

WARRANTY POLICY

TRUCK MODELS T2000 - T9000

Effective Date: October 2024

Version: 2024.10

This document establishes warranty claim requirements for all truck models T2000 through T9000. All warranty claims must comply with these requirements to be eligible for approval.

1. WARRANTY COVERAGE OVERVIEW

1.1 Powertrain Warranty

All models T2000-T9000 include comprehensive powertrain warranty covering engine, transmission, and drivetrain components for 5 years or 100,000 miles, whichever occurs first.

1.2 Emissions System Warranty

Emissions-related components (catalytic converters, DPF systems, DEF systems, EGR systems) are covered for 8 years or 80,000 miles per EPA requirements.

1.3 Model-Specific Coverage

Model	Special Coverage Notes
T2000-T3000	Light-duty models: Standard powertrain coverage
T4000-T6000	Medium-duty models: Enhanced coverage for DEF systems
T7000-T9000	Heavy-duty models: Premium support, extended diagnostics required
T9000	Flagship model: Highest labor rates (\$175/hr), strictest documentation

2. MANDATORY DOCUMENTATION REQUIREMENTS

■■ **CRITICAL:** Inadequate documentation is the #1 cause of warranty claim denials. All claims must include complete diagnostic test results with **ACTUAL MEASURED VALUES**.

2.1 Required Information for ALL Claims

- Vehicle identification (VIN, model number, mileage)
- Customer complaint description (in customer's words)
- Fault codes retrieved (with freeze frame data)
- Diagnostic tests performed (with actual measured values and units)
- Root cause determination (how diagnosis led to conclusion)
- Parts replaced (part numbers, description)
- Post-repair verification (test results confirming repair success)
- Technician identification and certification level

2.2 Model-Specific Documentation

EACH MODEL (T2000-T9000) HAS UNIQUE DIAGNOSTIC PROCEDURES. Using generic procedures or procedures from a different model is **NOT** acceptable and will result in claim review delays or denial.

3. COMMON REASONS FOR CLAIM DENIAL

3.1 Insufficient Diagnostic Documentation

Generic statements without measured values.

Examples of DENIED Claims:

- "Scanned for codes. Found P0420. Replaced catalytic converter. Cleared codes." - DENIED
- "System tested - component failure confirmed. Replaced part." - DENIED

✓ **Requirement:** MUST include actual O2 sensor voltage readings, exhaust leak inspection results, and post-repair verification.

3.2 Wrong Diagnostic Procedure Used

Using procedure from different model.

Examples of DENIED Claims:

- Using T3000 fuel pressure spec (23,000 PSI) on T4000 vehicle (requires 24,500 PSI) - DENIED
- Using T7000 diagnostic tool on T9000 vehicle (requires T9000-PREM tool) - DENIED

✓ **Requirement:** MUST use model-specific procedure from correct service guide.

3.3 Maintenance-Related Failures

Failure caused by customer neglect, not defect.

Examples of DENIED Claims:

- Engine failure due to missed oil changes (customer declined service 3 times) - DENIED
- DPF failure after customer ignored regen warnings for 5,000 miles - DENIED

✓ **Requirement:** Review maintenance history. Customer-caused failures are NOT covered under warranty.

3.4 Wrong Part for Fault Code

Replaced component does not address fault code.

Examples of DENIED Claims:

■ P0420 catalyst code: Replaced turbocharger (turbo not related to catalyst efficiency) - DENIED

■ P0087 fuel pressure code: Replaced injectors without testing fuel pump - DENIED

✓ **Requirement:** Part replaced must logically address the diagnosed root cause.

4. BEST PRACTICES FOR CLAIM APPROVAL

- ✓ Always start with the correct model-specific service guide (T2000-T9000)
- ✓ Include ACTUAL measured values with UNITS (PSI, volts, ohms, °F, etc.)
- ✓ Document EVERY diagnostic test performed, even if results were normal
- ✓ Include specifications and compare actual vs specification
- ✓ Explain HOW diagnostic results led to root cause conclusion
- ✓ Document post-repair verification showing repair was successful
- ✓ For expensive repairs (>\$2,000), include photos when possible
- ✓ Check maintenance history BEFORE filing claim (customer neglect not covered)
- ✓ Use model-specific tools where required (DIAG-T7000-01, DIAG-T9000-PREM, etc.)
- ✓ For T9000 flagship model: Extra detail required due to premium status

5. APPROVED LABOR RATES

Model(s)	Labor Rate	Notes
T2000-T6000	\$125/hour	Standard rate
T7000-T8000	\$140/hour	Heavy-duty rate
T9000	\$175/hour	Premium rate (flagship model)

6. CLAIM SUBMISSION PROCESS

6.1 Required Timeframe

All warranty claims must be submitted within 30 days of repair completion. Claims submitted after 30 days require additional justification and may be subject to audit.

6.2 Review Process

Step 1: Initial Review (24-48 hours) - Automated check for required information

Step 2: Technical Review (3-5 business days) - Diagnostic procedure verification

Step 3: Approval/Denial (1-2 business days) - Final decision with explanation

Step 4: Payment Processing (5-7 business days after approval) - Direct deposit

6.3 Claims Requiring Additional Review

The following claims are automatically flagged for additional review:

- Claims exceeding \$5,000 in parts and labor
- T9000 flagship model claims (due to premium status)
- Multiple warranty claims on same vehicle within 90 days
- Claims with incomplete diagnostic documentation
- Claims where maintenance history shows customer neglect

SUMMARY

✓ SUCCESS FORMULA:

1. Use correct model-specific service guide (T2000-T9000)
1. Include actual measured values with units
1. Document complete diagnostic process
1. Verify root cause before replacing parts
1. Check maintenance history for customer neglect
1. Document post-repair verification
1. Submit claim within 30 days

Following these guidelines will ensure fast claim approval and payment. Questions? Contact Warranty Support at warranty@truckmanufacturer.com