

## **REQUEST FOR WARRANTY REIMBURSEMENT FORM:**

Please fill in form completely and have required supporting documentation attached to insure prompt processing, or it will be returned to you for completion or corrections.

### **Type of claim:**

\_\_\_\_\_ Defective part (part purchased over the counter) \_\_\_\_\_ New vehicle Warranty (If applicable)  
Your RO # \_\_\_\_\_

### **Customer/ vehicle info:**

**Customer Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Date of original purchase:** \_\_\_\_\_ **Mileage at original install:** \_\_\_\_\_

**Date the part failed:** \_\_\_\_\_ **Mileage at Fail date:** \_\_\_\_\_

**Vehicle make:** \_\_\_\_\_ **Last 6 of VIN #:** \_\_\_\_\_

**Original Purchase/ Repair Order Invoice #** (or *attach copy if purchased elsewhere*): \_\_\_\_\_

**Replacement Invoice #** (if you purchased a replacement for failed part): \_\_\_\_\_

\_\_\_\_\_ Check here only if you took a part out of your own stock and need a replacement – instead of a credit.

### **Failure Info:**

**COMPLAINT** (symptom or nature of defect): \_\_\_\_\_

**CAUSE** (why or how did it fail?): \_\_\_\_\_

**CORRECTION** (what you did to correct problem): \_\_\_\_\_

**Name of part** (ex: slack adjuster) \_\_\_\_\_

**Where is part located on vehicle** (ex: LH steer axle, Rear/ Rear Drive Axle): \_\_\_\_\_

### **Reimbursement Info:**

**Did you:** \_\_\_\_\_ **Repair part** \_\_\_\_\_ **Replace part**

**Is repair completed?:** \_\_\_\_\_ **Yes** \_\_\_\_\_ **No** **CUSTOMER SIGN HERE:** \_\_\_\_\_

\*\*\* Note: Normally we simply credit your account for the replacement part invoice (if an account relationship exists here for you). This credit will take place in most cases prior to 90 days (depending on how soon the claim processes, and if the failed part is called back for inspection). In some rare cases (beyond our control), it may take a bit longer\*\*\*

**If you want to be credited by check (cash reimbursement), check here:** \_\_\_\_\_ **Add your complete mailing address on back. We cannot issue a refund without your complete contact information!**

FLEET MAINTENANCE INC. – attn: Warranty Dept.  
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Phone: 716-675-9220 or 1-800-347-4231  
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