

As Initial Care progresses, check this bulletin periodically for updates.

Key Program Components

- Pre-authorization from the Technical Service Initial Care Team is required for all warranty repairs of components listed in Table 2. Decisions concerning repair versus replacement or requests for further diagnostic labor time are determined by Technical Service Representatives.
- Pre-authorization is required for all repairs on components and systems listed in Table 2.
- If the failure is warrantable, an authorization number will be provided and the part will be ordered by Technical Services. During the initial care period, Technical Service may instruct you to take unique steps to expedite component return for failure analysis.
- When filing the warranty claim, enter the authorization number in the authorization field of the claim.

Return Parts

Hold all claimed parts for 60 d from date of credit issued for possible field inspection and/or request to return to factory. After 60 d, destroy and discard the parts.