

Starcraft Bus/ Federal Coach	Form Number 824-01-15	Revision B
	Parts/Warranty Policy & Procedures	Last Update 2/14/2011

Parts/Warranty Policy & Procedures

**Starcraft Bus/Federal Coach
2367 Century Dr
Goshen, IN. 46528**

**Starcraft Bus/Federal Coach 1-800-348-7440
Parts/Warranty Fax 574-642-4853**

Table of Contents

How to Obtain Warranty Service.....	2
Prior Authorization.....	2
Repair Procedures and Replacement parts.....	3
Extension of Warranty Period.....	3
Part Return Policy.....	3
Allowable Warranty Labor Rate.....	4
Warranty Claim Explanation.....	4
Warranty Claims/Defective Parts.....	4
Warranty Registration.....	5
Product Shortages and Transportation Damage...	5

Starcraft Bus/ Federal Coach	Form Number 824-01-15	Revision B
	Parts/Warranty Policy & Procedures	Last Update 2/14/2011

How to Obtain Warranty Service

To obtain warranty service, take your vehicle to an authorized Starcraft Bus/Federal Coach dealer or another warranty service facility designated by Starcraft Bus/Federal Coach and have a warranty claim submitted to Starcraft Bus/Federal Coach. To locate an authorized service center in your area, contact the Starcraft Bus/Federal Coach Warranty Department. In the event that an authorized service center cannot be located within reasonable driving distance from your location you may request a service center of your choice so long as the requested service center contacts the Starcraft Bus/Federal Coach Warranty Department for approval prior to repairs being made.

All claims are to be made within 30 days of the discovery of the defect. Based on the determination of Starcraft Bus/Federal Coach and subject to the terms of the warranty, the warranty repair work will be authorized.

Prior Authorization

Any repairs that will exceed **\$100.00** in labor **must have prior authorization**. Claims submitted that exceed **\$100.00 without prior authorization will be subject to denial**.

To obtain prior authorization, contact the Starcraft Bus/Federal Coach Warranty Department and provide the following information:

- **Vehicle Identification Number (V.I.N.)**
- **The date of purchase**
- **Current mileage**
- **Description of problem or necessary repair/s**
- **Estimate of labor time and material cost**

You will be given an authorization number, which must be noted on your repair order.

Warranty & Technical Assistancess on the following equipment.

Prior Authorization is required on repairs for:

Ricon (wheel chair lifts)	800-322-2884
The Braun Corp. – (wheel chair lifts)	800-946-6158
ProAir, Inc. – (auxiliary air conditioning)	800-338-8544
Trans Air Manufacturing – (auxiliary air conditioning)	800-673-2446
Am Fab Climate Control (ACC) – auxiliary air conditioning	574-264-2190
Penntex Industries, Inc. (upgrade alternators)	817-590-2818
Audiovox Specialized Applications (ASA) – TV’s, radios, etc.. ...	888-332-1506

Starcraft Bus/ Federal Coach	Form Number 824-01-15	Revision B
	Parts/Warranty Policy & Procedures	Last Update 2/14/2011

RC Tonics –Electronic Diagnostic electric control panel 574-642-3857
Air Link Suspensions (GM Products)-----800-222-6283

To obtain prior warranty authorization on the above listed items, contact the appropriate manufacturer for authorization.

Repair Procedures and Replacement Parts

To obtain repair instruction/technical assistance or to obtain replacement parts needed to perform warranty repairs, contact the Starcraft Bus/Federal Coach Warranty Department. When ordering replacement parts for warranty repairs the Starcraft Bus/Federal Coach warranty representative will alert you if an individual defective part must be returned. All parts will be shipped ground unless the parts required keeps the unit from operation. We will send them out next day. If you request to have the parts next day shipping charges will be charged.

In stock parts are shipped within two business days. Non-stocked parts are usually shipped within two weeks.

Warranty repairs and replacement parts are covered for the remainder of the original warranty period.

Extension of Warranty Period

If a warranty repair is reported to Starcraft Bus/Federal Coach Warranty Department within the warranty period, but cannot be completed within the warranty period due to lack of parts or information needed to complete the warranty repair, the warranty will be extended for that repair until such time as is necessary for Starcraft Bus/Federal Coach to supply needed parts or information. Upon delivery of needed parts or information, repairs are to be performed and completed warranty claim paperwork submitted within ten (10) days. Paperwork must include a valid Starcraft/Federal Coach Warranty Department authorization number.

Parts Return Policy

Parts return policy will be enforced for new and unused parts

1. Parts received damaged (not due to freight damage), defective or shipped in error are eligible for return within 30 days from date of invoice, no restocking fees will be applied. The Starcraft Bus/Federal Coach Warranty/Parts Department must be notified of such damage, defect or shipping error within three (3) business days of receipt of part.
2. New and unused parts being returned for a reason other than a Starcraft Bus/Federal Coach error may be returned for credit within 15 days from date of

Starcraft Bus/ Federal Coach	Form Number 824-01-15	Revision B
	Parts/Warranty Policy & Procedures	Last Update 2/14/2011

Page 4 of 7

invoice, so long as the part has not been installed and is in its original packaging. **However, a 15% restocking fee will be applied, Electrical & Special order parts are nonrefundable and no UPS/Freight charges will be credited on any returns. Please contact our customer service department prior to returning a part for a RGA number for credit. RGA number NO CREDIT ON RETURNS**

3. No credit will be issued on any part returned beyond 30 days from invoice date.
4. UPS/Freight charges will be reimbursed for returns due to **Starcraft Bus/Federal Coach** error. For reimbursement of return shipping, a copy of the shipping receipt showing cost must be included with the return.
5. A copy of the packing slip, with reason for return must be included with any part(s) being returned. If return of one order involves more than one box, a copy of the packing slip must be included with each box.
6. All returns must be properly packaged and completely enclosed in a box. Any part(s) received back damaged due to poor packaging will not be issued a credit.
7. All purchased parts carry a 90 day warranty

Starcraft Bus/ Federal Coach	Form Number 824-01-15	Revision B
	Parts/Warranty Policy & Procedures	Last Update 2/14/2011

Page 5 of 7

Allowable Warranty Labor Rate

- Starcraft Bus/Federal Coach will pay your OEM Automotive Factory Approved Warranty rate (OEM automotive dealers i.e.(Ford, Dodge, Chevy)for mechanical/electrical repairs, provided we receive a copy of your factory rate authorization letter, otherwise claims will be paid at our labor rate.
- All paint or body shop repairs will be paid at regular Body Shop labor rate, pictures and a detailed, written estimate are required.
- Should these rates change send us a copy of your rate change approval (OEM dealers) or labor rate increase request.
- All claims will be paid at the current labor rate on file for the repair date.

Warranty Claim Explanation

Our goal is to process your warranty claims promptly and efficiently. In order to accomplish that goal, we ask for your continued assistance in properly filing your claim. To obtain credit for labor and parts used in performing warranty repairs, 3 top copies of a completed Forest River, Inc. claim form must be submitted to the Starcraft Bus/Federal Coach Warranty Department within 15 days of the repair date.

Note: Claims submitted beyond 30 days from the repair date are subject to denial unless authorized by the Starcraft Bus/Federal Coach Warranty Department.

Warranty Claims and Defective Parts

In order for us to process your warranty claims on a timely basis, we are asking for your assistance when submitting a warranty claim. Please be sure to have the following information on the Forest River, Inc. claim form:

1. Dealer information
2. Owner information with date of purchase and current mileage.
3. Complete Vehicle Identification Number (VIN).
4. When sublets are used, a copy of the sublet bill should be attached to your repair order.
5. Give detailed information – Problem, Cause and remedy.
6. Copies of parts invoices from Starcraft Bus/Federal Coach if you were charged for part.
7. Your approved labor rate.
8. **ALL defective parts are to be returned, make sure the part has been sent to Starcraft Bus/Federal Coach, ATTN: Warranty Returns. The claim will not be processed until part has been received.**
9. Starcraft Bus/Federal Coach will allow UPS charges for warranty parts only. Commercial freight charges will be paid providing a copy of the freight bill is attached to the claim.

Starcraft Bus/ Federal Coach	Form Number 824-01-15	Revision B
	Parts/Warranty Policy & Procedures	Last Update 2/14/2011

Page 6 of 7

10. Prior authorization from the Starcraft Bus/Federal Coach Warranty Department is required for any labor/sublet repairs exceeding \$100.00.

11. All claims should be submitted within **30 days** of repair date. Any claims submitted **45 days** after repair date will be disallowed.

Warranty Registration

When a vehicle is sold, immediately complete the warranty registration form and mail it to the Starcraft Bus/Federal Coach Warranty Department **Within Five (5) Business Days**.

Attn: Warranty Department
Starcraft Bus/Federal Coach
2367 Century Dr
Goshen, IN. 46528

Product Shortages and Transportation Damage

All units **must be inspected at the time of delivery** for any possible shortage or damage. For deliveries made during normal business hours you are allowed **One (1) Business Day** after the vehicle is unloaded to report any discrepancies.

All shortages and damage must be reported on the Starcraft Bus/Federal Coach driver/dealer inspection sheet, which accompanies the vehicle. These notations must be signed by both the dealer's inspector and the transit driver. Starcraft Bus/Federal Coach will require the dealer to adhere to the above policy for consideration of any claims submitted to Starcraft Bus/Federal Coach for shortages or damage.

Prior approval is required before commencing repairs on any damage expected to exceed \$100.00. Take pictures and be prepared to fax a written estimate and the inspection sheet. The warranty claim covering the repairs of any transit damage must be received by Starcraft Bus/Federal Coach Warranty Department within 30 days of the date of vehicle receipt by the dealer. Due to our carrier's insurance requirements, claims for damage over 30 days from vehicle delivery date cannot be considered for reimbursement. Any transit damage over \$1,000.00 requires authorization from the transit damage supervisor.

Note: Shortages or damage not noted on the Starcraft Bus/Federal Coach supplied driver/dealer inspection form will not be considered for reimbursement.

