



# Warranty Claim Form Instructions

## [A] WARRANTY COVERAGE

Delco Remy will provide warranty services in accordance with the Warranty Allowances listed in this document, for the periods specified in the Delco Remy OE & Reman Warranty Policy, at [www.delcoremy.com](http://www.delcoremy.com). These warranties are the sole warranties of Remy, Inc. There are no other warranties expressed or implied.

## [B] WARRANTY TRANSACTION METHOD - REMAN FOR WARRANTY

The method of warranty transaction shall be by unit replacement only (like for like) using a genuine Delco Remy remanufactured unit. If no reman replacement unit is manufactured, a new service unit or repair of the unit under warranty may be provided, at the customer's discretion. ONLY GENUINE DELCO REMY PARTS SHOULD BE USED IF A REPAIR IS DONE. Approval to deviate must be addressed by a Remy representative prior to the warranty transaction. Any deviation, without prior approval, may result in your claim being denied. THE ONLY EXCEPTION TO REMAN FOR WARRANTY AS STANDARD PROCEDURE IS WHEN REPAIRING OIL LEAKS ON 50DN GENERATORS. OIL LEAKS MAY BE REPAIRED. Credit will be issued 30 days after receipt of the claim and part. **The 30 day period does not begin until both part and claim have been received by the Reliability Center.**

## [C] WARRANTY LIMITATIONS

The following cases shall not be covered by the Remy warranty policy.

- 1) Malfunctions resulting from misuse, negligence, accident, customer damage, alterations not approved by Delco Remy, improper installation or lack of performance of normal maintenance services.
- 2) Loss of time, inconvenience, loss of use of the OEM equipment or other consequential damages.
- 3) Repairs made by non-authorized agents.
- 4) Non-Delco Remy products.
- 5) Units analyzed and found not to be defective.
- 6) Travel expenses and towing are not covered under normal warranty.
- 7) Claims must be received by Remy no later than 6 (six) months from failure date.
- 8) Expenses other than unit cost or repair and normal handling allowances are not covered under normal warranty. If you have a question please contact the Remy Reliability Center, by phone, at 888-600-5777 or 601-785-9504, by fax at 601-785-9508, or by email at [warranty@remyinc.com](mailto:warranty@remyinc.com).

Please refer to the Warranty Guide at [www.delcoremy.com](http://www.delcoremy.com).

## [D] WARRANTY CLAIM PROCESS

Verify that the unit turned in for warranty is within the guidelines set forth in this document.

- 1) Determine the unit is defective.
- 2) If the unit is warrantable, replace the defective unit with a genuine Delco Remy remanufactured unit.
- 3) For warrantable product, complete the claim form appropriately and mail, fax, or email to the Remy Reliability Center.
- 4) A dated purchase receipt, repair order, or written proof that the failed product is within the warranty period is required. Also required is a copy of the invoice for the replacement part clearly showing the purchase date and the Remy part number.
- 5) Complete the Warranty Claim Form and attach to the unit being returned. **(The warranty tag should be included in the box of the remanufactured replacement unit.)** Ship the warranted unit, with the warranty tag and a copy of the claim form enclosed to the appropriate return location (see Freight & Shipping Information).
- 6) Confirmation of the credit will be mailed, faxed, or e-mailed to you.

Please contact the Remy Reliability Center for all claim inquiries by phone at 888-600-5777 or 601-785-9504, by email at warranty@remyinc.com, or by fax at 601-785-9508.

## **[E] CLAIM FORM INSTRUCTIONS & COMPLETING THE FORM**

The instructions below are for warranty reimbursement.

The Warranty Claim Form must be completed, in full detail, for each warranted unit. One claim form should be submitted for each unit returned. Keep a copy on file along with a copy of the Bill of Lading to verify the unit was shipped to the Remy Reliability Center.

The warranty tag is very important. It should be completed and attached to each unit returned. If the claim and the unit become separated during shipment, this aids the Reliability Center in determining who receives the warranty credit. A blue warranty tag is enclosed in the box of the remanufactured replacement unit. If no tag is in the box of the replacement unit, you can use another tag.

### **COMPLETING THE FORM:**

#### **CLAIM NUMBER**

A number assigned by the store. This number must be unique to each claim submitted and cannot be used more than once.

#### **CLAIM DATE**

Current date or date the claim is submitted.

#### **REMY CUSTOMER INFORMATION**

**Customer Code:** Your Delco Remy account number.

**Customer Name, Address, City/State, Zip, Country, Contact Name, Telephone and Fax:**  
Your location information.

#### **FAILED PART INFORMATION**

**Failed Part Number:** Part number of the unit removed.

**Model/Series:** Type of unit removed, i.e. 21SI, 42MT, etc.

**Serial Number:** Serial number stamped on unit removed.

**Vehicle In-Service Date:** Date vehicle went into service. If replacement unit, date unit went into service or date unit was originally sold.

**Product In-Service Date:** If replacement unit, date the unit went into service or date unit was originally sold.

**Failure Date:** Date unit is removed.

**Vehicle/Equipment Make:** Make and model of vehicle.

**VIN:** Vehicle Identification Number or engine serial number.

**Mileage/Hours in Service:** Unit of Measure in (M) Miles -- (K) Kilometers -- (H) Hours

**Replacement Part Number:** The part number of the replacement unit being installed.

#### **REASON FOR REPAIR/REPLACEMENT**

Reason unit is being removed.

#### **CLAIM AMOUNT**

**Parts (\$):** The total part price for the authorized replacement part that you are requesting.

**Misc. Charges (\$):** Any additional charge you are expecting.

**Core Request (\$):** Total amount you are expecting for core reimbursement.

**Misc. Detail Charges:** Explanation of miscellaneous charges.

**Total Claim Request (\$):** Total amount of money you are expecting for warranty claim.

**Check Box:** You will need to check this box if your warranty claim is denied and you want the unit returned. Shipping information including account # MUST be provided or the unit will not be returned.

#### **FREIGHT & SHIPPING INFORMATION**

Remy pays the freight for warranty returns incoming to the Reliability Center. Returns should use the following shipping methods when returning warranty units.

**Freight 0-150 pounds:** UPS Account No. 355-924

**Freight over 150 pounds:** Contact ProTrans at 888-747-7369 or 317-240-0185. ProTrans is the authorized logistics provider for Remy Inc. Please use ProTrans for returns over the UPS limit.

<b>Send All Warranty Claims To</b>	<b>Ship All Warranty Parts To</b>
Remy, Inc. C/O Remy Reliability Center P.O. Box 99 Taylorsville, MS 39168	Remy, Inc. C/O Remy Reliability Center 214 Fellowship Road Taylorsville, MS 39168