APTB 07/11 R5 SUBJECT: Alliant Power Warranty Website Navigation July 12, 2018

On July 12, 2017, the online warranty submission website was redesigned to further streamline the Alliant Power warranty process. The updated website makes submitting and tracking claims easy and efficient, reducing processing time and providing improved service to customers. Use of the online warranty submission became mandatory on July 01, 2011.



Figure 1

To Access the Warranty Website:

- Visit <u>dieselforward.com/alliant-power</u>. Select "Dealer Login" from the top right corner of the page and, when prompted, enter your username, password and answer the math question. Click on "Alliant Power" in the blue banner.
- Select "Warranty Information" from the "Dealers Only" tab (Figure 1A).
- Select "Login (All Users) (External link)" under the heading "Online Warranty Claims Access" (Figure 1B). This will take you to our external Alliant Power warranty site where you will need to login again.



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DASHBOARD					C	LAIM # 🔹		type search h	ere Q	
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Claim # 23825										
Ref #: Date Updated: Date Submitted:	153742 01/26/2016 01/26/2016	VIN: 1F Part: AF AF	TSX21P05EA85380 /60901 /60901	Com DIS - 6167 Wind	pany: DSC (Windsor, WI) 7 Pepsi Way Isor WI		Status: ■ SUBMIT	FTED		
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• Submit the same username and password provided to you from the Warranty Department to enter the site.

Note: Dealers with multiple users will have unique usernames and passwords for each registered individual.

 An approved login will open the "Warranty Claim Dashboard". Here you can initiate new claims, view open claims, or review claims history.

Note: To have your contact information changed – for example: password, email, address, telephone, labor rate, or notification preferences – please contact the Alliant Power Warranty Department at 1.888.273.3702.

To Initiate a New Claim:

- For products that qualify for standard warranty, or products that qualify for WARRANTYPLUS parts **and** labor, select the "New Claim" box on the Warranty Claim Dashboard (Figure 2A).
- For products that have not been installed (e.g. shipping damage, mispackaged, recalled), select "New Defective Claim" on the Warranty Claim Dashboard (Figure 2B).
- For products that qualify for WARRANTYPLUS and meet the Guaranteed Acceptance criteria (no labor requested, refer to the <u>WARRANTYPLUS Qualifying Product</u> document), select the "New Guaranteed Acceptance Claim" on the Warranty Claim Dashboard (Figure 2C).
- The database will auto-fill your dealer name. If your business has more than one location you will be required to manually select the correct address for the current claim from the drop down list. Your dealer information, including your supplied labor rates, will then auto-fill into the claim. From there, fill out the rest of the requested information as outlined in the instructions on page 3. Alliant Power uses this information on the claim form to make an accurate evaluation of products submitted. Additionally, we use the information gathered through warranty submissions to improve our products.

Note: *"*" identifies required fields. If all required fields are not completed Alliant Power reserves the right to deny the claim.*

• For your convenience, the claim form will "Auto Save" to prevent any lost information. A message will pop up stating your claim has been saved. Click the "OK" box and you will be returned to where you left off.

Figure 2

SERVICE DEALER	HICLE INFO PARTS INFO				UPDATE STATUS	
					☑ Not Submitted	
Install Date*	Install Miles/KM/Hours*	Failure Date*	Failure Miles/	/KM/Hours*	Submitted	
05/11/2017	98435	06/29/2017	99599		Awaiting Parts	
Distributor*			Person Submitting		Parte Possived	
DIS Distribution (WI)		-			Parts Received	
Distributor Address*					Sent to Supplier	
6167 Pepsi Way		-			Duplicate Claim	
Windsor, WI					Claim Re-opened	
Claim Date	Ref #*	Sales Order #			Edit Notes	
07/06/2017	75420	00234123				
Service Dealer*					Constitution of the second	
DIS - DSC (Windsor, WI)				-	Special Notes	
Service Dealer Address*						
6167 Pepsi Way Windsor, WI 53598				-	Communication Log	Add rec
					SAVE	× DELETE
CUSTOMER INFORMAT	ION			2		
Customer Name		Contact Name	Phone			
ABC Logging Company		Craig	608-555-12	234		
Address		City				
333 Main Street		Park Falls				
State	Zip		Country			
WI	54552		United States	-		



- Within the "Service Dealer" section of the claim (Figure 3A), enter installation and failure information. You must list a reference number internal to your company to help you track the claim. Select "Next" (Figure 3B).
- Within the "Vehicle Info" section of the claim, enter all available information pertaining to the vehicle and the conditions under which the problem occurs. Please enter any applicable information and/or fault codes along with results from the diagnostics that were performed. Select "Next".

DASHBOARD				CLAIM # 🔹	⊻ [type search here	٩
SERVICE DEALER VEHIC	CLE INFO PARTS INFO			UPDATE STA	TUS	-	
				☑ Not Subm	itted		
Product Number*	Serial Number	Cylinder Number	Build Date	Submittee	Ľ.		
AP60901 -				Awaiting I	Parts		
Product Note		Product Status		Parts Rec	eived		
Other Nates		Select a Floduct Status		Sent to Su	pplier		
ouler Notes				Duplicate	Claim		
				Claim Re-	opened		
			44	Edit Notes			
CLAIM DOCUMENTS				Special Notes			
		SELECT FILES		Communicati	on Log	Add reco	rd +
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Goodwill							
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 Within the "Parts Info" section of the claim, enter each unit as a separate line item. Please list a serial number for each item, cylinder location, and build date, if applicable. Click on the green (+) at the lower right corner to add additional parts (Figure 4A).

Note: The "Product Note" and "Product Status" boxes will be updated by the Alliant Power Warranty Department once the product has been evaluated.

Figure 4

• When finished, select the green "Submit Claim" box (Figure 4B) to submit your claim electronically. After the claim is successfully submitted print your copy.

Note: A printed copy of the claim is still required to accompany the product being returned. This will ensure we are able to properly match product received to the appropriate claim.

				☑ Not Submitted	
Install Date*	Install Miles/KM/Hours*	Failure Date*	Failure Miles/KM/Hours*	Submitted	
05/11/2017	98435	06/29/2017	99599	Awaiting Parts	
Distributor*			Person Submitting	Parts Received	
DIS Distribution (WI)		-		Sent to Supplier	
Distributor Address*				Duplicate Claim	
Windsor, WI		*		Claim Re-opened	
Claim Date	Ref #*	Sales Order #		Edit Notes	
07/06/2017	75420	00234123			
Service Dealer*					
DIS - DSC (Windsor, WI)			w	Special Notes	
Service Dealer Address*					
6167 Pepsi Way Windsor, WI 53598			•	Communication Log	Add rec
				🖺 SAVE	× DELETE
CUSTOMER INFORMAT	ION	_			
Customer Name		Contact Name	Phone		
ABC Logging Company		Craig	608-555-1234		
Address		City			
333 Main Street		Park Falls			
State	Zip		Country		
WI	54552		United States -		

Please Fill in the Remainder of the Claim for a New Claim as Follows:

- Within the "Service Dealer" section of the claim (Figure 5A), enter installation and failure information. You must list a reference number internal to your company to help you track the claim. Select "Next" (Figure 5B).
- Within the "Vehicle Info" section of the claim, enter all available information pertaining to the vehicle and the conditions under which the problem occurs. Please enter any applicable information and/or fault codes along with results from the diagnostics that were performed. Select "Next".

				C BROK TO PROHIBOARD
ERVICE DEALER VE	HICLE INFO PARTS IN	FO LABOR INFO		UPDATE STATUS
roduct Number*	Serial Number	Cylinder Number	Build Date	☑ Not Submitted
Select a Product Numbe				Awaiting Parts
Product Note		Product Status		Parts Received
Select a Product Note	*	Select a Product Status	•	Sent to Supplier
Other Notes				Duplicate Claim
				□ Claim Re-opened
			6A— C	Edit Notes
BACK		SAVE	NEXT	Special Notes
				Communication Log Add record +

Within the "Parts Info" section of the claim, enter each unit as a separate line item. Please list a serial number for each item, cylinder location, and build date, if applicable. Click on the green (+) at the lower right corner to add additional parts (Figure 6A). Select "Next".



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Note: The "Product Note" and "Product Status" boxes will be updated by the Alliant Power Warranty Department once the product has been evaluated.

DASHBOARD		CLAIM # 🔹 🗹	type search here
SERVICE DEALER VEHICLE INFO PARTS INFO LABOR IN	NFO - 7A	_	
LABOR INFO		UPDATE STATUS	
Components		☑ Not Submitted	
All Sensors and Switches	\$ <u>87.50</u> x 0.30 = \$26.25	□ Submitted	
Other Labor Products not listed above	\$ <u>87.50</u> × <u>0</u> = \$0.00	Awaiting PartsParts Received	
	TOTAL COST OF REPAIRS: \$26.25	Duplicate Claim	
	TOTAL LABOR : \$26.25	Claim Re-opened	
		Edit Notes	
7B		Special Notes	
ICP Sensor AP63460 Failure.pdf		Communication Log	Add record +
CLICK TO SELECT FILES			70
с васк 7C	SAVE		

Figure 7

Within the "Labor Info" section of the claim (Figure 7A), check the applicable box next to the line describing the nature of the repair. The system auto-fills the labor rate if it was submitted to Alliant Power or it can be entered manually into the claim. The system calculates labor dollars requested per Alliant Power policy by the specific Alliant Power part number that was entered in the "Parts Info" tab.

Note: Labor requests **MUST** be accompanied by labor documentation from the shop performing the repairs or the labor request will be denied. Labor documentation can be added in the "Claim Documents" box (Figure 7B).

The total cost of repairs will be displayed at the bottom of the "Labor Info" box.

When finished, select the green "Submit Claim" box (Figure 7C) to submit your claim electronically. After the claim is successfully submitted, print your copy by selecting the blue "Print" box (Figure 7D).

Note: A printed copy of the claim is still required to accompany the product being returned. This will ensure we are able to properly match product received to the appropriate claim.

ALLIANT POWER				HOME	LOGOUT	WELCOME,	English	Español
DASHBOARD				c	LAIM # 🔹	∨ type	search here	۹
CLAIM DASHBO	ARD 8	4	8B + N	EW CLAIM + NEW DEFECTIVE		NEW GUARANTEE	D ACCEPTANC	E CLAIM
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Ref #: Date Updated: Date Submitted:	00160253 03/29/2017 03/29/2017	VIN: Part:	1FDAF56R79EA62951 AP64900 AP64900 AP64900 AP64900 AP64900 AP64900 AP64900 AP64900 AP64900	Company: DIS - DSC (Windsor, WI) 6167 Pepsi Way Windsor WI	E NEXT S	Status: SUBMITTED	8 ETAILS @ F	C
🗭 Claim # 40000								
Ref #: Date Updated: Date Submitted:	75420 07/06/2017 07/06/2017	VIN: Part:	1FTSW21P66EC20270 AP60901	Company: DIS - DSC (Windsor, WI) 6167 Pepsi Way Windsor WI	Rext S	Status: AWAITING TEPS Control		PRINT

Figure 8

Once a claim has been submitted, Alliant Power will use the claim number to communicate the claim's progress. You will be able to track the progress of the claim by logging in and selecting either "In Progress Claims" (Figure 8A) or "Closed Claims" (Figure 8B) from the main dashboard. You will also receive an email notification when the progress of a claim changes. When viewing current claims, the "Status" (Figures 8C) of each claim will be shown in the following categories:

- Submitted
- Part(s) Received
- Sent to Supplier
- Awaiting Parts

Once the evaluation process is finalized the claim will be moved to the "Closed Claims" (Figure 8B) section. At this point the claim can be considered complete with no further action required. When viewing "Closed Claims", the progress (Figure 9) of each claim will be shown in the following categories. These categories will also be color coded as noted below:

- Accepted (green)
- Partially Accepted (yellow)
- Policy (blue)
- Partially Accepted (policy) (blue)
- Denied (red)

 Status:

 • CLAIM PARTIALLY
 ACCEPTED

 O POLICY CREDIT

 Status:
 • CLAIM DECLINED

Figure 9

R1–Addition of New Defective claim form, "Dealer Edit" box has been removed from dealer profile page, sales order number no longer required and labor request must be accompanied by labor documentation

R2–Changed warranty phone number

- R3–Updated Figure 1 screen capture to reflect the new Alliant Power website
- R4–Updated document to reflect the new Alliant Power warranty website

R5–Added details regarding "New Guaranteed Acceptance Claim" button