

Perry Rand Transportation Group Limited

Warranty and Service Department

Ship to: 6293 Highway 1, Cambridge, NS, B0P 1G0
Mail to: 6293 Highway 1, Cambridge, NS, B0P 1G0
Phone: (506)869-0837 Fax to (902)375-3388
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Customer Service Request Form (CSR Form)

The information requested will assist The Bus Boys to approve authorization of warranty on Thomas Built Bus, Freightliner and Startrans products. **Approval must be received from The Bus Boys prior to the repairs being started**, if warranty is requested. **Parts required for repairs must be supplied by Universal School Bus Parts**. A copy of the consignment slip for these parts must accompany the returned part(s) for credit Please complete all areas on this for to ensure prompt and accurate results.

*****EFFECTIVE OCTOBER 1ST, 2011. DEFECTIVE PARTS MUST BE RETURNED WITHIN 29 DAYS*****

To Be Completed by the Customer:

Customer Name: _____ Contact Person: _____

Telephone No.: _____ Fax No.: _____ E-mail: _____

Date form completed or sent for approval: _____

Body Serial Number: _____ In-service Date: _____

Chassis VIN: _____ Location of Unit: _____

Engine Make: _____ Chassis Make: _____ Bus No: _____ Mileage: _____ km

Description of Problem: (Be specific):

CONCERN: _____

CAUSE: _____

CORRECTION: _____

To Be Completed by Perry Rand Transportation Group Limited Warranty & Service Department:

Date discussed the problem with the Customer: _____ Employee Name: _____

Date agreed to have the repairs completed: _____ Actual date completed: _____

Warranty Part Consignment Slip Number: _____

Warranty will be completed by:

If warranty is sublet, show firm completing repairs: _____

Warranty Approval Number: # _____ TBB Warranty Claim No.: _____

Work Order Number: _____ Date: _____

