

03/25/2016

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CLAIM			DEALER	
NUMBER	DATE	CNH CLAIM No.	Corporation EARHART EQUIPMENT CORPORATION 4350 S PALO VERDE ROAD TUCSON AZ 85714-2034 USA	
W07513A	03/10/2016	201600079566		
CLAIM TYPE	CLAIM TYPE DESCRIPTION			
ZW01	On-line claim			
VEHICLE		AMOUNT OF USE	WORKSHOP	
Serial No.: 2211013868 VAN: 0011962169		222	Corporation EARHART EQUIPMENT CORPORATION 4350 S PALO VERDE ROAD TUCSON AZ 85714-2034 USA	
FAILED DATE		REPLACED DATE		
01/25/2016		01/25/2016		
CUSTOMER CENTER AUTHORIZATION			ORDER NUMBER	
PARTS WARRANTY			VEHICLE WARRANTY	
Serial Nbr new part: Serial Nbr repl. part: New/Re-manufactured: Amount of Use on Spare Part: 000000000000 Date: Invoice number :			Start date: 05/30/2014 Customer: FROG & FIRKIN LTD LLC FdP: -T0CM Vehicle Model: WM35RA WORKMASTER 35 NAR	
FAILURE	00055302AG2220	FAILURE DESCRIPTION		
CAUSAL PART	BNH34770W	CAUSAL PART DESCRIPTION	BATTERY	
WARRANTY TYPE	SERV.PARTIC.	PIP Code	NOTE	
A	000		BATTERY - Would not hold charge	
TOTAL PARTS		TOTAL LABOR	TOTAL OTHER EXPENSES	TOTAL FAILURE COST
0.00		0.00	0.00	0.00
PART/LABOR OPERATION				AMOUNT
BNH34770W / BATTERY				USD
-55000AA55 / Electrical system - Troubleshooting				0.00
-55302AG40 / Battery - Remove and install				0.00
-55302AG42 / Battery - Recharge				0.00
-55302AG46 / Battery - Check and test - all - hydrome				0.00
-55AAAAAA / Electrical systems generic operation				0.00
Dealer Description:				
*****COMPLAINT*****				
Customer complained that unit won't start.				
*****CAUSE*****				
Diagnosed and completed testing. (We have given the proper info for testing) Found that battery had only 7.5 volts after customer had charged.				
*****CORRECTION*****				
We removed old battery (MA1AWG 12-14) and installed with new				
TOTAL PARTS		TOTAL LABOR	TOTAL OTHER EXPENSES	TOTAL CLAIM COST

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0.00		0.00	0.00	0.00
PART/LABOR OPERATION				Qty
battery. Checked the charging system and static voltage was 12.3 volts charging voltage was 14.2 when running. Function tested and new battery working properly now. Thank you. 6 Units 55AAAAAA - Checking the charging system and diagnostic testing. *****APPEAL_COMMENT***** I've supplied the battery date code info above and we had trouble getting the form filled out. Is there any way I can get this approved with the info provided Assessor Comments: Claim rejected An attached battery tester printout or the battery test checklist; and manufacture date code was not provided Battery Test Checklist can be downloaded from the Dealer Portal				AMOUNT
				USD
TOTAL PARTS		TOTAL LABOR	TOTAL OTHER EXPENSES	TOTAL CLAIM COST

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TOTAL PARTS		TOTAL LABOR	TOTAL OTHER EXPENSES	TOTAL FAILURE COST
0.00		0.00	0.00	0.00
PART/LABOR OPERATION				Qty
>Service tab >Warranty Forms DA 17 March 2016				AMOUNT
				USD
TOTAL PARTS		TOTAL LABOR	TOTAL OTHER EXPENSES	TOTAL CLAIM COST
0.00		0.00	0.00	0.00