billing is internal to Workhorse. This is NOT an invoice.

Guideline adherence:

- Payment request for any unauthorized parts will be denied.
- Retain warranty parts for 90 days.

- ❑ **Contact Workhorse Technical Assistance at: 877-246-7731** ask for:
Bob Celestini – RV's (or next available technician)
Tom Gronowicz - Commercial Vehicles (or next available technician)
Contact Person will give authorization for repairs, make billing arrangements and supply any parts you need from Workhorse.
- ❑ **Proceed with repair as directed by WCC representative.** (The customer or body manufacturer must pay any repairs or additional cost not covered by WCC warranty.)

Helpful reminders:

- Call 877-246-7731 for any questions on coverage's or procedures related to repairs.
- WORKHORSE Custom Chassis covers the drive train and chassis related components only. Body related concerns require customer and/or body builder authorization before repairs are done. Maintenance is not covered under the Workhorse warranty.
- All Allison warranty concerns must be handled through an authorized Allison Service Location. **Call 877-246-7731 for clarification on all Transmission related concerns, before beginning any work.**
- Standard warranty duration for WCC is 3 years or 36,000 miles (which ever comes first) on gas-powered chassis.

**All information is subject to change with out notification. WCC recommends calling before starting repairs, for authorization, to avoid any unnecessary inconvenience to service center or customers.*

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