



# WARRANTY

## Lively Paratransit Instructional Program



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# WARRANTY

**Written guarantee issued to the purchaser of an article promising to repair or replace it, if necessary, within a specified period of time.**





# **BENEFIT**

- \$
- **Product  
Confidence**

# Exhibit 5-1 Standard Warranty

Subsystem and Component Minimum Warranty, whichever occurs first.

NOTE: Parts and labor to be covered in all warranty provisions.

Note: Where OEM alternator is used, the OEM alternator warranty will prevail.

Note: Second Stage components not mentioned will be 3 years/unlimited mileage.

Item	Years	Mileage
OEM Chassis (incl. tires)	3	36,000
Powertrain GM	5 Gas	100,000
Powertrain Ford	5 Gas	60,000
	5 Diesel	100,000
Powertrain Freightliner	2 Cummins	Unlimited
	4 Allison 2200	
Air Conditioning System	4	Unlimited
After Market Alternator	3	100,000
Wheelchair Lift	4	Unlimited
Seats	4	Unlimited

Item	Years	Mileage
Body Structural	5	Unlimited
Intermotive Electrical	3	Unlimited
Electrical System	3	Unlimited
Auxiliary Heaters (Underseat)	3	Unlimited
Electric Door System	3	Unlimited
Electric Mirrors	3	Unlimited
Alternative Fuels System-CNG	3	Unlimited
Alternative Fuels System-Propane	3	Unlimited
Windows	3	Unlimited
LED lighting	3	Unlimited
Event Data Recorder	3	Unlimited





# 5.1.1

- **36 Months/36,000 miles entire vehicle**
- **Not cover normal wear and tear**



## 5.2.0

- **Misuse/Negligence**
- **PM Inspections not conducted to manufacturer recommendations**

# Global Fleet Management

February 13, 2022

One ongoing industry trend is more stringent enforcement of manufacturer-recommended preventative maintenance services required for warranty coverage eligibility. Increasingly stringent warranty enforcement underscores the importance of PM compliance and documentation of services performed.

Consequently, fleets must adhere to the OEM's PM recommendations and diligently follow these guidelines. Specifically, OEMs want additional documentation to support warranty claims to ensure a unit was maintained properly before the failure occurred. During the warranty claims process, a fleet's adherence to PM schedules is closely scrutinized, with the focus being PM variability. A complete maintenance history is critical for the warranty recovery efforts that documents the manufacturer's recommended PM schedule has been followed.



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# 5.3.0

- **Items due Scheduled Maintenance**
  - Wiper blades
  - Tires
  - Radios
  - Belts
- **Exception**  
Warranted item causes failure of the above

# **5.4.0/5.5.0**

## **DETECTION OF DEFECTS**

### **Step 1**

- **Notify dealer immediately**
- **Communicate in writing**
- **No phone calls**

### **Step 2**

**Dealer has 5 days to determine status. Determine if covered by “complete warranty”.**

**May ask to inspect the defect:**

- **Agency**
- **Dealer facility**
- **Part shipped to dealer**



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# **5.4.0/5.5.0**

## **DETECTION OF DEFECTS**

### **Step 3**

**Mutually resolve status for repair**

### **Step 4**

**Repair begins within 10 working days of dealer notification if warranty covered**



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## **5.6.2 WARRANTY VOIDED**

**Noncompliance  
with dealer's  
recommended  
normal  
maintenance  
practices and  
procedures**



## 5.7.2

# REPAIRS BY CONTRACTOR

- **Begin within 10 days after dealer notification**
- **Agency meet contractor work schedule**
- **Contractor provide parts, labor, tools, space, etc. at his expense**



## **5.7.2**

# **REPAIRS BY CONTRACTOR**

- **Vehicle moved off agency property**
  - **Dealer/Contractor responsibility**
  
- **Call TRIPS**



# 5.8.1

## AGENCY REPAIR

- Dealer reimburse parts or replacement
- Dealer provide appropriate paperwork for reimbursement
- Ask for cost of part when ordering or on delivery
- Warranty process is dealer driven



# **5.8.2 DEALER SUPPLIED PARTS**

- **Dealer determines vendor**
- **Ship Prepaid**
- **Shipped next day**



## **5.8.3 DEFECTIVE COMPONENTS RETURN**

- **Meet dealer instructions and location**
- **Dealer pays**

# 5.8.4

## LABOR REIMBURSEMENT

- Dealer reimburse labor cost
- Should provide paperwork
- Formula
  - Man hours X agency master mechanic wage & 32% fringe benefits
  - Towing extra if required
- Cannot exceed shop rates at the time
- Do not accept parts credit as payment



## **5.8.5**

# **PARTS REIMBURSEMENT**

- **Dealer reimburse**
- **Formula**  
**Invoiced part cost & taxes & 2% handling charge**
- **Do not accept parts credit as payment**



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A blue bus is shown in motion, blurred background, with a large grey gear graphic overlaid on the left side. The gear is partially obscured by a red circle containing text.

## **5.9.0 WARRANTY AFTER REPAIR**

Returns to the unexpired warranty period of original component

# 5.10.2

## DEALER RESPONSIBILITY

- CONTACT THE DEALER FIRST
- Responsible for all aspects of the warranty process
  - OEM chassis
  - Bus manufacturer
  - Vendor work
- Dealer responsible for making repair arrangements between manufacturer
  - Alternator
  - A/C
  - Camera



# ISSUES

## Unresponsive Dealer

- **Communicate**
- **Contact TRIPS**

**Build a relationship**



# ISSUES

- Lack of awareness of warranty issues
- Requires oversight
- Someone has to monitor:
  - Parts Department
  - Office
  - Technician
  - System Track
  - Garage Track
- Place information in vehicle warranty files
- Make a checklist
- Warranty information in vehicle upon delivery





# ISSUES

- Inconsistent delivery dates
- Use date vehicle accepted
- 10 days to inspect before accepting



# ISSUES

- Dealer tell agency to call manufacturer
- Call TRIPS

# ISSUES

- **Technician/Outsourced vendor make repair and others unaware**
- **Technicians report repairs**
- **Garage have warranty information**



# ISSUES

- **Agency turnover**
- **New person not know to ask**
- **Old person not know to tell**
- **No warranty paperwork**
- **Vehicle history files**
- **Make a checklist**

# ISSUE – DATA INPUT

[www.datacenter.tripsflorida.org](http://www.datacenter.tripsflorida.org)

Agency accept vehicle upon delivery.

- Steps:**
- Dealer submit vehicle
  - TRIPS input repairs/modifications
  - Dealer input upon delivery
  - Survey
  - Access to post delivery documentation
    - Federal Requirement

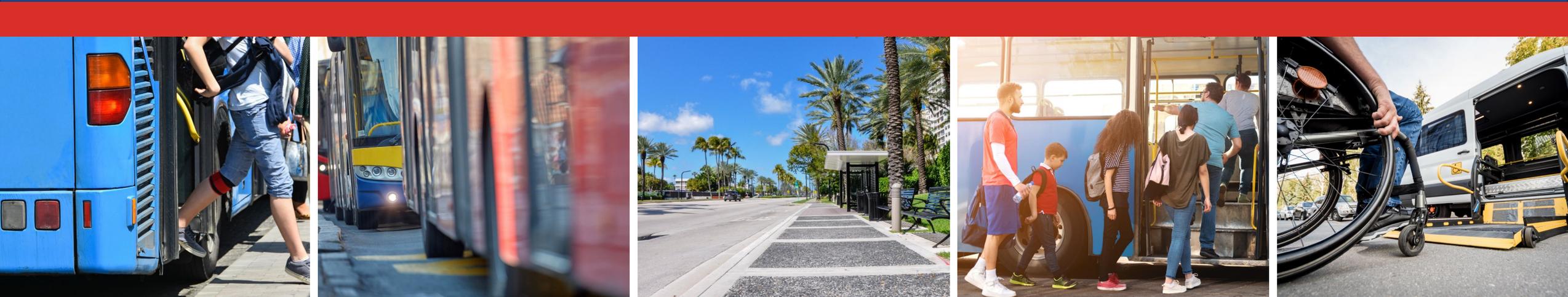


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# ISSUE – DATA INPUT

Monitor dealer responsibilities

Allows TRIPS to provide comperent support



A blue bus is shown in motion, blurred background. A large grey gear is overlaid on the left side of the image. A red circle is overlaid on the gear, containing the text 'ISSUES' and a bullet point 'Supply chain'.

# ISSUES

- Supply chain

# GENERAL PLAN

- Know warranty terms
- Know components under warranty
- Know timelines
- Have plan of action and who is responsible
- If a problem, contact TRIPS



# TRIPS

## Transit Research Inspection Procurement Services

2612 Springhill Road

Tallahassee, FL

[www.tripsflorida.org](http://www.tripsflorida.org)

Carlton Allen

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# LPIP



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