



Warranty & Non Warranty Service

Creative Bus Sales is the largest bus dealer in the nation, with that comes many years of experience, satisfied customer service, and support throughout the country. Our company strives to keep transit moving in America by representing reputable products that meet the end users' needs.

Our company holds various transit contracts throughout the country. Creative Bus Sales staff prides themselves in maintaining and renewing contracts with their customers for years upon years. Contracts such as CalAct, ADOT, RPTA-Valley Metro, Orange County Transit, RTC-Reno to name a few are major multi-vehicle contracts that Creative Bus Sales has had the pleasure to be a part of for nearly 10-20 consecutive years. Our ability to make ordering, owning, and operating a fleet is what we believe keeps our customers returning.

Creative Bus Sales has the ability to provide new vehicles faster from the time of order than any other dealer and the guarantee that what you ordered comes as requested ready to roll into your fleets operations. Each vehicle ordered goes through a rigorous Pre-Delivery Inspection from Creative Bus's ASE Certified technicians to insure the manufacture built the vehicle according to specifications and FMVSS. All of the vehicles we deliver come with a FMVSS Annual Safety Inspection. Our PDI process is another level of insurance from us making sure your vehicle is ready for service.

After the vehicles are accepted and in revenue service there will come a time when our service and warranty department are needed to correct mechanical issues that arise with all vehicles. Creative Bus Sales has a dedicated service and warranty administrator set aside for each customer and is an expert with the respective manufacture we offer. Our service and warranty administrator creates the relationships necessary with the end user of the product to insure that their needs are met, keeping the vehicles rolling. Many operators of transit vehicles can perform their own warranty work and wish to do so. Our staff works with them to make this possible and the end user reimbursement for their time to do so. For those agency's that are not capable or have the means necessary to carry out warranty or service work our staff creates relationships with local shops and OEM manufactures in the areas to complete all warranty or service work needed. Creative Bus Sales prefers to keep everything as local as we can to the end user, making it easier for the end user to get the vehicle repaired and back in to revenue service.

Along with our service and warranty side of Creative Bus Sales is the largest transit bus parts department in the nation. At any given time we have \$3 million in parts in our warehouses to insure fast easy delivery to our vehicle owners. Many parts can arrive next day, most in as little as 2-3 days from the time of order.

Creative Bus Sales hopes to be able to bring these few qualities and many more qualities that we must offer. We look forward to the opportunity to work together on the project.

Please feel free to contact us if more information is needed to substantiate our proposal.



Creative Bus Sales

FORMERLY ARIZONA BUS SALES

Mailing Address: P.O. Box, 60038, Phoenix, AZ. 85082

Warranty Policy

To Our Valued Customer:

Creative Bus Sales has always been driven by a commitment to customer service. With this in mind, we feel it is important to clarify our policies and procedures regarding warranty issues in order to avoid any confusion that may lead to inconveniencing you.

We are bound by the manufacturers' policies and procedures for obtaining proper authorizations for warranty repairs, which need to be passed on to and observed by the end users of their products. **AUTHORIZATION FOR WARRANTY REPAIRS MUST BE OBTAINED PRIOR TO THE WORK BEING PERFORMED. WITHOUT THE REQUIRED AUTHORIZATION, THE MANUFACTURER CAN DECLINE PART OF, OR THE ENTIRE CLAIM ASSOCIATED WITH THAT REPAIR.**

This is particularly important when repairs are made by a facility outside of the manufacturer's warranty network, regardless of the circumstances. What this means to you is that any time your vehicle is taken into a repair facility for warranty repairs, the sublet repair facility **must** call Creative Bus Sales, so that we can contact the manufacturer to obtain authorization for that facility to do the repair. It must be emphasized that any repairs conducted without prior warranty authorization are subject to denial.

Also, please note that any parts used in the repair process must be returned to the manufacturer within 30 days for credit. Any and all parts that have been replaced must be returned to Creative Bus Sales in a timely manner, otherwise they will be invoiced as a retail sale until the defective part is returned.

Coach and sub-system manufacturers do not reimburse for loss of use, loss of revenue, rentals, towing, lodging, or other expenses beyond that of the warrantable component or system.

Creative Bus Sales assumes no responsibility for the cost of replacement parts or repairs completed without the manufacturers authorization or for any costs incurred above the amount authorized by the manufacturer.

With that being said, if at any time you are facing a warranty issue, please have your repair facility or yourself, call Creative Bus Sales to have repairs authorized prior to the work being done.

Thank you for your understanding.

Warranty Administrator
Creative Bus Sales
(800) 862-5478 Toll Free
(602) 437-2255 ext. 516 Direct Line

VIN Number

Customer Signature

Date

WARRANTY PROCEDURES

Manufacturers have extremely strict guidelines for warranty claims
All warranty claims require prior authorization before you do the work needed
In order to help you receive all the credit and payments you deserve.
Please follow these guidelines

1. Call Warranty Administrator 800-862-5478 or 602-437-0303 Ext 516, with Vehicle Identification Number and mileage.
2. Provide complaint and cause of failure. Manufacturers want to know what and why if possible.
3. Warranty Administrator will then contact the manufacturer for the authorization.
4. Once authorization is obtained, Warranty Administrator will have the parts needed sent to your location.
5. Your parts will arrive with a packing slip. Return this packing slip with the “defective part”, and a repair order invoice in the same box the new part was shipped in.
6. Call or email Warranty Administrator with the weight and dimensions of the box and a UPS call tag will be emailed to you within the hour.
7. Print out the UPS call tag and attach it to the box, UPS will pick it up within a day or two.
8. Once the returned parts and repair order invoice are received, Warranty Administrator will submit the claim for payment.

Notes:

All claims and parts returns must be submitted in a timely fashion.

Claims over 30 days old will not be honored by the manufacturers.

Major components have serial numbers that match the vehicle identification number when installed, please record these numbers on your repair order invoices.

**Major components include but are not limited to:
Air Modules, A/C Compressors, Alternators, etc...**

Please refer to your owner’s packet for warranties specific to your vehicle.



Operating Procedure WR-010

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Revision : 00
Issued : 26-Feb-07
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Title: Warranty Process

Prepared By	Date	Reviewed/Approved By Department Representative	Date	Reviewed/Approved By Management Representative	Date
Jason Miller	26-Feb-07				

Changes Made: New Issue.

Purpose: Document the submission, parts replacement (if applicable), and receipt of payment for the warranty claims process. Prevent customer dissatisfaction and unnecessary costs due to unpaid warranty claims.

Scope: The warranty claim process - from pre-approval to confirmation of payment from manufacturer. Requires action from the following departments: Service, Parts, Accounting.

General: Warranty coverage is based on either vehicle mileage or in-service date (or both) for a bus sold by Creative Bus Sales. The manufacturer of the vehicle/part sets the rules and limitations for warranty coverage for that vehicle/part.

Warranty terms and conditions for all vendors sold by Creative Bus Sales is located on the company network at: [S:\Warranty Admin\Policy Manual](#). This documentation will be used to determine if a vehicle is covered under warranty.

Procedure:

1. Warranty Administrator identifies an issue that qualifies for warranty coverage.
2. Service Writer opens Repair Order (RO) if not already open. ([SV-040 New Repair Order](#))
3. Warranty Admin to get pre-approval from Manufacturer for warranty work to be performed.
4. If Part needs to be replaced:
 - a. If part is in stock with CBS Parts Department:
 - i. Parts Back Counterperson adds part to RO. ([PA-012 Sell Parts on Repair Order](#))
 - ii. Warranty Admin creates purchase order (PO) for part replacement. ([PA-010 Create Purchase Orders](#))
 - iii. Warranty Admin orders part from manufacturer.
 - iv. When replacement part arrives, Receiving clerk creates 'other' type receipt and places item back into stock. ([PA-008 Receiving](#))
 - b. If part is not stocked by CBS:
 - i. Warranty Admin special orders part on RO, creates PO, and converts special order request to an order. ([PA-007 Parts Special Orders](#))
 - ii. When replacement part arrives, Receiving clerk enters into RA and delivers part to assigned technician. ([PA-008 Receiving](#))
5. If part replaced, tag the item and place on 'Warranty Outgoing' shelf in Receiving department.

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Title: **Warranty Process**

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6. Warranty Admin closes the Repair Order when repairs are complete. ([SV-140 Post Final Charges - PFC](#))
7. Warranty Admin completes paperwork and processes warranty claim. (See appropriate manufacturer's folder on the network at: [S:\Warranty Admin\Policy Manual](#))
8. Warranty claim paperwork is provided to Accounting. Copy of paperwork goes to Shipping/Receiving if applicable.
9. Warranty Admin provides printed copy of RO to Shipping/Receiving Clerk. Printed RO is placed in Warranty file in Shipping/Receiving area.
10. Shipping/Receiving Clerk determines shipping method for return part (based on manufacturer requirements – provided by Warranty Admin) and ships defective part to the manufacturer.
11. Receiving Clerk creates negative PO in S2K ([PA-010 Create Purchase Orders](#)).
12. Copy of negative purchase order is given to Accounting.
13. Warranty Administrator updates CBS warranty spreadsheet. ([S:\Warranty Admin\current year\Warranty\current year Warranty.xls](#)) with Customer, Claim #, RO#, Authorization Code, Submission Date, and Claim Total.
14. Accounting matches credit PO to Warranty Claim and files it waiting for payment. ([AC-010 Warranty Payments](#)).
15. Accounting records payment of warranty claim ([AC-010 Warranty Payments](#)).

End of procedure.

SUMMARY OF STANDARD WARRANTIES

Braun
Entervan Dodge Caravan

Warranty	Miles	Years
Body Structure/Corrosion	Unlimited	5
Chassis	36,000	3
Engine	100,000	5
Transmission	100,000	5
Air conditioner	36,000	3
Lift/Ramp	Unlimited	2
Other Options	36,000	3

SUMMARY OF STANDARD WARRANTIES

Elkhart Coach Ford Chassis

Warranty	Miles	Years
Body Structure	75,000	5
Chassis	36,000	3
Engine	60,000	5
Transmission	60,000	5
Air conditioner	Unlimited	3
Lift/Ramp	Unlimited	2
Water Leak Warranty	Unlimited	3
Other Options	12,000	1

SUMMARY OF STANDARD WARRANTIES

Transit Works

Ford Transit

Warranty	Miles	Years
Body Structure/Corrosion	Unlimited	5
Chassis	36,000	3
Engine	60,000	5
Transmission	60,000	5
Air conditioner	36,000	3
Lift/Ramp	Unlimited	2
Other Options	36,000	3