

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.

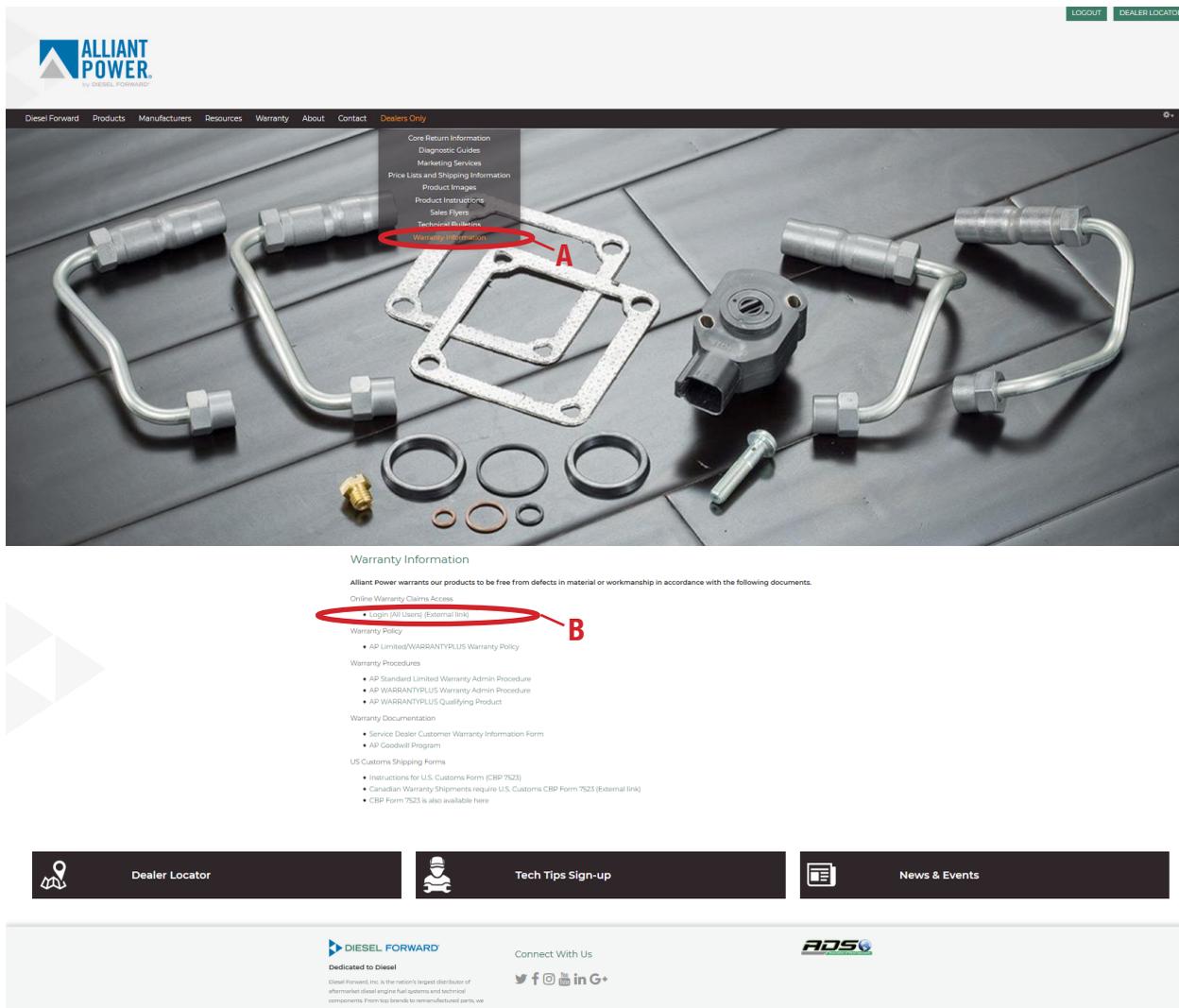


Figure 1

To Access the Warranty Website:

- Visit dieselforward.com/alliant-power. 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.

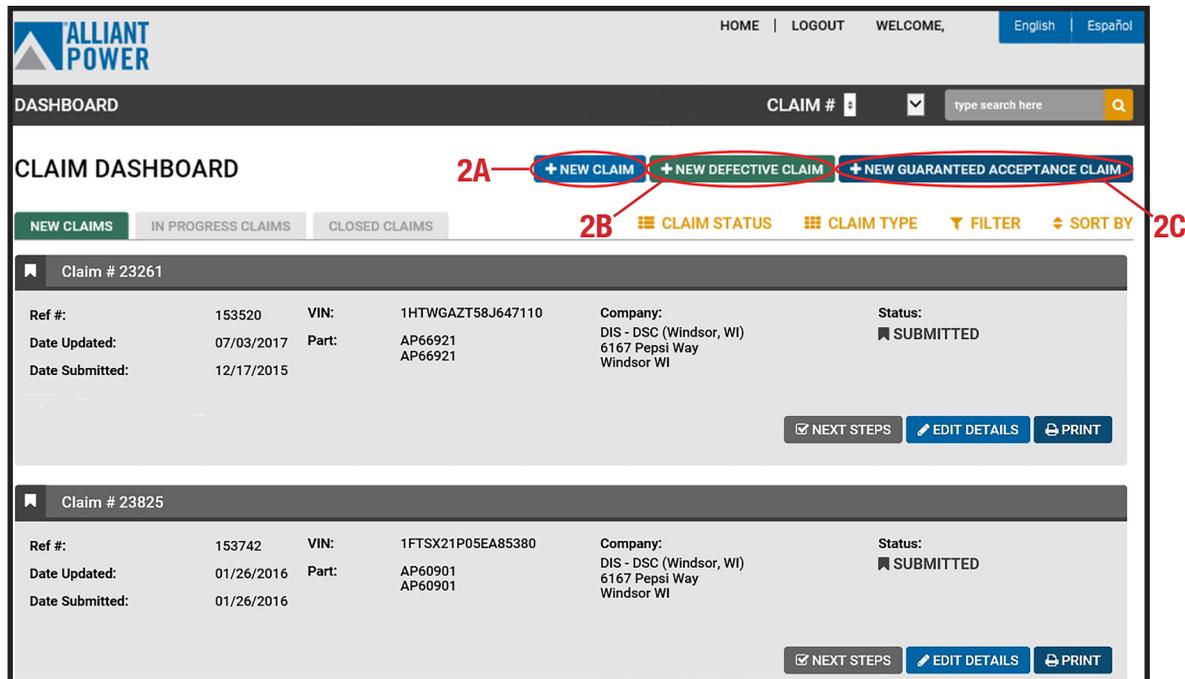


Figure 2

- 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 [WARRANTYPLUS Qualifying Product](#) 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.



**ALLIANT
POWER**

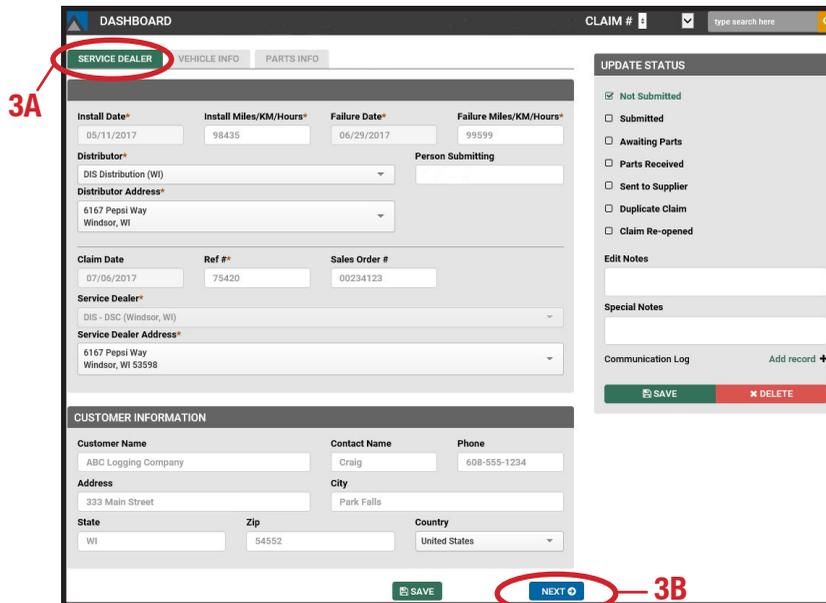


Figure 3

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

- 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”.

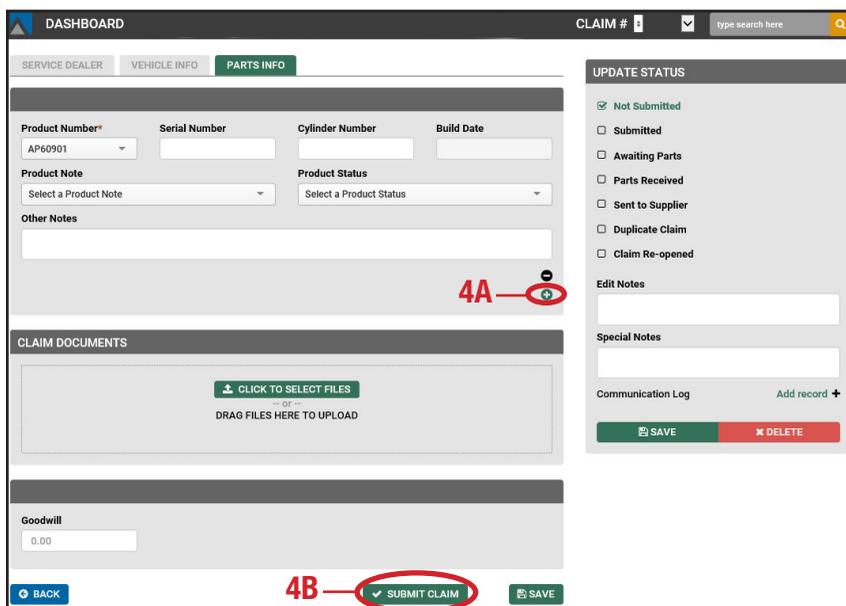


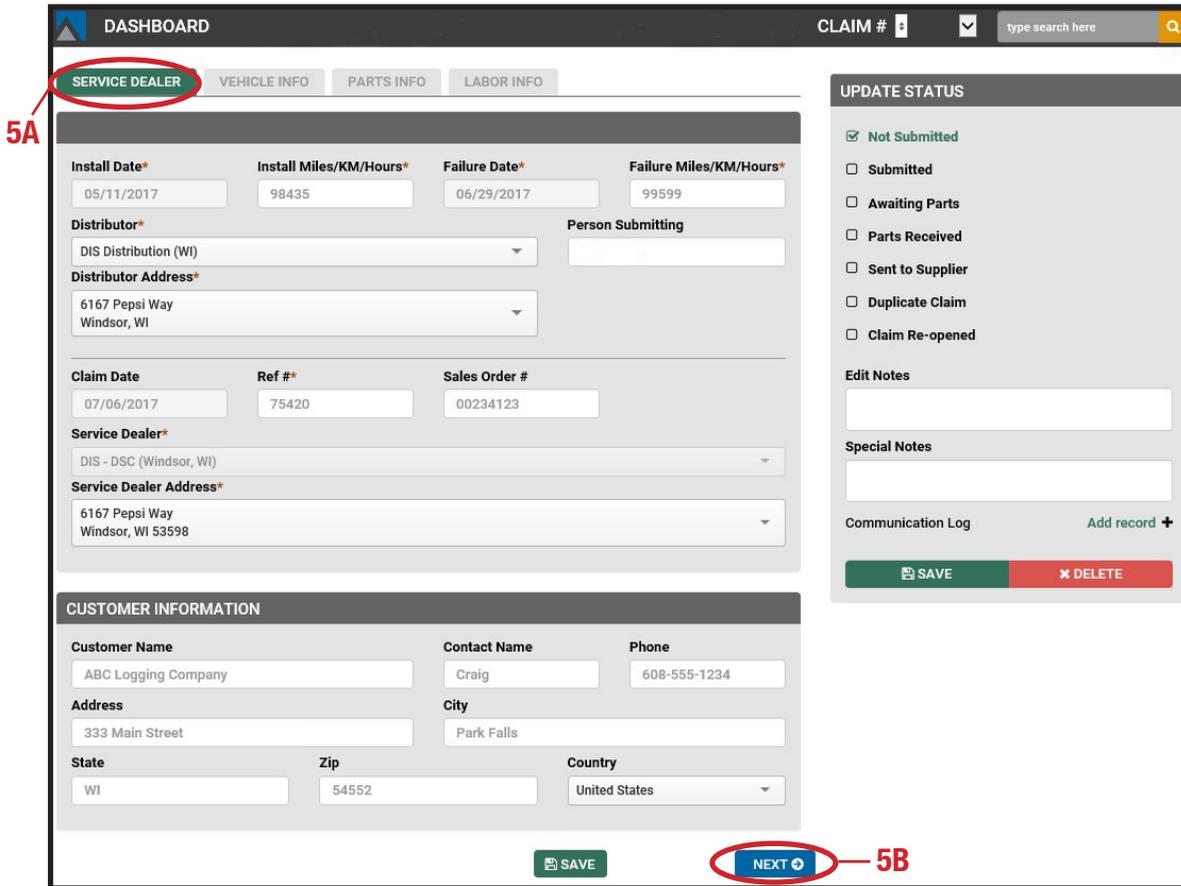
Figure 4

- 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.

- 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.



5A SERVICE DEALER

Install Date* 05/11/2017 Install Miles/KM/Hours* 98435 Failure Date* 06/29/2017 Failure Miles/KM/Hours* 99599

Distributor* DIS Distribution (WI) Person Submitting

Distributor Address* 6167 Pepsi Way Windsor, WI

Claim Date 07/06/2017 Ref #* 75420 Sales Order # 00234123

Service Dealer* DIS - DSC (Windsor, WI)

Service Dealer Address* 6167 Pepsi Way Windsor, WI 53598

CUSTOMER INFORMATION

Customer Name ABC Logging Company Contact Name Craig Phone 608-555-1234

Address 333 Main Street City Park Falls

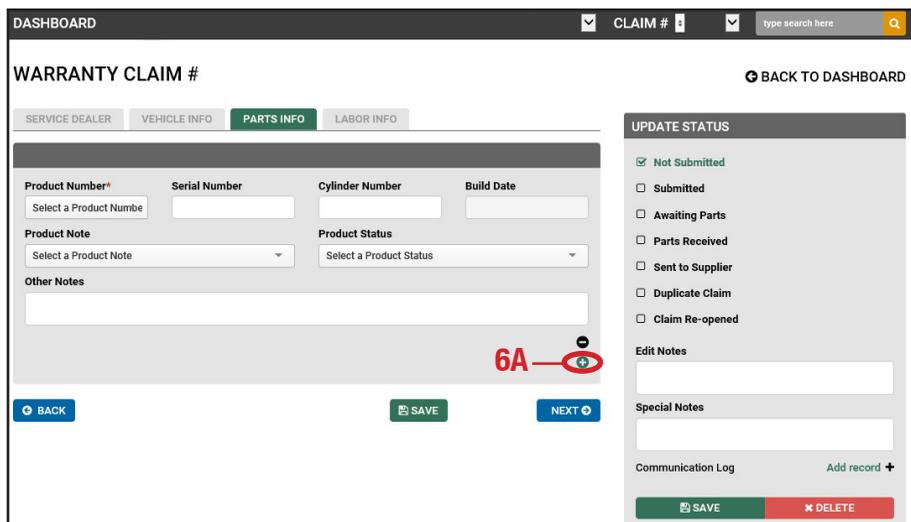
State WI Zip 54552 Country United States

SAVE NEXT **5B**

Figure 5

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”**.



DASHBOARD CLAIM # type search here

WARRANTY CLAIM # BACK TO DASHBOARD

SERVICE DEALER VEHICLE INFO **PARTS INFO** LABOR INFO

Product Number* Select a Product Number Serial Number Cylinder Number Build Date

Product Note Select a Product Note Product Status Select a Product Status

Other Notes

BACK SAVE NEXT **6A**

UPDATE STATUS

Not Submitted

Submitted

Awaiting Parts

Parts Received

Sent to Supplier

Duplicate Claim

Claim Re-opened

Edit Notes

Special Notes

Communication Log Add record +

SAVE DELETE

Figure 6

- 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”**.

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

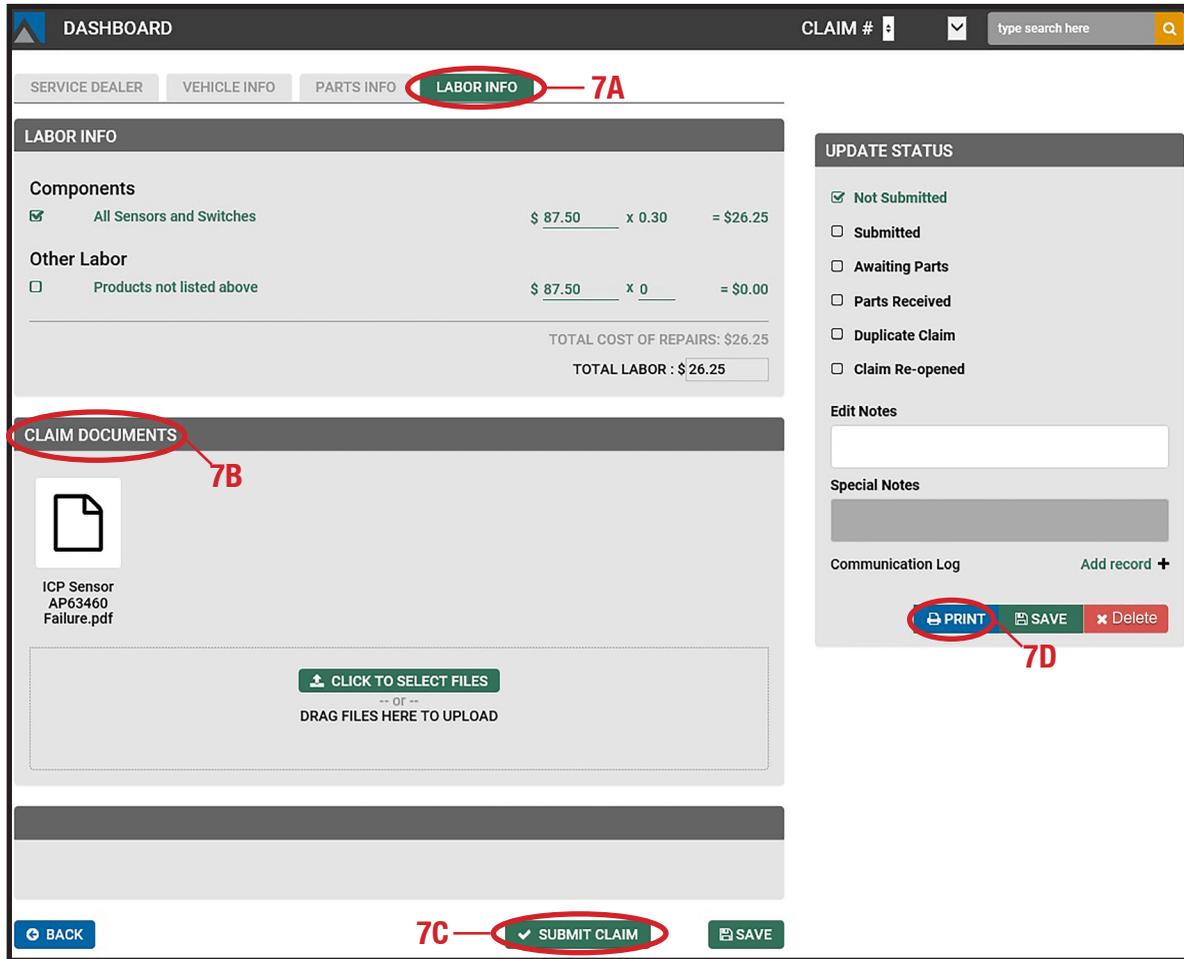


Figure 7

- 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.

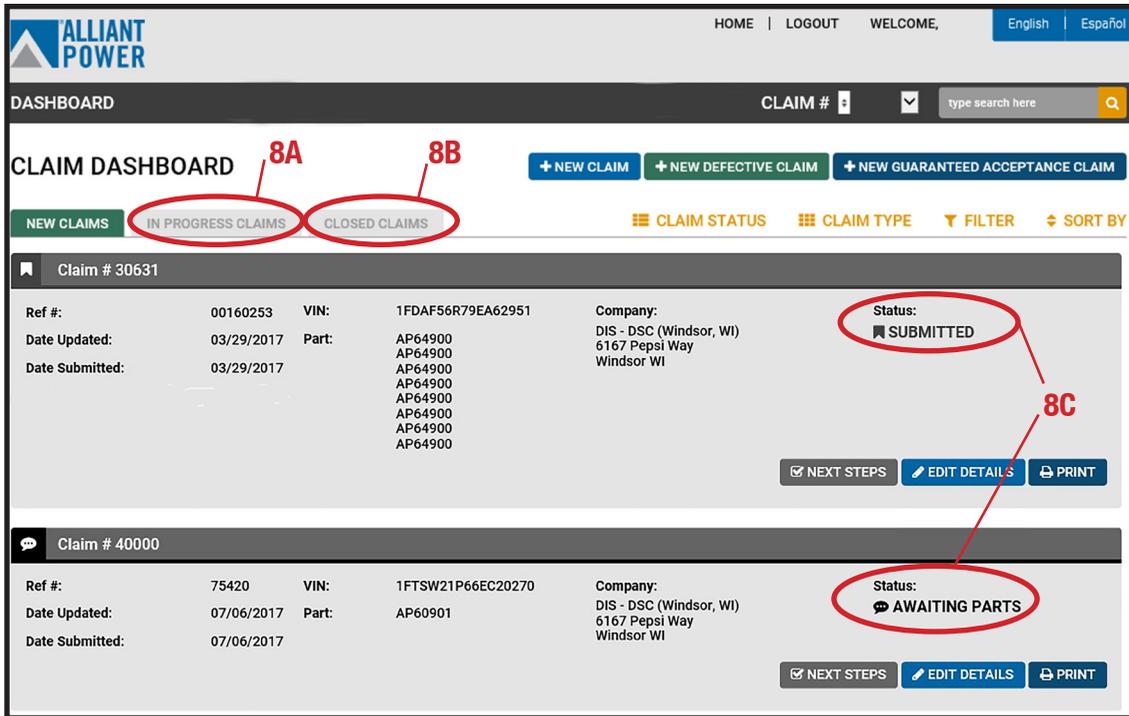


Figure 8

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)

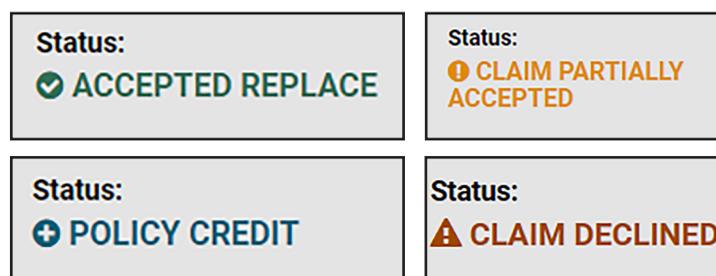


Figure 9

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