



ASSOCIATION OF DIESEL SPECIALISTS NATIONWIDE WARRANTY ENROLLMENT FORM

COMPANY/PRODUCT INFORMATION

Company: _____ Member #: _____
 Address: _____
 City, State (Providence) ZIP: _____ Country: _____
 Phone Number: _____ Main Contact: _____
 E-mail: _____

The above company does hereby agree to the terms of enrollment in the Association of Diesel Specialists' Nationwide Warranty Program, which are listed below. It is further agreed that the following two people* are fully informed and authorized to administer the ADS Nationwide Warranty on behalf of this company.

Signature: _____ **Date:** _____

Administrators: *It is suggested that the individuals designated as Nationwide Warranty administrators be other than the company official indicated above (Main Contact). These individuals are also to be included in the company's listing in the ADS International Directory.*

Name: _____ **Title:** _____

Name: _____ **Title:** _____

PROCEDURES FOR HANDLING – ADS NATIONWIDE WARRANTY

1. You may be approached to perform ADS Nationwide Warranty from either of two sources:
 - a. A diesel engine owner or operator may contact your company saying that he has a failed unit that is within the warranty period established by another ADS member shop.

OR

 - b. A fellow ADS member may call you and say that he has a customer with a failed unit in your area. In this instance, you will be asked to render his customer assistance and report back to the calling party.
2. When an ADS Inter-Shop Warranty request is made to your company direct by a transient operator (as in 1a above), you should proceed as follows:
 - a. Get as much information about the failed unit as possible and contact the ADS Member shop the customer claims made the original repair. Do not make any statement about the failed unit until you have contacted the original repair station and determined that the failed unit is covered under the terms of the warranty.
3. In the event that additional help is needed with the removal and installation of the failed unit, the repairing shop will help the original repairing member locate a qualified repair facility to do this work.
4. After you have contacted the original repair station and receive authorization to proceed, check the failed unit to see if the warranty is applicable. Determine if the failure was due to faulty material or workmanship. If the failure is found to be due to work performed by the original repair station, at this point prepare an itemized estimate of repair and re-contact the original repair station for further authorization. If this procedure is followed, there will be no misunderstanding about the billing at a later date.
5. The alleged failed unit, during inspection, may be determined not faulty or the failure was not due to work performed by the original repair station. In this case, you should advise the customer of his options and tell the original repair station of your findings.
6. Should a request for ADS Inter-Shop Warranty be made within fifty miles of the original repair station, it should be referred back to the original repair station for most expedient handling.
7. It is not the purpose of ADS to become involved in the pricing arrangements between its members, but it is hoped that the repairing service station will treat the original repairing service station fairly in regards to pricing. Pricing of parts and services should be negotiated in good faith between the two members involved.
8. When an ADS Inter-Shop Warranty is completed, please follow these instructions:
 - a. Send an itemized invoice covering the agreed upon price of repair to the original repairing ASD member for payment.

RETURN COMPLETED FORMS/QUESTIONS

ADS Headquarters at:
 400 Admiral Blvd., Kansas City, MO 64106 • Phone: 816.285.0810 • Fax: 847.770.4952 E-mail: info@diesel.org