



MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	WARRANTY CLAIM REPORT	DATE
DEPARTMENT :	SPARE PARTS DEPARTMENT	October 22, 2014
TO :	BRANCH MECHANIC AND MANAGER	

OBJECTIVE

1. To guide the branch on the responsibilities of the customer on the warranty policy of the company on the brand new motorcycle they bought whether on cash or installment.
2. To provide procedure and guide in the smooth flow of transactions between branch and Warranty Section.
3. To guide the branch in the responsibilities of MMPI on brand new units sold within the warranty period.



POLICIES

1. The warranty of unit will start on the date of retail sales which is defined as delivery or pick-up or release of the brand new motorcycle unit to the customer by the branch.
2. The warranty covers all troubles occasioned during the warranty period and attributable to the maker's responsibility, except expendable parts.
3. In general, the warranty period 6,000 kilometers or 6 months, whichever comes first; however, for Jet 4, the warranty period is 12,000 kilometers or 12 months, whichever comes first.
 - 3.1. The responsibility of MMPI on the warranty period is fulfilled by correcting defects in material and workmanship, if any. Therefore, none of the following comes under application of the warranty:
 - 3.1.1. Overhead cost (medical/towing)
 - 3.1.2. Re-purchase or exchange of products
 - 3.1.3. Settlement of complaint in any other way than correcting the defect on which the claim is made.
 - 3.2. Expendable or consumable parts are those that require replacement within a shorter time than the life of the product itself or those that deteriorate as time pass.
 - 3.2.1. Not covered by Warranty
 - 3.2.1.1. Spark plugs
 - 3.2.1.2. Fuel unit
 - 3.2.1.3. Rectifiers
 - 3.2.1.4. Fuses
 - 3.2.1.5. Brake lining
 - 3.2.1.6. Cables
 - 3.2.1.7. Tires and tubes
 - 3.2.1.8. Absorbers/Suspension
 - 3.2.1.9. Side mirrors
 - 3.2.1.10. Clutch disc/linings
 - 3.2.1.11. Oil filter element

Prepared by:  Alvin Panugao	Approved by:  Richmond Ngan Executive Officer	Effective January 2016	Page 1 of 5
--	---	-------------------------------	-------------

- 3.2.1.12. Bulbs (5 Days)
- 3.2.1.13. Sprockets
- 3.2.1.14. Air cleaner elements
- 3.2.1.15. Bolts, nuts & washer
- 3.2.1.16. Gaskets
- 3.2.1.17. Rubber & Plastic parts
- 3.2.1.18. Mufflers
 - 3.2.1.18.1. As a general rule, muffler is not warrantable, except for inherent defect, such as breakage due to unknown reason or noise inside the muffler.
 - 3.2.1.18.2. Discoloration and rust are not covered by warranty.
 - 3.2.1.18.3. Muffler warranty period is 6 months or 6,000 kilometers whichever ever come first and shall start from the release of the unit to the customer.
- 3.2.1.19. Battery
- 3.2.1.20. Other items specified by MMPI



4. The following are also excluded in the warranty
 - 4.1. A motorcycle, which has not undergone the periodic inspection required by MMPI.
 - 4.1.1. The owner has responsibility to bring his/her unit to our branch for periodic maintenance check up.
 - 4.2. Trouble caused by inappropriate care like but not limited to rusting, fading of color, natural deterioration.
 - 4.3. Trouble occasioned through;
 - 4.3.1. User's negligence, abuse or use in a way much deviated from the use for which the MC was originally designed (misuse);
 - 4.3.2. Traffic accident;
 - 4.3.3. Collusion or over-turning;
 - 4.3.4. Racing or competition; over-revolution of engine;
 - 4.3.5. Use of bad oil or fuel; user's mishandling;
 - 4.4. Trouble caused by the use of parts other than its genuine parts.
 - 4.5. Trouble caused by making changes or alteration in the product and/or accessories.
 - 4.6. Trouble caused by breaking a seal or by disassembling any irremovable part/s (CDI unit, oil pump, speedometer, main switch, turn signal relay, starter motor relay, shock absorber, etc.)
 - 4.7. When the speedometer computer/assembly shows evidence of being tampered.
 - 4.8. If motorcycle had been repaired or attended to outside of the service facilities of MMPI or its authorized service shops.
5. Damage in the course of transporting the motorcycle unit shall not be covered by warranty.
 - 5.1. Inter-branch Transfer
 - 5.2. Transfer from Warehouse to branch
 - 5.3. Return of motorcycle unit from the branch to the warehouse

Prepared by:  Alvin Panugao	Approved by:  Richmond Ngan Executive Officer	Effective January 2016	Page 2 of 5
--	---	-------------------------------	-------------


6. Preventive service and other services done for maintenance such as the following; shall not be covered by warranty:
 - 6.1. Cleaning of intake and exhaust system
 - 6.2. Lubrication oil and grease
 - 6.3. Adjustment of clutch and brakes
 - 6.4. Other normal preventive and maintenance services
7. It is the responsibility of the branch to explain the terms and condition of the manufacturer's warranty which should be included in Pre-Delivery Inspection (PDI) before the release of the motorcycle unit to the customer.

PROCEDURES

1. Mechanic
 - 1.1. Receive motorcycle unit of the customer and check complain in the customer's motorcycle unit.
 - 1.2. Diagnose the problem and inform the customer repair to be done and parts needed to replace. Determine if the motorcycle unit still under warranty or no condition in the warranty policy was violated by the customer.
 - 1.3. Prepare Job Order (JO) and forward to branch cashier.
2. Cashier
 - 2.1. Receive JO and check the following;
 - 1.3.1. Sales Invoice and release date;
 - 1.3.2. Availability of part(s) in the branch inventory; and
 - 1.3.3. Status of the customer's account.
 - 1.3.3.1. The Job Order must be approved by the Cashier before any repair is made to the MC unit. Any delinquent account shall be referred to the field personnel handling the account; or to Branch manager so that necessary pressure can be made to update the account.
 - 1.3.3.2. If the account is overly delinquent, the customer should be compelled to surrender the financed unit and enforce the pre-signed Voluntary Surrender.
 - 2.2. If the motorcycle unit is still covered by warranty, prepare Warranty Claim Report to be submitted to the Warranty Section of Spare Parts Department to request the parts.
 - 2.3. Scan the duly accomplished Warranty Claim Report and send via web mail to Warranty Section-Spare Parts Department for checking and approval.
3. Mechanic
 - 3.1. Receive parts and affix signature in the Merchandise Transfer Receipt (MTR).
 - 3.2. Replace damaged parts of the customer's motorcycle unit.
 - 3.3. Return damaged parts to Warranty Section Spare Parts Department for further evaluation of warranty claim.

Prepared by:  Alvin Panugao	Approved by:  Richmond Ngan Executive Officer	Effective January 2016	Page 3 of 5
--	---	-------------------------------	-------------

- 4.5. Motorcycle Details : Information about the motorcycle unit subject for warranty.
- 4.5.1. Brand : Brand of the motorcycle unit subject for warranty.
- 4.5.2. Model/Color : Model and color of the motorcycle unit subject for warranty.
- 4.5.3. Engine No. : Engine number of the motorcycle unit subject for warranty.
- 4.5.4. Chassis No. : Chassis number of the motorcycle unit subject for warranty.
- 4.5.5. Date Released : Date of Sales Invoice and released to the motorcycle unit to the customer.
- 4.5.6. Actual Mileage : Kilometer reading in the odometer during the customer's visit in the branch or authorized shop.
- 4.6. Complaint(s) : Check appropriate box of the nature of complaint of the customer on the motorcycle unit.
- 4.7. Detail(s) of Defect / Cause of Malfunction / Illustration / Remarks : Detail of the defect or cause of malfunction of the motorcycle unit subject for warranty. Illustration of specific defect should be drawn if necessary and may also include other pertinent information to help the Spare Parts Department to validate the warranty claim.
- 4.8. Affected Part (s) : Specific part(s) subject for warranty claim.
- 4.8.1. Item Description : Description of the part(s) subject for warranty claim.
- 4.8.2. Quantity : Number of part being claimed for warranty.
- 4.8.3. Unit : Physical measurement of the item subject for warranty, e.g. kilogram, piece or box.
- 4.9. Branch/Dealer's Recommendation
- 4.9.1. Owner Signature Over Printed Name/Date : Signature over complete printed name of the customer and date he/she signed the warranty claim.
- 4.9.2. Branch Mechanic Signature Over Printed Name/Date : Signature over complete printed name of the branch mechanic and date the warranty claim was made.

Prepared by:  Alvin Panugao	Approved by:  Richmond Ngan Executive Officer	Effective January 2016	Page 5 of 5
--	---	-------------------------------	-------------