

## 1.0 Purpose

This procedure is for York Entities and York Agents to implement the correct procedure of warranty claims and Servicing of equipment fitted to Trailers.

## 2.0 Procedure and responsibilities

### 2.1 Input:

Following is the inputs for commencing warranty claims and repair/servicing of Trailers. Below document are required to follow correct process for warranty for trailers equipment supplied by York.

- a) York Warranty Policy Conditions. – 2016/17
- b) Warranty Specification - Region/ Zone wise.
- c) Warranty Claim Reference – Guide Lines.
- d) Warranty Claim Form.
- e) Warranty Claim Labour Time Code.

### 2.2 Warranty Policy:

Warranty policy must be read in conjunction with York's std. Conditions and Sales.

This policy is subjected to the appropriate warranty claim process.

Claims must be within 1 month of first vehicle registration and or entry in to service. Refer to warranty policy 006/W/'16

### 2.3 Warranty statement:

Warranty statement is information of warranty period as applicable per country / region /Zone.

Warranty statements will be drawn up pending on application, road conditions, legal loading specifications and trailer designs, applicable per country / region (Where applicable) on request if not covered in these documents. Application for Specific warranty need to be requested by country Manager / Head in Charge.

### 2.4 Warranty Claim Reference:

This document is for York customers / entities and York agents to handle complains under warranty. This is a document for York personnel and agents to assist in the observation and decision make process for warranty claims. Guidance to assist customer if he do have a legitimate claim.

TITLE: Sales / After Sales Service

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**2.5 Warranty Claim Form:**

Customer Complain Form – QP03/F06 must be completed as first step by entities and agents.

Document must be send to York's Agents / York Region office for registration of complain to activate York procedure for Customers Complains Handling Procedures No. QP-03CA.

Warranty Claim Form (QP03/F02) must accompany the CCF (QP03/FO6) form with warranty Laboar number be indicated on form where applicable.

Warranty claim cards must be send to Country Head / CEO for approval.

(Approval of claim amount to follow York Matrix as per Finance procedures)

**2.6 Laboar Time Code.**

This document indicate Job codes for all repair and warranty work whom been carried out on York products for vehicles /trailers. Theses labour / job codes need to indicate on the Warranty Claim form for costing purpose. All entities and agents to insure this been completed correctly to avoid delays in crediting accounts or replacement of products to customers.

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*A van der Poel .*

Application & Service manager

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