



TRANS TECH

a TCI Company

Warranty Website Training



TransTech Bus 7 Lake Station Road Warwick, New York 10990

Claiming Warranty Work

- ▶ All warranty work costing more than \$250, including parts, needs Pre-Authorization to be warrantable.
- ▶ All Pre-Authorizations need to have an itemized estimate attached before approval can be given.
- ▶ All Claims need to have a repair order attached before approval can be given.
- ▶ All Claims/Pre-Auths must adhere to policy.



Warranty & Maintenance Manual



TransTech Bus, a TCI Company
 7 Lake Station Rd
 Warwick, NY 10990
 1-845-988-2333
www.transstechbus.com

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TransTech Bus, a TCI Company – 7 Lake Station Rd, Warwick, NY 10990 – 845-988-2333
 Proprietary Document. Disclosure restricted to employees and authorized holders only.

whichever occurs first), The Company Warrants:

- Basic body structural components including the floor structure, sidewall sheet metal, roof and frame. This includes deterioration due to oxidation (*rust*), when The Company's sole discretion that such deterioration compromises the structural integrity of the bus body or penetrates the exterior sheet metal surfaces.
- Paint adhesion, which is subject to other limitations specified elsewhere herein.
- Seat frames and barrier frames manufactured by The Company.

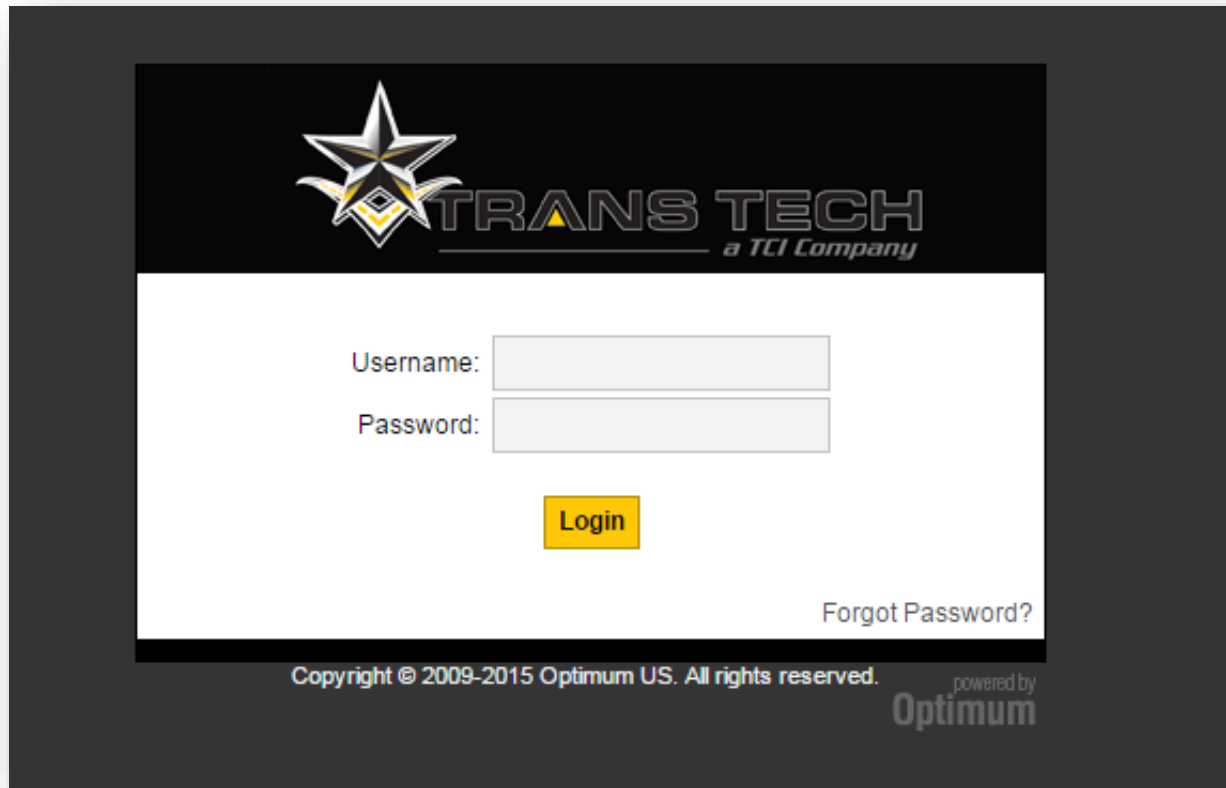
THIS LIMITED WARRANTY DOES NOT EXTEND TO THE FOLLOWING EXCEPTIONS:

- Components that have been subject to dilapidation, misuse, accident, or road hazard(s).
- Components or systems which have been altered or modified WITHOUT express, prior, written pre-authorization by The Company.
- Damages directly resulting from the replacement and/or alteration and/or modification of original components with substitutions not pre-authorized by The Company.
- Damages directly resulting from failure to perform routine preventative maintenance, both customarily accepted within the industry and other preventative maintenance required by The Company set forth elsewhere herein.
- Damages to The Company's paint (*not OEM*), finish, or other accessories of the bus body caused by corrosive atmospheric or road chemicals.

TransTech Bus, a TCI Company – 7 Lake Station Rd, Warwick, NY 10990 – 845-988-2333

How to File A Pre-Authorization

- ▶ Log in to our Warranty Website:
- ▶ <http://www.optimumautosolutions.com/OWTranstech/Login.aspx>



The image shows a screenshot of the Transtech login page. At the top, there is a logo featuring a stylized star with a yellow and white gradient, and the text "TRANS TECH" in a bold, sans-serif font, with "a TCI Company" in a smaller font below it. Below the logo, there are two input fields: "Username:" followed by a text box, and "Password:" followed by a text box. A yellow "Login" button is positioned below the password field. To the right of the "Login" button, there is a link that says "Forgot Password?". At the bottom of the page, there is a copyright notice: "Copyright © 2009-2015 Optimum US. All rights reserved." and the Optimum logo, which includes the word "Optimum" in a large, bold font and "powered by" in a smaller font above it.

How to File A Pre-Authorization

▶Next, mouse over the “Claims” Tab and click “Pre-Auth Entry”

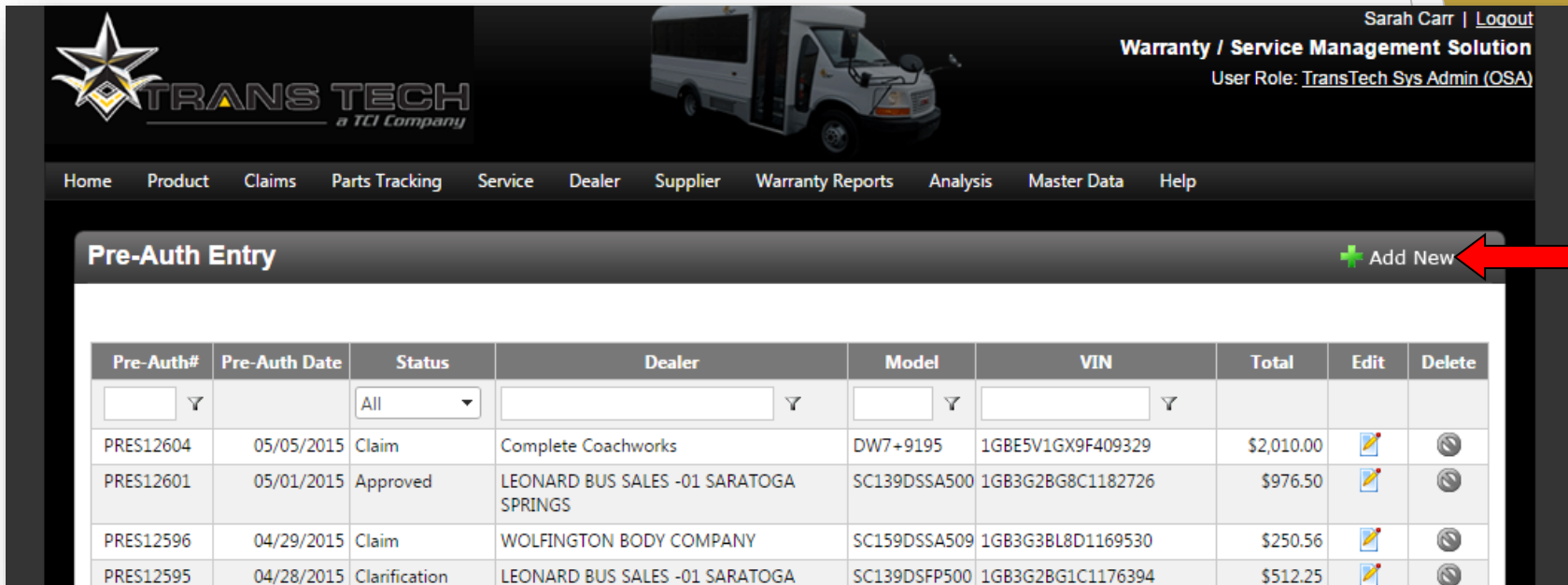
The screenshot shows the TransTech Warranty / Service Management Solution web application. The user is Sarah Carr, with the role of TransTech Sys Admin (OSA). The navigation menu includes Home, Product, Claims (selected), Parts Tracking, Service, Dealer, Supplier, Warranty Reports, Analysis, Master Data, and Help. The Claims dropdown menu is open, showing options: Pre-Auth Entry (highlighted with a red arrow), Pre-Auth Processing, Claims Entry, Claims Processing, Payment Request, Payment Processing, Claim Reversal, Transaction Status Changes, and Claim Template. The Overview section displays a bar chart titled 'Top Labor Categories' with the following data:

Category	Count
09-RECALL	120
11-ELECTRICAL EQUIPMENT	80
14-SERVICE REPAIR PROCEDURE	40
10-PAINT	40
07-EXTERIOR EQUIPMENT	30

The 'Top 5 Models (on #Claims)' section is partially visible at the bottom of the screenshot.

How to File A Pre-Authorization

▶Next, in the top right corner of the screen, click “Add New”



Sarah Carr | [Logout](#)
Warranty / Service Management Solution
User Role: [TransTech Sys Admin \(OSA\)](#)

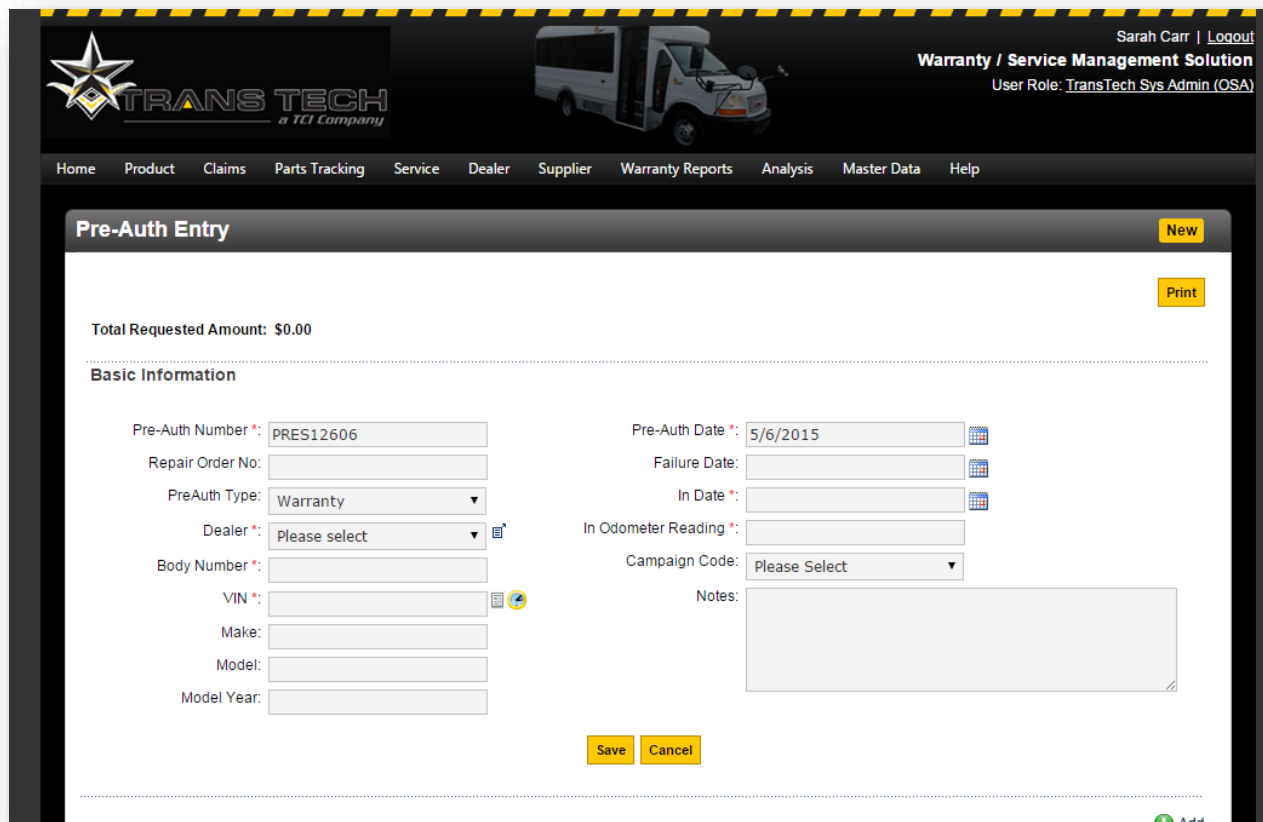
Home Product Claims Parts Tracking Service Dealer Supplier Warranty Reports Analysis Master Data Help

Pre-Auth Entry [+ Add New](#)

Pre-Auth#	Pre-Auth Date	Status	Dealer	Model	VIN	Total	Edit	Delete
<input type="text"/>	<input type="text"/>	All	<input type="text"/>	<input type="text"/>	<input type="text"/>			
PRES12604	05/05/2015	Claim	Complete Coachworks	DW7+9195	1GBE5V1GX9F409329	\$2,010.00		
PRES12601	05/01/2015	Approved	LEONARD BUS SALES -01 SARATOGA SPRINGS	SC139DSSA500	1GB3G2BG8C1182726	\$976.50		
PRES12596	04/29/2015	Claim	WOLFINGTON BODY COMPANY	SC159DSSA509	1GB3G3BL8D1169530	\$250.56		
PRES12595	04/28/2015	Clarification	LEONARD BUS SALES -01 SARATOGA	SC139DSFP500	1GB3G2BG1C1176394	\$512.25		

How to File A Pre-Authorization

- ▶ From here, you input the basic information on the repair and click “Save”



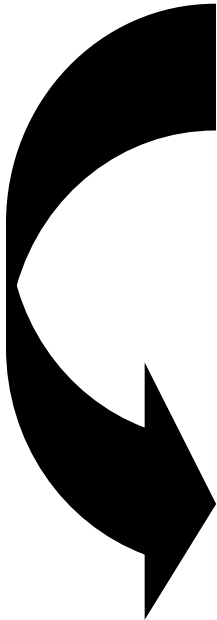
The screenshot displays the TransTech Warranty / Service Management Solution interface. The header includes the TransTech logo (a star with an eye) and the text "TRANS TECH a TCI Company". A navigation menu contains links for Home, Product, Claims, Parts Tracking, Service, Dealer, Supplier, Warranty Reports, Analysis, Master Data, and Help. The user is identified as Sarah Carr with a role of TransTech Sys Admin (OSA). The main content area is titled "Pre-Auth Entry" and features a "New" button and a "Print" button. The "Total Requested Amount" is \$0.00. The "Basic Information" section contains the following fields:

Pre-Auth Number *	PRES12606	Pre-Auth Date *	5/6/2015
Repair Order No:		Failure Date:	
PreAuth Type:	Warranty	In Date *:	
Dealer *:	Please select	In Odometer Reading *:	
Body Number *:		Campaign Code:	Please Select
VIN *:		Notes:	
Make:			
Model:			
Model Year:			

At the bottom of the form are "Save" and "Cancel" buttons. A small "Add" button is visible at the bottom right of the page.

How to File A Pre-Authorization

▶Next, you will add the labor of your claim



Labor Information Add

[Expand All](#) [Collapse All](#) Total Labor Claimed: \$0.00 Total Part Claimed: \$0.00

Labor Operations	Labor Description	Standard Hours	Requested Hours
No Labor added.			


Attachments Add

Attached Files	Description	Internal	Delete
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

No records to display.

Labor Information Close

Sub-let:

Labor Operation *: 

Hours *:

Failure Reason *:

Complaint Code:

Complaint:

Cause:

Correction:

Notes:

[Expand All](#) [Collapse All](#) Total Labor Claimed: \$0.00 Total Part Claimed: \$0.00

Labor Operations	Labor Description	Standard Hours	Requested Hours
No Labor added.			

How to File A Pre-Authorization

▶To find a labor code:

The screenshot displays a software interface with a search window and a table. The search window, titled "Search", has fields for "Category" and "Sub Category", both set to "Please Select", and a "Search" button. A dropdown menu is open, listing various labor categories such as "Structure", "04-HVAC", "Equipment", "10-PAINT", "06-INTERIOR EQUIPMENT", "07-EXTERIOR EQUIPMENT", "08-SAFETY EQUIPMENT", "11-ELECTRICAL EQUIPMENT", "12-SEATING EQUIPMENT", "13-SPECIAL-NEEDS VEHICLE EQUIPMENT", "Other", "01-CHASSIS PREP/MODIFICATION", "02-BODY STRUCTURE", "03-HEATING AND VENTILATION", "05-DOOR, WINDOW, AND GLASS", "09-RECALL", and "14-SERVICE REPAIR PROCEDURE".

Below the search window, a table shows a labor code 11-024 for "R & R 1490/1507 CIRCUIT BOARD".

Labor No	Short Description	Other
11-024	R & R 1490/1507 CIRCUIT BOARD	

Most labor codes have preset hours associated with the repair. If the repair took longer than the preset time, the claim must go through the Pre-Authorization process.



How to File A Pre-Authorization

Next, amend the hours allotted, and add failure reason.

Then, enter Complaint, Cause, Correction and click “Save”

Labor Information Close

Sub-let:

Labor Operation *:  

Hours *:

Failure Reason *:

Operation Description: R & R 1490 / 1507 CIRCUIT BOARD
Labor Category: 11-ELECTRICAL EQUIPMENT
Labor Sub Category: Other
Standard Rate: \$95.00
Standard Hours: 0.30

Complaint Code:

Complaint:

Cause:

Correction:

Notes:

[Expand All](#) [Collapse All](#) Total Labor Claimed: \$0.00 Total Part Claimed: \$0.00

Labor Operations	Labor Description	Standard Hours	Requested Hours
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How to File A Pre-Authorization

►To add parts to a labor line:

[Save](#) [Cancel](#)

[Expand All](#) [Collapse All](#) Total Labor Claimed: \$28.50 Total Part Claimed: \$0.00

	Line#	Labor Operations	Operation Description	Claimed Hours	Total Claim	Parts & Exp.	View	Edit	Delete
⬇	1	11-024	R & R 1490 / 1507 CIRCUIT BOARD	0.30	\$28.50	Parts & Exp.			



Parts & Expenses

Claim Code: CL13149

Labor Code: 11-024

Labor Description: R & R 1490 / 1507 CIRCUIT BOARD

Parts

Total Parts Claimed for Labor 11-024: \$0.00

Part No	Part Description	Qty	Rate	Total Claim	Return/Replacement	Causal	No Charge
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Search Parts

Part Number or Description:

1490

Classification:

All

Sub-Classification:

Supplier part:

[Search](#)

[Clear Search](#)

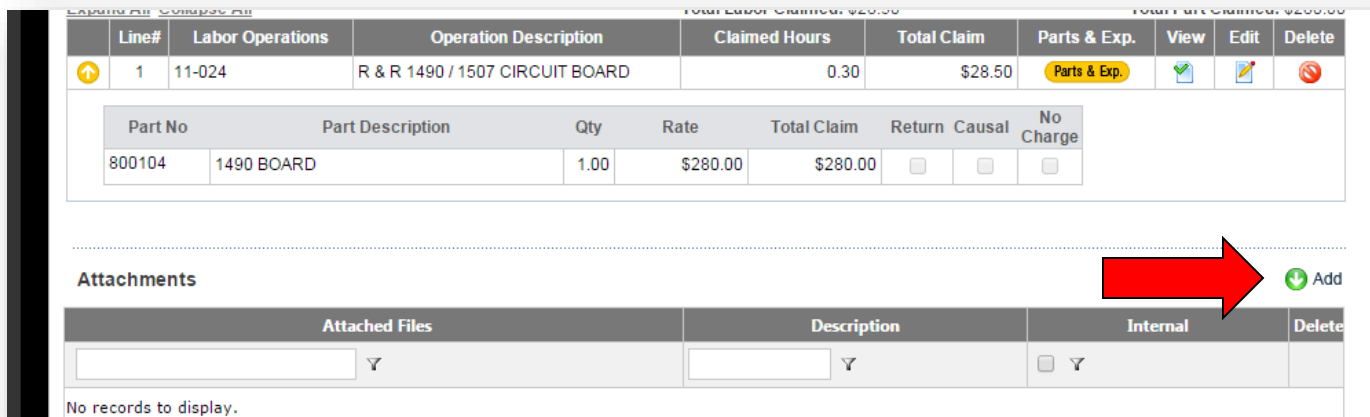
Part No	Part Description	Unit Price	Qty	Return	Replacement	Causal	No Charge	Add Part
567101	SB11-39 CUSHION FOAM ONLY – CEW20149039	\$36.71	<input type="text" value="1"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Add Part
800104	1490 BOARD	\$280.00	<input type="text" value="1"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Add Part
800104T	1490 & 1507 TERMINAL	\$0.25	<input type="text" value="1"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Add Part

Miscellaneous Expenses

►Once you have added the part, click “Back”

How to File A Pre-Authorization

- ▶ At this point, you can either continue adding labor lines and parts or you can finish the Pre-Authorization by adding the estimate for the repair
- ▶ To do this, you need to click “Add” in the “Attachments” portion of the screen



The screenshot displays a software interface for managing a pre-authorization. At the top, there are two summary fields: "Total Labor Claimed: \$28.50" and "Total Part Claimed: \$280.00". Below these is a table with columns: Line#, Labor Operations, Operation Description, Claimed Hours, Total Claim, Parts & Exp., View, Edit, and Delete. The first row shows Line# 1, Labor Operations 11-024, Operation Description R & R 1490 / 1507 CIRCUIT BOARD, Claimed Hours 0.30, Total Claim \$28.50, and a yellow "Parts & Exp." button. Below this table is another table with columns: Part No, Part Description, Qty, Rate, Total Claim, Return, Causal, and No Charge. The first row shows Part No 800104, Part Description 1490 BOARD, Qty 1.00, Rate \$280.00, Total Claim \$280.00, and three checkboxes. Below this is the "Attachments" section, which has a table with columns: Attached Files, Description, Internal, and Delete. The table is currently empty, and a red arrow points to the "Add" button (a green circle with a plus sign) located to the right of the table. Below the table, it says "No records to display."

Line#	Labor Operations	Operation Description	Claimed Hours	Total Claim	Parts & Exp.	View	Edit	Delete
1	11-024	R & R 1490 / 1507 CIRCUIT BOARD	0.30	\$28.50	Parts & Exp.			

Part No	Part Description	Qty	Rate	Total Claim	Return	Causal	No Charge
800104	1490 BOARD	1.00	\$280.00	\$280.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Attachments

Attached Files	Description	Internal	Delete
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

No records to display.

How to File A Pre-Authorization

- ▶ Once you are satisfied that you have everything on the claim that you need, hit “Save & Submit”


Pre-Auth Entry

New
Print

Total Requested Amount: \$308.50

Basic Information

Pre-Auth Number *:	<input type="text" value="PRES12606"/>	Pre-Auth Date *:	<input type="text" value="5/6/2015"/>
Repair Order No:	<input type="text" value="TRAINING"/>	Failure Date:	<input type="text" value="5/5/2015"/>
PreAuth Type:	<input type="text" value="Warranty"/>	In Date *:	<input type="text" value="5/6/2015"/>
Dealer *:	<input type="text" value="TransTech Bus"/>	In Odometer Reading *:	<input type="text" value="0"/>
Body Number *:	<input type="text" value="VENDOR"/>	Campaign Code:	<input type="text" value="Please Select"/>
VIN *:	<input type="text" value="FREIGHT"/>	Notes:	<input type="text" value="THIS PREAUTH IS FOR TRAINING ONLY"/>
Make:	<input type="text" value="Chevy (NON-TT)"/>		
Model:	<input type="text" value="DW791915"/>		
Model Year:	<input type="text" value="2015"/>		



How to File A Pre-Authorization

- ▶ Once the pre-auth is approved, you need to go back into “Pre-Auth Entry” and click on your claim, and click convert to claim/approved claim.

The screenshot displays the 'Pre-Auth Entry' form. At the top right, there is a yellow 'Approved' button. Below it, three yellow buttons are visible: 'Convert to Claim', 'Convert to Approved Claim', and 'Print'. A red arrow points to the 'Convert to Approved Claim' button. The form shows a 'Total Requested Amount: \$280.95' and a 'Total Approved Amount: \$280.95'. The 'Basic Information' section includes fields for Pre-Auth Number (PRES12606), Repair Order No (TRAINING), PreAuth Type (Warranty), Dealer (TransTech Bus), Body Number (VENDOR), VIN (FREIGHT), Make (Chevy (NON-TT)), Model (DW791915), and Model Year (2015). It also includes dates for Approval (5/6/2015), Pre-Auth (5/6/2015), Failure (5/5/2015), and In Date (5/6/2015), along with an In Odometer Reading of 0 and a Campaign Code of 'Please Select'. A notes field contains the text 'THIS PREAUTH IS FOR TRAINING ONLY'. A 'Cancel' button is located at the bottom of the form. The 'Labor Information' section at the bottom shows 'Total Labor Approved: \$0.95' and 'Total Labor Claimed: \$0.95', and 'Total Part Approved: \$280.00' and 'Total Part Claimed: \$280.00'. There is an 'Add' button with a green plus icon.

Pre-Auth Entry Approved

[Convert to Claim](#) [Convert to Approved Claim](#) [Print](#)

Total Requested Amount: \$280.95 Total Approved Amount: \$280.95

Basic Information

Pre-Auth Number *: PRES12606
Repair Order No: TRAINING
PreAuth Type: Warranty
Dealer *: TransTech Bus
Body Number *: VENDOR ✓
VIN *: FREIGHT ✓
Make: Chevy (NON-TT)
Model: DW791915
Model Year: 2015

Approval Date: 5/6/2015
Pre-Auth Date *: 5/6/2015
Failure Date: 5/5/2015
In Date *: 5/6/2015
In Odometer Reading *: 0
Campaign Code: Please Select
Notes: THIS PREAUTH IS FOR TRAINING ONLY

[Cancel](#)

Labor Information Add

Total Labor Approved: \$0.95
Total Labor Claimed: \$0.95
Total Part Approved: \$280.00
Total Part Claimed: \$280.00

Expand All	Collapse All	View	Labor	Quantity	Description	Claimed Hours	Total Claimed	Approved Hours	Total Approved	Part #	Emp #	View	Print
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Warranty Registration

- ▶ To register a unit within our website, go to the home screen, hover your mouse over “Product” and click “Warranty Registration”

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Warranty / Service Management Solution
User Role: [TransTech Sys Admin \(OSA\)](#)

Home **Product** Claims Parts Tracking Service Dealer Supplier Warranty Reports Analysis Master Data Help

My Product Details
Product History
Warranty Registration
Travel Ticket List

CL			Dealer	Status	Amount	Process
CL12392	01/22/2015	11851	CAPITOL COACH WORKS	Open	\$418.40	
CL12389	01/22/2015	11868	CAPITOL COACH WORKS	Open	\$340.00	
CL12605	05/05/2015	12067	LEONARD BUS SALES -01 SARATOGA SPRINGS	Open	\$151.31	
CL12609	05/07/2015	11807	LEONARD BUS SALES -02 ROME	Open	\$21.54	
CL12617	05/12/2015	11531	LEONARD BUS L.I. -04	Open	\$325.00	

My Open Pre-Auth

Pre-Auth No	Date	Body Number	Dealer	Status	Amount	Process
PRES12533	03/25/2015	11646	LEONARD BUS L.I. -04	Open	\$45.00	

Overview

Top Labor Categories

Category	Value
10-PAINT	20
07-EXTERIOR EQUIPMENT	30
14-SERVICE REPAIR PROCEDURE	50
11-ELECTRICAL EQUIPMENT	80
09-RECALL	120

Top 5 Models (on #Claims)

Model	Value
AE138SSSA409	100
SC159DSFP600	100

Warranty Registration

- ▶ Type in the Body Number or VIN of the unit, click on the Body Number or VIN.



Sarah Carr | [Logout](#)

Warranty / Service Management Solution

User Role: [TransTech Sys Admin \(OSA\)](#)

Home Product Claims Parts Tracking Service Dealer Supplier Warranty Reports Analysis Master Data Help

Warranty Registration

Body Number	VIN	Make	Model	Build Date	WAR. Reg.	Registering Dealer	Warranty Package	Warr. Start Date	Warr. End Date	Edit
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>			
12231	1FDEE3FL5FDA33177	Ford (TT)	AE138SSSA409	04/29/2015	No					
12243	1FDDE4FS7FDA28922	Ford (TT)	SE158DSSA600	04/27/2015	No					
12242	1FDDE4FS5FDA28921	Ford (TT)	SE158DSSA600	04/27/2015	No					
12241	1FDDE4FS3FDA28920	Ford (TT)	SE158DSSA600	04/27/2015	No					
12239	1FDDE4FS5FDA28918	Ford (TT)	SE158DSSA600	04/27/2015	No					
12324	1FDEE3FL8FDA33190	Ford (TT)	AE138SSSA409	04/17/2015	No					
12321	1FDEE3FL8FDA33187	Ford (TT)	AE138SSSA409	04/17/2015	No					
12236	1FDEE3FL9FDA33182	Ford (TT)	AE138SSSA409	04/17/2015	No					
12322	1FDEE3FLXFDA33188	Ford (TT)	AE138SSSA409	04/16/2015	No					
12253	1GB6G5BL4F1170928	Chevy (TT)	SC159DSFP600	04/16/2015	No					

Warranty Registration

- ▶ Enter required information, click “Save”

Warranty Registration

Search VIN/Body Number*:

Body Number: VIN:

Quote Number:

Make: Model:

Model Year: Build Date:

Warranty Details

Dealer*: Sales Person:

Sales*: Sales Odometer*:

Warranty Package*: Remarks:

Warranty Start Date*: OEM Comment:

Warranty End Date*:

Customer

Customer Code	Customer Name	Second Name	Address	City	State	Zip	Phone
No Customer mapped to this VIN.							

VIN*: 1GB3G2BG1E1170565

Purchase Date*:

New / Existing Customer*: New Customer Existing Customer

Salutation:

Customer Code:

Dealer:

Primary Name*:

Second Name:

Address1*:

Address2:

City*:

Country*:

State*:

Zip*:

Email:

Telephone:

Cell Phone:

Accessing Resources Online

- ▶ Go back to the home screen, hover your mouse over “Service” and click “Service Resources”

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Warranty / Service Management Solution
User Role: [TransTech Sys Admin \(OSA\)](#)

Home Product Claims Parts Tracking **Service** Dealer Supplier Warranty Reports Analysis Master Data Help

My Open Claims

Claim No	Date	Body Number	Dealer	Status	Amount	Process
CL12392	01/22/2015	11851	CAPITOL COACH WORKS	Open	\$418.40	
CL12389	01/22/2015	11868	CAPITOL COACH WORKS	Open	\$340.00	
CL12605	05/05/2015	12067	LEONARD BUS SALES -01 SARATOGA SPRINGS	Open	\$151.31	
CL12609	05/07/2015	11807	LEONARD BUS SALES -02 ROME	Open	\$21.54	
CL12617	05/12/2015	11531	LEONARD BUS L.I. -04	Open	\$325.00	

My Open Pre-Auth

Pre-Auth No	Date	Body Number	Dealer	Status	Amount	Process
PRES12533	03/25/2015	11646	LEONARD BUS L.I. -04	Open	\$45.00	

Overview

Top Labor Categories

Category	Count
10-PAINT	~35
07-EXTERIOR EQUIPMENT	~35
14-SERVICE REPAIR PROCEDURE	~45
11-ELECTRICAL EQUIPMENT	~75
09-RECALL	~125

Top 5 Models (on #Claims)

Model	Count
AE138SSSA409	~100

Accessing Resources Online

- ▶ From this screen, you can look up any schematic, SRP, Service Bulletin, and recall information needed.

Sarah Carr | [Logout](#)
Warranty / Service Management Solution
 User Role: [TransTech Sys Admin \(OSA\)](#)

Home Product Claims Parts Tracking Service Dealer Supplier Warranty Reports Analysis Master Data Help

Resources + Add New

Category: Sub-Category: Search:

[Show Description](#) [Hide Description](#)

Title	Attachment	Category	Valid From	Valid Till	Created On	Created By	View	Edit	Delete
Warranty Pre-Authorization Pro	Rev.A_164.pdf	Policy and Procedure	03/18/2015		3/18/2015	Sarah Carr			
Harness Routing	pdf	Electrical Schematics			2/20/2015	Sarah Carr			
14V-180	14V180FullRepairProcedure_157.pdf	Recalls			12/3/2014	Radha Rastogi			
SHERWIN WILLIAMS PAINT CODES AND REFINISH PROCEDURES	SherwinWilliamsPaintcodes.pdf	Service Repair Procedure			12/2/2014	Sarah Carr			
SRP0021 C5500 FRONT	SRP0021C5500FrontCapFastenerInstallation	Service Repair			10/29/2014	Sarah Carr			



Warranty Policy Changes *Effective 2021 Model*

Paint Coverage

5 Year/75,000 miles no longer offered, now 3 Year/60,000 miles.

Aftermarket Components

TransTech now offers 1 Year coverage on aftermarket components from date of installation opposed to requiring you to process claim through respected manufacturer.

1 Year vs 3 Year

Specific options/components now have defined coverage limitations, such as decals, bumpers, floor covering, latch systems, and more.