

# **Webasto Online Warranty Interface**

## **User Help Documentation**



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## Introduction

Welcome to the Webasto Online Warranty System. As Webasto strives towards customer excellence, the Webasto Online Warranty Interface is just another step in the right direction. With technology changing so rapidly so does the communication between businesses and their customers. By creating this virtual environment; we allow our customers to enter warranty claim data ensuring better accuracy and faster processing times. This also ensures that each successful claim submitted will be accompanied by all the required documentation that Webasto requires to process a claim (i.e. heater diagnostic report or a copy of the original invoice). Users of this system will also be able to login and check status of their claims at anytime.

## Features

The system has been integrated with a few convenient features that were never possible with our paper process.

- The ability to check status of a claim.
- Printable reports for each claim.
- Integrated search feature with an array of filters for quick claim retrieval.
- Stored dealer contact information. This removes the repetitive entry of contact data for each claim.
- SSL Secured environment to ensure all personal information transmitted is safe and tamper free.
- Convenient homepage news article which Webasto can communicate any warranty related updates.
- Auto email alert whenever the status of a claim changes.
- The capability to upload diagnostic reports and invoice copies when required. (System accepts .PDF & .TXT file extensions)

## Process Flow

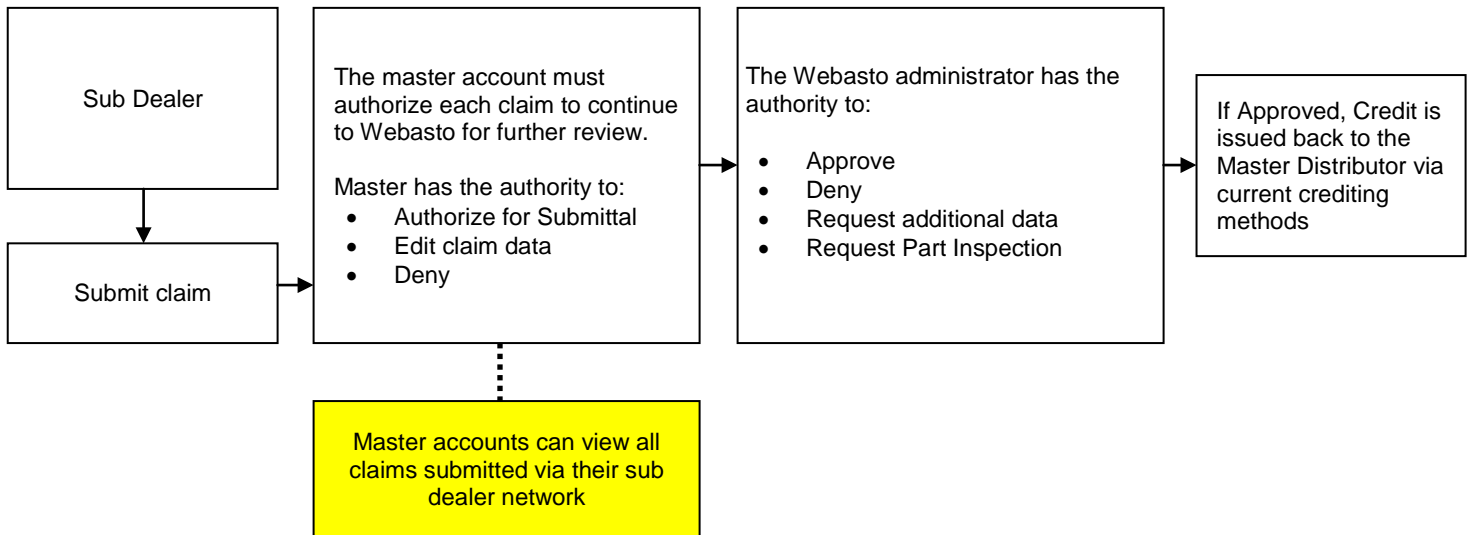
### ***Master Distributors / Independent Dealers / OES (Original Equipment Suppliers)***

The system functions in two different ways. This account structure consists of a master account with multiple sub dealers. The master and each sub dealer will be able to submit claims via the online warranty claim system. The master account however will receive credit reimbursement for ALL claims approved by the Webasto Warranty Administrator. This master account will be required to pre-authorize each claim that their sub dealer network submits. If the claim is found acceptable it can be authorized to continue to the Webasto Warranty Administrator for further review. This master account may also view claim activity for all of its sub dealers.

**IMPORTANT:** The master account profile has the authority to authorize a claim for Webasto review but cannot approve a claim for credit. The Webasto Warranty Administrator is the only profile that can perform crediting approval.

### ***Sub-Dealers***

This type of account has the ability to create, submit, and view status of each claim submitted under their own login credentials. Each claim submitted through a sub dealer must first be authorized for submittal to Webasto by the master distributor account. Note that the master distributor account will receive all credit reimbursement for claims approved via the Webasto Warranty Administrator. Credit disbursement will then be handled by the master distributor's internal reimbursement policies.



## Product Warranty Policies

Please ensure you are connected to the internet and click on the link below. This will direct you to the latest warranty policies for products sold by Webasto Product N.A. Inc.

[Click Here](#)

or

Copy and paste this link into an address bar: <http://www.techwebasto.com/warranty.html>

## Required Documentation

### **Diagnostic Report**

As described in the Webasto Policies and Procedures documentation; heater warranty claims without a Webasto diagnostic report will not be processed. The only exception to this rule is the DBW series heater which currently does not offer a standard diagnostic interface. If you do not have a Webasto diagnostic tool one can be purchased. To order, contact either your sales representative or the Webasto order processing desk at 800-860-7866.

For additional information regarding the use of the Webasto PC Diagnostic tool click on the link below.

Copy and paste this link into an address bar: <http://www.techwebasto.com/academy/trainingvideos/warranty-service-training.html>

### **Original Invoice**

All warranty claims require the entry of the product serial number. If the given serial number cannot be validated; the system will require a copy of the original sales invoice for further review.

### **Scanning Documents**

Each diagnostic report must be scanned / saved to the same machine that the claim is being submitted on. The saved file can then be attached to the claim using the browse button that appears on the claim form if a document upload is required. The document may also be saved in any of the following formats; “.jpg, txt” or “.pdf”.

## General Menu

Menu Item	Explanation
Home	This button will return the user to the main menu no matter where in the system they are. Ensure to click the submit claim button at the end of the claim before clicking the Home button as this will not save any claim data.
Warranty	Contains only sub-categories
- New Warranty Item	This will allow a user to select the desired warranty claim form.
- Search Warranty Item	This gives the user many different options of filtering to search for a specific claim.
Change Password	This allows the user to change his / her password as needed.
Log Out	This securely logs user out of the system. Always use this feature rather than exiting out of the browser to ensure no session data has been saved.

## Heater Claim Form by Item Description

Line Item (* = Required Fields)	Explanation
*Warranty Claim Number	This is an auto generated number given to each new warranty claim. However, this number can be modified if necessary. <b>(Alpha-Numeric characters only).</b> <b>NOTE:</b> Changing the claim number can only be done prior to submitting the claim.
Customer Ref. Number	Use this field to reference your company specific numbering system.
*Date of Repair	This is the date that the actual repair was performed.
*Dealer Name / Contact	This is the facility claiming the warranty. The contact field is the main contact for questions regarding the claim.
*Dealer Address	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer City	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer State	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer Country	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer Zip	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer Phone Number	This is dealer specific contact information. (Pre-filled from profile data)
Dealer Fax Number	This is dealer specific contact information. (Pre-filled from profile data)
Customer Name	This is the end customer that the warranty service was performed for.
Customer Address	This is end customer specific contact information. (Optional)
Customer City	This is end customer specific contact information. (Optional)
Customer State	This is end customer specific contact information. (Optional)
Customer Country	This is end customer specific contact information. (Optional)
Customer Zip	This is end customer specific contact information. (Optional)
Line Item (* = Required Fields)	Explanation

Customer Phone Number	This is end customer specific contact information. (Optional)
*Heater Model	Select the product specific model number that the claim will be submitted for.
*Serial Number	Enter the product specific serial number. This is sometimes called a “fabr.nr.” <b>NOTE:</b> If the serial number cannot be validated the submitter will be required to upload a copy of the original sales invoice to continue. Refer to page 5 for uploading details.
*Hour Meter Reading	Enter the hour meter reading at the time of the repair. This can found within the PC diagnostics report.
*Voltage	Enter the correct voltage of the product. This is typically found on the manufacturing tag on the product.
*Fuel Type	Select the type of fuel the heater is equipped for. (Diesel / Gas / Other)
*Date of Purchase	Enter the products original date of purchase.
Service Technician	Enter the service technician’s name that performed the warranty service.
*Vehicle Make	Enter the vehicle make. i.e. Freightliner
*Vehicle Model	Enter the vehicle model. i.e. Century Class
*Vehicle Year	Enter the vehicles year of production. i.e. 2009
*If warranty is refused, the defective parts should be	If the warranty is refused for any reason, select what Webasto should do with the part?
*Customer Complaint	Describe the complaint at the time of the original customer contact.
*Description of Failure	Describe the technical explanation of the failure from the technician.
*Corrective Action	Enter a description of the work performed to repair the product to fully working condition.
*Part Number (text box)	Enter the part number of any parts replaced during the repair. This box allows for quick entering if the P/N is known. The drop down box may be used also.
*Part Number (Drop down box)	Click the arrow to the right of the field and select a part number from the list.
*Quantity	Enter the part quantity of the specific part number being added.
*Complaint Code	Click the arrow to the right of the field and select the appropriate complaint code. (Select a choice as close to the original complaint as possible)
*Location Code	Click the arrow to the right of the field and select the appropriate location code. (Select the specific area in which the repair was made)
*Failure Code	Click the arrow to the right of the field and select the appropriate failure code. (Select the failure code that best matches the actual part failure.)
Add Part Button	After all part specific fields have been completed click the add part button; this will add the part to the claim. Multiple parts can be added to one claim.
*Labor Rate	Enter the labor rate that the dealer charges per work hour.
*Labor / Hours	Enter the amount of time that it took to complete the repair.
Submit Claim Button	Click this button when the claim is ready to submit for review.

## Marine Claim Form by Item Description

Line Item (* = Required Fields)	Explanation
*Warranty Claim Number	This is an auto generated number given to each new warranty claim. However, this number can be modified if necessary. <b>(Alpha-Numeric characters only).</b> <b>Note:</b> Changing the claim can only be done prior to submitting the claim.
Customer Ref. Number	Use this field to reference your company specific numbering system. (Optional)
*Date of Repair	This is the date the actual repair was performed.
*Dealer Name / Contact	This is the facility claiming the warranty. The contact field is the main contact for questions regarding the claim.
*Dealer Address	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer City	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer State	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer Country	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer Zip	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer Phone Number	This is dealer specific contact information. (Pre-filled from profile data)
Dealer Fax Number	This is dealer specific contact information. (Pre-filled from profile data)
Customer Name	This is the end customer that the warranty service was performed for.
Customer Address	This is end customer specific contact information. (Optional)
Customer City	This is end customer specific contact information. (Optional)
Customer State	This is end customer specific contact information. (Optional)
Customer Country	This is end customer specific contact information. (Optional)
Customer Zip	This is end customer specific contact information. (Optional)
Customer Phone Number	This is end customer specific contact information. (Optional)
*Heater / AC Model	Select the product specific model number that the claim will be submitted for.
*Serial Number	Enter the product specific serial number. This is sometimes called a "fabr.nr." <b>NOTE:</b> If the serial number cannot be validated the submitter will be required to upload a copy of the original sales invoice to continue. Refer to page 5 for uploading details.
Hour Meter Reading	Enter the hour meter reading at the time of the repair. This can found within the PC diagnostics report.
*Voltage	Enter the correct voltage of the product. This is typically found on the manufacturing tag located on the product.
*Date of Purchase	Enter the original date of purchase.
*Date of Commission	Enter the original date of Commission.
Service Technician	Enter the service technician's name that performed the warranty service.
Number of Technician Visits	Enter the number of individual repair visits it took to complete the warranty claim.
*Vessel Make	Enter the vessel make. i.e. Sea Ray



Line Item (* = Required Fields)	Explanation
*Vessel Model	Enter the vehicle model. i.e. Sundancer
*Vessel Year	Enter the vessels year of production. i.e. 2009
*Hull ID Number	Enter the hull identification number located on the side of the boat
*If Warranty Refused, Defective Parts Should Be	If the warranty is refused for any reason, what should Webasto do with the part?
*Customer Complaint	Describe the complaint at the time of the original customer contact.
*Description of Failure	Describe the technical explanation of the failure from the technician.
*Corrective Action	Enter a description of the work performed to repair the product to fully working condition.
*Part Number (text box)	Enter the part number of any parts replaced during the repair. This box allows for quick entering if the P/N is known. The drop down box may be used also.
*Part Number (Drop down box)	Click the arrow to the right of the field and select a part number from the list.
*Quantity	Enter the part quantity of the specific part number being added.
*Complaint Code	Click the arrow to the right of the field and select the appropriate complaint code. (Select a choice as close to the original complaint as possible)
*Location Code	Click the arrow to the right of the field and select the appropriate location code. (Select the specific area in which the repair was made)
*Failure Code	Click the arrow to the right of the field and select the appropriate failure code. (Select the failure code that best matches the actual part failure.)
Add Part Button	After all part specific fields have been completed click the add part button; this will add the part to the claim. Multiple parts can be added to one claim.
*Labor Rate	Enter the labor rate that the dealer charges per work hour.
*Labor / Hours	Enter the amount of time that it took to complete the repair.
*Travel Miles	Enter the total miles traveled one-way (maximum of 65 miles) to perform the warranty repair. Any additional miles must be pre-approved beforehand.
Travel Cost	This is a pre-defined field that calculates the travel miles by the U.S. standard mileage rate. ( <a href="http://www.irs.gov/">http://www.irs.gov/</a> )
Refrigerant Used	Select the type of refrigerant used in the system.
Lbs. Used	Enter the amount of refrigerant used to refill the system to normal operating capacity.
Cost Per Pound	Enter the cost of refrigerant per pound.
Submit Claim Button	Click this button when the claim is ready to submit for review.

## Sunroof Claim Form by Item Description

Line Item (* = Required Fields)	Explanation
*Warranty Claim #:	This is an auto generated number given to each new warranty claim. However, this number can be modified if necessary. <b>(Alpha-Numeric characters only)</b> . <b>NOTE:</b> Changing the claim number can only be done prior to submitting the claim.
*Dealer Name	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer Address	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer City	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer State	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer Zip	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer Country	This is dealer specific contact information. (Pre-filled from profile data)
For Month and Year	Enter the month and year that the claim is being filed.
*Dealer Phone	This is dealer specific contact information. (Pre-filled from profile data)
Dealer Fax	This is dealer specific contact information. (Pre-filled from profile data)
*Part Number (text box)	Enter the part number of any parts replaced during the repair. This box allows for quick entering if the P/N is known. The drop down box may be used also.
*Part Number (Drop down box)	Click the arrow to the right of the field and select a part number from the list.
*Defect Code	Click on the arrow to the right of the field and select the appropriate defect code.
*Vehicle Make	Enter the vehicle make. i.e. Ford
Vehicle Model	Enter the vehicle model. i.e. F-150
*Vehicle Year	Enter the vehicles year of production. i.e. 2009
*VIN Number (Last 6 Digits)	For identification purposes, enter the last 6 digits of the vehicle identification number.
Original Install Date	Enter the original Webasto product installation date.
*Kit / Serial Number	Enter the serial number of the Webasto product.
*Type / Model	Enter the model of the Webasto product. i.e. TVS-940
*Mileage @ Repair	Enter the mileage of the vehicle when the repair was performed.
*Date of Repair	Enter the date when the repair was performed.
Labor Rate	Enter the labor rate that the dealer charges per work hour.
Labor Hours	Enter the amount of time that it took to complete the repair.
Add Part Button	After all part specific fields have been completed click the add part button; this will add the part to the claim. Multiple parts can be added to one claim.
Submit Claim Button	Click this button when the claim is ready to submit for review.

## Truck AC Claim Form by Item Description

Line Item (* = Required Fields)	Explanation
*Warranty Claim Number	This is an auto generated number given to each new warranty claim. However, this number can be modified if necessary. <b>(Alpha-Numeric characters only)</b> .  <b>NOTE:</b> Changing the claim number can only be done prior to submitting the claim.
Customer Ref. Number	Use this field to reference your company specific numbering system. (Optional)
*Date of Repair	This is the date that the actual repair was performed.
*Dealer Name / Contact	This is the facility claiming the warranty. The contact field is the main contact for questions regarding the claim.
*Dealer Address	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer City	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer State	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer Country	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer Zip	This is dealer specific contact information. (Pre-filled from profile data)
*Dealer Phone Number	This is dealer specific contact information. (Pre-filled from profile data)
Dealer Fax Number	This is dealer specific contact information. (Pre-filled from profile data)
Customer Name	This is the end customer that the warranty service was performed for.
Customer Address	This is end customer specific contact information. (Optional)
Customer City	This is end customer specific contact information. (Optional)
Customer State	This is end customer specific contact information. (Optional)
Customer Country	This is end customer specific contact information. (Optional)
Customer Zip	This is end customer specific contact information. (Optional)
Customer Phone Number	This is end customer specific contact information. (Optional)
*Truck AC Model	Select the product specific model number that the claim will be submitted for.
*Serial Number	Enter the product specific serial number. This is sometimes called a "fabr.nr."
*Date of Purchase	Enter the products original date of purchase.
Service Technician	Enter the service technician's name that performed the warranty service.
*Vehicle Make	Enter the vehicle make. i.e. Freightliner
*Vehicle Model	Enter the vehicle model. i.e. Century Class
*Vehicle Year	Enter the vehicles year of production. i.e. 2009
*If warranty is refused, the defective parts should be	If the warranty is refused for any reason, select what Webasto should do with the part?
*Customer Complaint	Describe the complaint at the time of the original customer contact.
*Description of Failure	Describe the technical explanation of the failure from the technician.

Line Item (* = Required Fields)	Explanation
*Corrective Action	Enter a description of the work performed to repair the product to fully working condition.
*Part Number (text box)	Enter the part number of any parts replaced during the repair. This box allows for quick entering if the P/N is known. The drop down box may be used also.
*Part Number (Drop down box)	Click the arrow to the right of the field and select a part number from the list.
*Quantity	Enter the part quantity of the specific part number being added.
*Complaint Code	Click the arrow to the right of the field and select the appropriate complaint code. (Select a choice as close to the original complaint as possible)
*Location Code	Click the arrow to the right of the field and select the appropriate location code. (Select the specific area in which the repair was made)
*Failure Code	Click the arrow to the right of the field and select the appropriate failure code. (Select the failure code that best matches the actual part failure.)
Add Part Button	After all part specific fields have been completed click the add part button; this will add the part to the claim. Multiple parts can be added to one claim.
*Labor Rate	Enter the labor rate that the dealer charges per work hour.
*Labor / Hours	Enter the amount of time that it took to complete the repair.
Submit Claim Button	Click this button when the claim is ready to submit for review.

## Failure Codes “How To”

### Heater Failure Codes:

Below is an example of a heater code that describes a unit concern. This failure code system has been broken into a three step process. Ensure when selecting each code segment that the word (Heater) is located in the description field.

Step	Segment	Code	Description
Step 1	(Complaint Field)	= <b>14</b>	(Heater) Water System
Step 2	(Location Field)	= <b>14B</b>	(Heater) Circulation Pump
Step 3	(Failure Field)	= <b>B14</b>	(Heater) Pump Motor Defective
Complete Code: <b>14B14 = Defective Circulation Pump</b>			

### BCT Failure Codes:

Below is an example of a BCT code that describes a unit concern. This failure code system has been broken into a three step process. Ensure when selecting each code segment that the word (BCT) is located in the description field.

Step	Segment	Code	Description
Step 1	(Complaint Field)	= <b>52</b>	(BCT) Electrical Equipment
Step 2	(Location Field)	= <b>52E</b>	(BCT) Ambient Switch
Step 3	(Failure Field)	= <b>E51</b>	(BCT) Ambient Switch Stuck Open
Complete Code: <b>52E51 = Defective Ambient Switch</b>			

### Marine Failure Codes:

Below is an example of a marine code that describes a unit concern. This failure code system has been broken into a three step process.

Step	Segment	Code	Description
Step 1	(Complaint Field)	= <b>S04</b>	Noisy
Step 2	(Location Field)	= <b>L24</b>	Motor
Step 3	(Failure Field)	= <b>B7</b>	Pump Motor Not Moving Freely
Complete Code: <b>S04L24B7 = Noisy Pump Motor</b>			

### Sunroof Failure Codes:

Below is an example of a sunroof code that describes a unit concern.

Step	Segment	Code	Description
Step 1	(Defective Code)	= <b>D</b>	Defective Operation
Complete Code: <b>D</b>			

## Contact Information:

If additional assistance is needed, please contact our warranty department using the contact information below.

**E-mail:** [warranty-us@webasto.com](mailto:warranty-us@webasto.com)

**Phone:** (800) 860-7866

NOTES:

**NOTES:**

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**Webasto Thermo & Comfort N.A., Inc.**

15083 North Road  
Fenton, MI 48430

Technical Assistance Hotline  
USA: (800) 860-7866  
Canada: (800) 667-8900

[www.webasto.us](http://www.webasto.us)  
[www.techwebasto.com](http://www.techwebasto.com)