



Automotive Parts Distributor • 1073 E. Artesia Blvd. • Carson, CA 90746 • Tel: 310. 884. 5000 • Fax: 310. 604. 5088

APW- Labor Claim Procedure

Best Practices

Service Facility:

- 1 Shall determine if part failure warrants any action and if so, notifies WD/Jobber of installation/part failure challenge immediately or as soon as practically possible and have required information/items ready for pick-up.
- 2 Should fully complete the standard labor claim form including a detailed description of failure and reason for the claim. If this standard form is not used, one containing all the required information should be used in its stead.
- 3 Shall include any photos which may add value to the manufacturer engineering analysis and/or serve as a backup for the claim.
- 4 Shall have a system in place to deter trivial labor claims from slowing the claim process.
- 5 Shall take advantage of manufacturing tech lines and on-line resources which are often supported by product technicians and engineers, for on-site diagnosis, leading to possible speedy problem resolutions.

Warehouse Distributor:

- 1 Shall assist service facility with the logistics necessary to ship information/items with claim form to manufacturer for analysis.
- 2 Shall obtain a Returned Goods Authorization (R.G.A.) number from manufacturer prior to processing and shipping parts to manufacturer.
- 3 Shall insure that items and claim form are in transit to manufacturer within two business days of pick-up.
- 4 Upon receipt of response from manufacturer, WD shall promptly forward appropriate information to service facility.

Manufacturer:

- 1 Shall clearly indicate to the WD where, to whom and how the part should be shipped.
- 2 Shall send a response to warehouse distributor indicating approval (with appropriate check or notification of credit amount) or denial of claim within 45 days of receipt of all necessary information/items.
- 3 Manufacturer's response will include a technical explanation of its findings to support full or partial approval or denial of the claim.
- 4 It is recommended that manufacturers will make available websites, tech lines and other resources – often supported by product technicians and engineers – when on-site diagnosis or additional technical information pertaining to the failed part is requested by the repair facility.

Endorsed by the Automotive Warehouse Distributors Association (AWDA), the AWDA Manufacturers Advisory Council (MAC) and the Car Care Professionals Network (CCPN)