

WARRANTY CLAIMS PROCEDURE

CPB-383

AGRICULTURAL TRACK

Case IH Quadtrac Rowtrac and combine
New Holland T8 Smarttrax and combine



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Introduction

The purpose of this document is to describe the procedure to request warranty consideration on Camso tracks provided to CNH OEM production or purchased through CNH OEM service parts in North America.

Supporting Documents

The documents listed below should be referenced in preparation of a pre-approval request:

CPB-460 Rubber Track Service Conditions and Warranty Guidelines

CPB-371 Warranty Certificate – Positive Drive Case IH and New Holland Products

Pre-Approval Filing Instructions for Rubber Tracks

Camso uses the pre-approval process in order to determine claim eligibility. To avoid unnecessary duplication of work and follow-up calls, and to expedite legitimate claims, it is recommended you follow these steps when considering a track pre-approval request:

Step 1

Use Camso document CPB-460 Rubber Track Service Conditions and Warranty Guidelines together with a track inspection to determine if a warrantable condition exists.

Step 2

If inspection concludes a warrantable condition may exist, the dealer should determine if the track is eligible for warranty consideration based on the age and hours of use. Refer to the CPB-371 Warranty Certificate – Positive Drive Case IH and New Holland Products warranty certificate in order to determine the warranty eligibility.

Step 3

If eligible, submit a track warranty pre-approval request using Camso form CPB-0363AG Pre Approval Form prior to any action (such as track replacement). Email the completed form and requested pictures to trackwarranty@camso.co. Correct email format is shown on following page.

Note: All pre-approval form information must be completed, with photos included together in a single email, or additional follow-up will delay the process. Missing photos or information is the primary cause for delayed responses or requests.

Pre-Approval Request Example

Note: SUBJECT LINE includes Subject – Model - PIN – Customer – Location - Track PN

TO: TrackWarranty@camso.co

SUBJECT: PA Request – STX480 - Z8F123456 - Jones Exc. - Fargo, ND – 84182440



Special Notes

- Only 1 track should be submitted per pre-approval form. If more than 1 track is being requested for review, submit using multiple pre-approval forms and separate emails.
- Replacement of mating non-failed track is not covered. When a track with significant wear is replaced, customer may choose to replace opposite side but this replacement will be at customer's expense.

Step 4

Once the pre-approval is reviewed, one of 3 determinations may occur:

DENIED as non-warrantable

The pre-approval has been denied so no credit will be issued.

DENIED as non-disabling with documentation

The pre-approval is denied at present time. A minor defect may exist but it is non-disabling (such as cosmetic voids, minor cracks or partial separation of tread, guide lugs, or carcass) but track is functional and usable. Documentation of the request is kept on file by Camso for future reference. Customer should continue to run the track, and a 2nd pre-approval request may be submitted if condition causes track to become unusable. If resubmitted later and approved, track will be prorated on months of service and wear at the time of replacement.

APPROVED

The pre-approval is accepted. Camso will determine the amount of warranty reimbursement, notify the dealer, and will forward the credit information to the Camso distributor covering the dealer's territory. Dealer may apply credit at the Camso distributor when ordering replacement track. Dealer/Distributor must provide replacement track serial number to Camso warranty referencing the claim ID. Dealer will receive a prorated credit based on dealer net price of Camso replacement track. Camso may recall the track, or request photo proof of the "disabled" track to prevent further use.

Warranty

Please refer to **CPB-371 Warranty Certificate – Positive Drive Case IH and New Holland Products** warranty certificate for more details on warranty term and coverage.

Calculation of Replacement Allowance / Credit

When Camso accepts a request for pre-approval, Camso will provide written communication to the requesting CNH dealer and identify what percentage of the replacement cost will be paid by the end user. The amount is prorated based on the months of service and the hours before failure. Camso will also Cc: the appropriate aftermarket distributor so that they will be aware a warranty replacement track will be ordered from them by the CNH dealer. It is intended the CNH dealer credits the end user based on the covered percentage of the retail price (ref. MSRP), while the aftermarket distributor will credit the CNH dealer at Dealer net price.

For final release of the warranty credit, the distributor (or dealer) must provide the Camso replacement track part and serial number to Camso.

Example

After 7 months and 691 hours of non-agricultural service, P/N 84182441 (scraper track) has a failure which renders the track unusable. The service guide is consulted and indicates a probable warrantable failure, and as a result a pre-approval request is then submitted.

The request is reviewed and pre-approved by Camso. Since this is a scraper track, the appropriate table on **CPB-371 Warranty Certificate – Positive Drive Case IH and New Holland Products** is Table 1 (Non-Agricultural use). Months of service is 7 months (use 0-12 row in Table 1), and hours are 691 (use 501-750 column in Table 1). This indicates customer participation is 40%, or end user will pay 40% of the replacement track price (ref. MSRP) to the CNH dealer, while the CNH dealer will receive a 60% dealer net credit through the Camso aftermarket distributor, to be used for purchase of a comparable Camso series track.

Since the customer paid less than 50% of the new track cost, the warranty replacement track finishes out the remainder of the original track warranty period (5 months or 309 hours, whichever comes first), rather than starting a new warranty period.

Other Notes for CNH Dealers

Pre-approvals for OEM tracks (8 digit part number with no hyphens) are to be requested directly to Camso and IF PREAPPROVED, then processed between the CNH dealer and Camso distributor.

Pre-approvals for non-OEM tracks (i.e. Camso warranty replacement tracks, as well as Camso tracks purchased outright from the Camso distributor network) are to be requested through the Camso aftermarket distributor from which they were purchased or obtained, not directly to Camso.

Appendix A - Preapproval Form Sample

Please download and use the PDF form available at Camso CNH dealer website:
www.camso.cnhdealers.com

Camso Track Claim Request Form



CPB-0363		PREAPPROVAL/CLAIM REQUEST FORM				
Request Date		Claim Part		Pull down menus with indicated with a down arrow		
Source Dealer				(Entity who purchased from Camso)		
Source Location				(For credit purposes)		
Dealer Name				(Entity that sold track to end user)		
Dealer Address						
Dealer City, State						
Dealer Contact						
Contact Phone						
End User Name						
Camoplast Solideal Territory Rep				Phone		
MACHINE INFORMATION						
Manufacturer	Model	Serial #	Type	Model Year	Machine Hours	Application
PART INFORMATION						
Submit only 1 part for each claim request form (but please provide mating track info)						
CLAIMED PART	Part # / Size	Position	Serial # / Lot Code	Part Hours	Warranty Start	Fail Date
OPP. SIDE INFO						
Defect Type			If Other, list			
Description / Background Information (Include details and warranty guide references)						
TREAD HEIGHT MEASUREMENTS (WHEN REQUIRED FOR PRORATION CALCULATIONS)						
	MEASUREMENT LOCATION				Measure Units	
	A	B	C	D		
Tread Height Value					0.0	
IF AG WHEEL INDICATE POSITION				Average		
Which Undercarriage?						
Position						
Tread height measurements are required for any rubber tracks except CNH QUADTRAC						
Measurements not required for CTL, MX, MTL, OTT						
PHOTOS						
PLEASE MAKE SURE THERE ARE AT LEAST 8 PICTURES INCLUDED FOR EACH CLAIM.						
PLEASE DO NOT SEND PHOTOS LARGER THAN 1200x800 RESOLUTION OR 500k MAX FILESIZE EACH						
Photo 1	WHOLE MACHINE WITH ANY IMPLEMENTS ATTACHED (IF APPLICABLE)					
Photo 2	WHOLE UNDERCARRIAGE OF CLAIMED PART					
Photo 3	SPROCKET / DRIVEWHEEL PHOTO SHOWING CONDITION					
Photo 4	PART DEFECT AREA SHOWING ADJACENT FEATURES					
Photo 5	PART DEFECT CLOSEUP (in focus)					
Photo 6	PART DEFECT CLOSEUP (in focus)					
Photo 7	PHOTO OF LOGO and PART NUMBER OR SIZE					
Photo 8	PHOTO OF SERIAL NUMBER OR LOT CODE					

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Appendix B - Photo Evidence Requirements

The main objective of taking photographs is to reduce the number of follow-up questions and verify the reported track conditions, in order to expedite the processing of the request.

- It is important to follow this guideline to present a true photo description of the conditions of use and the suspected failure.
- In addition to providing photo evidence, the dealer is required to hold the product for 90 days for possible recall if additional inspection is required to substantiate the request.

Note: An average pre-approval request should include at least 8 photos.

Photo 1 Whole machine with any implements attached

Photo 2 Whole undercarriage of claimed part

Photo 3 Sprocket/Drivewheel photo showing condition

Photo 4 Part defect area showing adjacent features

Photo 5 Part defect close up (in focus)

Photo 6 Part defect close up (in focus)

Photo 7 Photo of logo and part number or size

Photo 8 Photo of track serial number

