



Warranty Submittal 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.delcoremywarranty.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 MAY BE USED IF A REPAIR IS DONE.

The only exception to Reman for warranty is when repairing oil leaks on 50DN alternators. Oil leaks may be repaired (by replacing the seal).

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.

Please refer to the Warranty Guide at www.delcoremywarranty.com for photos and more information.

[D] WARRANTY CLAIM PROCESS

Verify that the unit turned in for warranty is within the guidelines set forth in this document and per the time/distance limits listed on www.delcoremywarranty.com and your respective OEM.

- 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, submit the warranty claim to Delco Remy or your respective OEM as applicable.
- 4) For Service or Reman warranty claims:
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 Delco Remy part number.
- 5) Provide the required information (via the on-line form or spreadsheet) and attach a printed copy to the unit being returned. Ship the warranted unit to the appropriate return location (see Freight & Shipping Information).
- 6) Confirmation of the credit will be mailed or e-mailed to you.

[E] CLAIM INSTRUCTIONS

The instructions below are for warranty reimbursement.

One warranty claim should be submitted for each unit returned. Keep a copy for your records along with a copy of the Bill of Lading to verify the unit was shipped to Remy.

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.

SUBMITTING THE WARRANTY CLAIM:

CLAIM NUMBER

A number assigned by the store. This number must be unique to each claim submitted and cannot be used more than once. If submitting via website, number will be assigned.

CLAIM DATE

Current date or date the claim is submitted. If submitting on-line, date is assigned

REMY CUSTOMER INFORMATION

Customer Code: Your Delco Remy account number (if applicable- Remy IWD's).

Customer Name, Address, City/State, Zip, Country, Contact Name, Telephone and Fax: Your location information. If submitted via website, dealer login automatically assigns information

FAILED PART INFORMATION

Failed Part Number:	Delco Remy part number of the unit removed.
Model/Series:	Remy product series of unit removed, i.e. 24SI, 42MT, etc. (automatically assigned via website for on-line submissions)
Serial Number:	Serial number stamped on unit removed.
Vehicle In-Service Date:	Date vehicle went into service (warranty coverage starts on this date).
Product In-Service Date:	If replacement (OES or Reman) 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. To qualify for core reimbursement, a Reman unit must be used.

COMPLAINT / REASON FOR REPLACEMENT

Reason unit is being removed. Please be as detailed as possible.

WARRANTY COVERAGE

List the coverage that the warranty claim is being submitted for: OE (Original Equipment), OES (OE Service / "Over The Counter"), or Remanufactured service unit coverage.

CLAIM AMOUNT

Parts (\$):	The total part price for the authorized replacement part that you are requesting, including any authorized markup.
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 must specify if your warranty claim is denied and you want the unit returned. <u>Shipping information including account # MUST be provided</u>

or the unit will not be returned. Website claim submittal will prompt this information.

REMAINING FIELDS

Complete all other required fields. Claims that do not include all required information will not be processed (lack of required data will prevent on-line submittal).

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: FEDEX ACCOUNT 319119108.

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 150 lb. limit.

Send All Warranty Claims and parts (except 50DN Units) to:	Send 50DN Warranty Parts To
Remy Reliability Center 214 Fellowship Road Taylorsville, MS 39168	Remy, Inc. 418 Union Pacific Blvd. Laredo, TX 78045

CHECKING CLAIM STATUS (after registration and claim filing)

Claim status and analysis results including history searches may be monitored at www.delcoremywarranty.com. Registration is required, then you may log-in using your provided username and password

CONTACT INFORMATION FOR REMY RELIABILITY CENTER

Phone

888-600-5777 (or)
601-785-9504

Email / Web

warranty@remyinc.com
www.delcoremywarranty.com

Fax

601-785-9508