

# WARRANTY CLAIM FORM

## IMPORTANT

### BEFORE YOU START YOU NEED AN APPROVAL NUMBER

In order to get an approval number please complete this form and fax it to (914) 592-0285.  
FACTORY DIRECT BUS SALES will not and cannot be responsible for paying warranty bills or  
service invoices for ourselves and for customers we sold buses to unless your invoice shows an  
APPROVAL NUMBER FROM FACTORY DIRECT BUS SALES

Questions? Call (914) 592-2872

COLLINS • MIDBUS • STARCRAFT • VCI • US BUS • TRANSTECH  
BRAUN • RICON • CARRIER • ACT

**DO NOT TROUBLE SHOOT AND EXPECT TO GET PAID FOR THE TIME!**

Please Fill Out The Following Information:

Bus Customer Name: \_\_\_\_\_

Body Manufacturer: \_\_\_\_\_

Body Manufacturer Number: \_\_\_\_\_

In Service Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

Chassis Manufacturer: \_\_\_\_\_

Description of problem:  Body  Electrical  Leak  Seats  A/C  Lift

Details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

FACTORY DIRECT BUS SALES APPROVAL NUMBER

Company Name: \_\_\_\_\_

Bus Location Address: \_\_\_\_\_

Contact Representative: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Labor Rate: \$ \_\_\_\_\_

Factory Direct Bus Sales is your advocate to the manufacturer. The final decision on approval for payment for service is made by the manufacturer.  
Factory Direct Bus Sales does not work on buses or equipment without customer approval. There may be charges that are not covered by warranty.