

FRONT COUNTER

Warranty System Goes Online

By Robert Gardiner

After a busy AC season, it's time to clean up and get organized. For us it starts with a way to make warranty claims more efficient.

Red Dot now has a system that allows you to file your claims electronically. Our electronic warranty claim form resides on our eCommerce site at www.rdac.com. You don't need special training or software to make it work, and the information required to file your claim online is no different than what you need today.

But there are important changes:

1. Our 30/30 Promise. When you file electronically within 30 days of the date of repair, we will process your claim within 30 days of receiving it.
2. The online form requires you to enter all the information we need to process the claim:

hours, mileage, date of failure, vehicle type, part number, etc. These fields must be filled out completely and accurately, with special attention paid to the "Failure and/or Complaint" box. A concise report helps expedite the claim because we won't have to ask for more information.

3. We only need to see the part if it's necessary to validate your claim. You keep the failed part until you receive your credit or your claim is resolved. When the claim is closed, you can dispose of the part.

Electronic filing is easy to use, will help us chart failure trends, and will reduce data-entry errors and missing information that can delay claims. If you have questions about how this system works, or if you need someone to talk you through



it, call the Red Dot warranty group, led by Frank Burrow.

I want to thank all of you who beta-tested the system over the past year. We couldn't have produced an effective online warranty system without your suggestions and ideas.

Marketing manager Robert Gardiner is responsible for aftermarket sales and customer service. You can reach him at robertgardiner@reddotcorp.com.

How To File Your Surplus Material Return Request

Normally requests for annual returns come in hard copy. We type them into a database that generates a return authorization number and date sequence. To help us be more accurate and efficient, please submit your return request in an electronic file. Most business software packages can export to a data-file type (.xls, .prn, .txt, .csv, etc.) that we can import into our database. This reduces data-entry errors and speeds up the process.

Red Dot's Drop-shipment Policy

We understand that equipment moves or relocates and we may need to "drop ship" an urgently needed product to the vehicle. We want to help get the part where it needs to go ASAP. Because the part is urgently needed, we will send it next-day or second-day air. Expedited shipments will be sent "collect" to the required location.

WARRANTY DESK

Outside the Box

By Frank Burrow

Some people want you to think outside the box. I want you to empty the box. I'm talking about the bin where failed parts



are laid to rest until the "busy" season dies down and you can get around to filing warranty claims.

Claims that are filed quickly tend to be more accurate because you don't have to search through weeks of records (or your memory) for

details about a failure. When you use our electronic warranty system, claims filed within 30 days of the date of the repair can be processed and a credit sent to you within 30 days of receiving your claim. If we have questions or need to see the part, chances are you'll be able to find it. And a quick return will help your cash flow because we'll generate a credit for you within 30 days of the claim being made..

Warranty and customer support manager Frank Burrow has been with Red Dot for more than 10 years. You can reach him at frankburrow@reddotcorp.com.

RED DOT NEWS

● This month we start building AC units for E-Series and G-Series coaches and charter buses from Motor Coach Industries (MCI). We designed an AC unit for the front portion of the bus around the driver's area as well as an optional evaporator for the parcel rack to blow cool air to sections of the bus through a duct system. MCI is looking at options for warranty work for these systems. We want you to

know that we've shared our WD list with the company, which has a North American "fleet support" network and an emergency roadside service plan.

● This month we're making test runs with different packaging material for our aftermarket units beginning with the R-6100, R-9727, R-6160, and R-7830. Larry Skaro is in charge of that review; we'll keep you posted as we get results.

Contact Numbers

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All times are in the Pacific Time Zone
Just click on one of the email addresses above to send a message to one of the folks listed above.