

User's Guide for Warranty Registration and Claims

- Below is a list of your options:
 - Warranty Registration [Click Here](#)
 - File a Claim [Click Here](#)
 - Claim Status [Click Here](#)
 - Warranty Coverage [Click Here](#)

Dejana Registration Procedures

Please click below to start the process for registering your vehicle with Dejana Truck & Equipment Company. By registering your vehicle this will help in the future with identifying you and your vehicles future needs.

[Next](#)

Please click on **Warranty Registration**

This Section is to be filled out by the Owner of the vehicle only.

Please click Next below to continue

Welcome to the Dejana Warranty Claims site!

<p>Warranty Registration</p> <p>Vehicle owners can register new trucks.</p> <p>VIN number is required.</p> <p>Warranty Registration</p>	<p>File A Claim</p> <p>Vehicle owners and dealerships can file a new warranty claim.</p> <p>VIN number is required.</p> <p>File a Claim</p>	<p>Claim Status</p> <p>Check the status of existing claims.</p> <p>Please have your warranty claim number available.</p> <p>Claim Status</p>	<p>Warranty Coverage</p> <p>View the manufacturer's warranty coverage for Parts, Paint, Rust and Labor</p> <p>Warranty Coverage</p>
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[Next](#)

[Home Page](#)

Personal/Vehicle Information

As a customer please enter all the information that is requested.

Enter your VIN and then click on **Enter**. If information is in our system some of the fields will automatically fill in.

All the fields with a **RED** Asterisk must filled out in order to go forward.

Once all the information is entered click on Submit.

Click on Next to continue.

[Next](#)

[Home Page](#)

The screenshot shows a multi-section form for vehicle information. The sections are: 'Vehicle VIN', 'Vehicle Information', 'Business Information (Owner of Vehicle)', and 'Contact Information (Owner of Vehicle)'. A blue arrow points to the 'Enter' button in the VIN section. Another blue arrow points to the 'Submit' button at the bottom of the form. A legend at the bottom left indicates that fields with a red asterisk are required.

Vehicle VIN
Please enter your VIN# to lookup your vehicle record in our system
* VIN#:

Vehicle Information
Vehicle Make:
Vehicle Year:
Vehicle Model:
Vehicle Color:
Dealership:
Date of Purchase:
* Body Description:

Business Information (Owner of Vehicle)
* Type of Business:
* Business Name:
* Address Line 1:
Address Line 2:
* City State Zip:
* Business Phone:
Business Fax:

Contact Information (Owner of Vehicle)
* Contact Name:
Contact Title:
* Contact Email:
* Contact Phone:
Contact Fax:

* Required Fields

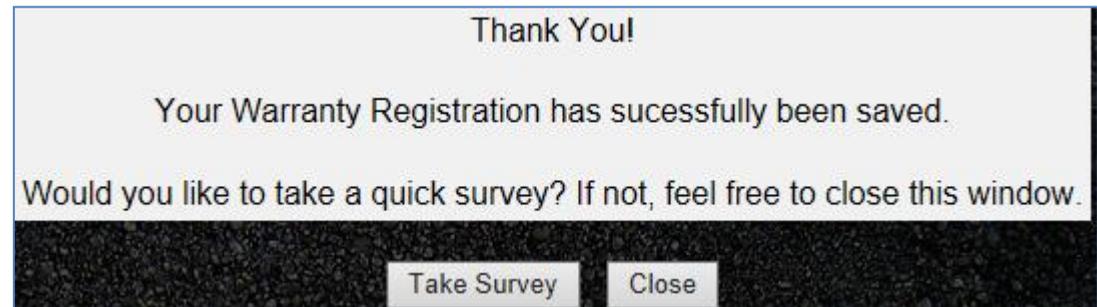
Registration Complete

If you would like to take a Survey please click on **Take A Survey**. The purpose of the survey is assist us in serving you better in the future.

If you are done please click on Close.

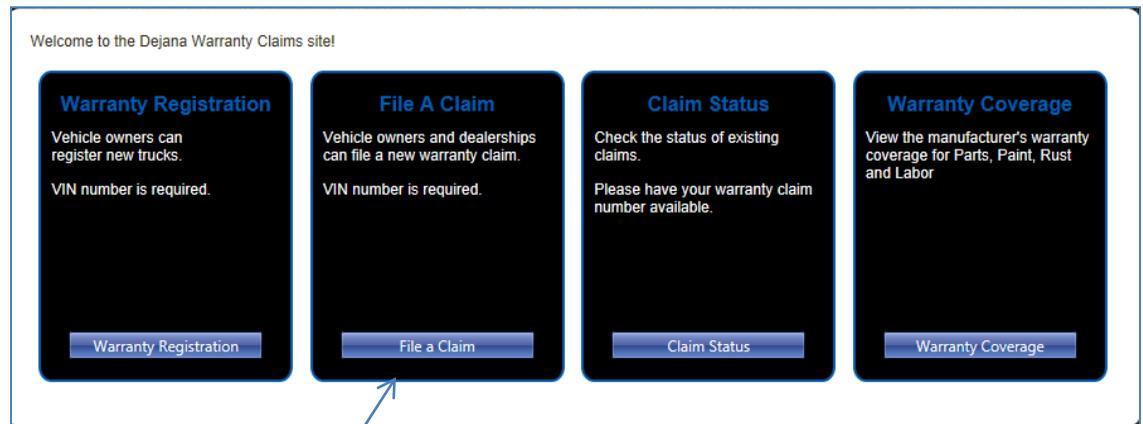
Click Finished if you are done.

[Finished](#)



Please click on **File a Claim**

To complete the claim process you MUST have your VIN (Vehicle Identification Number). If all possible please have all serial numbers for you warranty concerns. You will need your serial numbers later in the process.



Please click **Next** below to continue

[Next](#)

[Home Page](#)

**Select either
End User
or
Dealer**

Once you have selected End User and Job Order you will need to enter your VIN (Vehicle Identification Number) . Click next to continue.

Then click on below to continue.

[End User](#)

Once you have selected Dealer and Job Order you will need to enter the VIN (Vehicle Identification Number). Click next to continue.

Then click on below to continue.

[Dealers](#)

[Home Page](#)

Please enter your Job or Sales Order Number

Step 1 - Job / Sales Order Information

*User Type: I am an End-User I am a Dealer

*Order Type: Job Order Sales Order

*VIN Number:

Next

Dealers

On this screen you will need to check either:

This vehicle HAS been sold.

If you select HAS been sold enter the **In-Service-Date** and all the required information.

Or

The vehicle HAS NOT been sold.

If the vehicle HAS NOT been sold you will be prompted to click next.

[Next](#)

[Home Page](#)

Step 2 - Registration Details
Please confirm the End-User Details

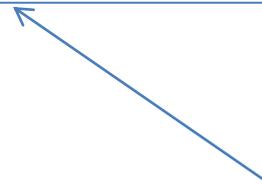
Job Order Information			
FACS Client / Branch: 1	Dejana Tru	8	Job Order: U37641
Invoice: U37641			Order Type: NBDY NON BODY INSTALL
Quote:			Cust Class: DEALEI
Job Desc: 8' WESTERN PLOW			Comments: TB000067
Cust Cat: 1	FORD		Sales Rep: 108 FRANK BACKLE
			Open Date:
			Close Date: 8/22/201
			Truck Warranty Date:
			Quote Date:
			Revision Date:

Vehicle Information	
Vehicle ID (VIN): 1FTRF3BT6EEA1651	EEA1651
Truck Pool:	
Make: FORD	
Year: 201	
Dealer Line:	
Model: F3B	F-250
Color:	GREEN
Engine: GAS	
License:	
Created: FACSUPDA1	8/21/201
Last Update: FACSUPDA1	8/29/201

Vehicle Status

The vehicle HAS been sold

The vehicle HAS NOT been sold



Registration Details

As you can see some of your information is already in here for you. We need the rest of this information to help with your warranty process. All the **RED** Asterisks must be filled in so you can proceed.

Once all the information is entered please click on Next.

Click on Next to continue.

[Next](#)

[Home Page](#)

Step 2 - Registration Details

Vehicle Information

* indicates a required field

Vehicle Make: FORD

Vehicle Year: 2013

Vehicle Model: F-250

Vehicle Color: GREEN

Dealership: _____

Date Of Purchase: _____

*Body Description: 8' WESTERN PLOW

Please confirm your registration details.

* indicates a required field

*Type of Business: - Select One -

*Business Name: JERSEY CITY

*Address: _____

*City: _____ *State: _____ *Zip: _____

*Business Phone: () - -

Business Fax: () - -

*Contact Name: _____

Contact Title: _____

Contact Phone: () - -

Contact Fax: () - -

*Contact Email: _____

Previous Next



Warranty Items

On this screen you will select your parts that are the concern and if you are not sure what items you need to warranty click on **I am not sure which items I need to warranty**.

Once you have selected one of these options you need to click on Next.

Click on Next to continue.

[Next](#)

[Home Page](#)

Step 3 - Job Order Warranty Items

FACS Client / Branch:	Dejana Truck (1) / 8
Job Order #:	U37641
Job Order Date:	8/13/2013
Date Closed:	8/22/2013
VIN:	1FTRF3BT6EEA16518

Sold-To
WINNER FORD (# 14615)
JOANN(E)direct#856-427-2734
PURCHASE ORDER REQUIRED
250 HADDONFIELD -BERLIN RD
CHERRY HILL NJ 08034
856-428-4000

Bill-To
WINNER FORD (# 14615)
JOANN(E)direct#856-427-2734
PURCHASE ORDER REQUIRED
250 HADDONFIELD -BERLIN RD
CHERRY HILL NJ 08034
856-428-4000

Contact

Items To Warranty

Items Selected Below
 I am not sure which items I need to warranty

Parts In Warranty
All Parts

Warranty	Part	Serial #	Supplier	Parts	Paint	Rust	Labor
<input type="checkbox"/>	WEST 96800 CONTROL JOYSTICK MUX WP	<input type="text"/>	WESTERN PRODUCTS	1 years Ends 8/22/2014	Not In Warranty	Not In Warranty	Not In Warranty
<input type="checkbox"/>	FW 29049 MODULE 3-PORT ISO HARNESS KIT	<input type="text"/>	FISHER ENGINEERING	2 years Ends 8/22/2015	Not In Warranty	Not In Warranty	Not In Warranty
<input type="checkbox"/>	FW 29070-1 MODULE 3-PORT VEHICLE	<input type="text"/>	FISHER ENGINEERING	2 years Ends 8/22/2015	Not In Warranty	Not In Warranty	Not In Warranty
<input type="checkbox"/>	WEST 31269-1 MOUNT KIT UT FORD SD 2008-2014	<input type="text"/>	WESTERN PRODUCTS	1 years Ends 8/22/2014	Not In Warranty	Not In Warranty	Not In Warranty
<input type="checkbox"/>	WEST 72390 BLADE ASSY 8' PRO	<input type="text"/>	WESTERN PRODUCTS	2 years Ends 8/22/2015	Not In Warranty	Not In Warranty	Not In Warranty
<input type="checkbox"/>	WEST 74900 BIG BOX MIDWEIGHT/PRO PLOW	<input type="text"/>	WESTERN PRODUCTS	1 years Ends 8/22/2014	Not In Warranty	Not In Warranty	Not In Warranty

Contact Information
Problem Details
Supporting Documentation

Contact Information:

Enter all your contact information to ensure we are able to contact you with your warranty concern.

Problem Details:

In this area be detailed as possible to let us know your concern. This will help us in assisting you with this process.

Supporting Documentation:

In this area you can upload images, documents and videos.

Once you are done click **Finish**.

Click on Next to continue.

[Next](#)

[Home Page](#)

The screenshot shows a web form with three main sections:

- Contact Information:** Contains three input fields: *Contact Name, *Contact Phone (with a dropdown for area code), and *Contact Email.
- Problem Details:** A large text area with the instruction: *Please explain the problem you are experiencing in detail.
- Supporting Documentation:** Features tabs for Images, Documents, and Videos. Below the tabs is a table with columns: Media, Description, Orig. Filename, and Ext. The table currently contains the text "No images have been added." and an "Add Image" button at the bottom right.

At the bottom of the form are two buttons: "Previous" and "Finish". A blue arrow points to the "Finish" button.

Warranty Claim Complete

This screen is the last step in the warranty process. This screen is vital to you in the future. You will need to print out this screen and keep it for future inquiries about your claim. All warranty claim issues will reference this number.

Click on Finish to return to the home page.

[Finish](#)

Warranty Claim Complete

Your warranty claim is complete. Please make a note of the claim number. A copy of this claim has also been emailed to the address you provided.

=====

Dejana Online Warranty Claim Confirmation

=====

Claim Number: 71
Contact Name: jow green
Contact Phone: (999)340-0909
Contact Email: 123@gmail.com

=====

Order Type: Job Order
Order Number: U37641
VIN: 1FTRF3BT6EEA16518

=====

Items To Warranty:

Part #	Name	Serial #
WEST 96800	CONTROL JOYSTICK MUX WP	

=====

Problem Description: broke srpin

=====

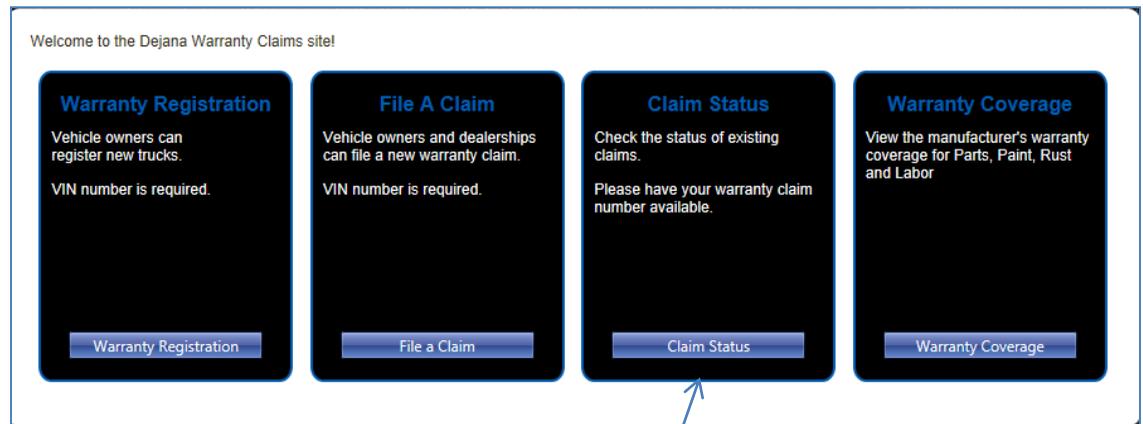
Claim Status: Pending
Claim Date/Time: 8/29/2013 4:56:15 PM

Additional information here.

[File Another Claim](#)
[Return to the Warranty Claim's Home Page](#)

Please click on **Claim Status**

Please click **Next** below
to continue



[Next](#)

[Home Page](#)

Claim Status

On this screen you will need to enter your **Claim Number** and your **Contact Email**

Then click **Check Claim Status**.

Click Next to continue.

[Next](#)

[Home Page](#)

Claim Status

Use this page to check the status of your warranty claim.

*Claim Number:

*Contact Email:

The screenshot shows a web form titled "Claim Status". Below the title is a subtitle: "Use this page to check the status of your warranty claim." There are two input fields: one for "*Claim Number:" and one for "*Contact Email:". Below these fields is a blue button labeled "Check Claim Status". Two blue arrows point from the right side of the page to the input fields and the button.

Claim Status

This screen will tell you what status your claim is in. There are three different status's you will see.

1. Pending
2. Covered
3. Denied

Click Finished to continue.

[Finished](#)

Claim Status

Use this page to check the status of your warranty claim.

*Claim Number: 43

*Contact Email: ggpublicworks@yahoo.com

Check Claim Status

Claim Details

Claim Number: 43
Claim Status: Pending
Date Claim Filed: 4/19/2013
Contact Name: JOHN
Contact Phone: 9086236994
Contact Email: ggpublicworks@yahoo.com

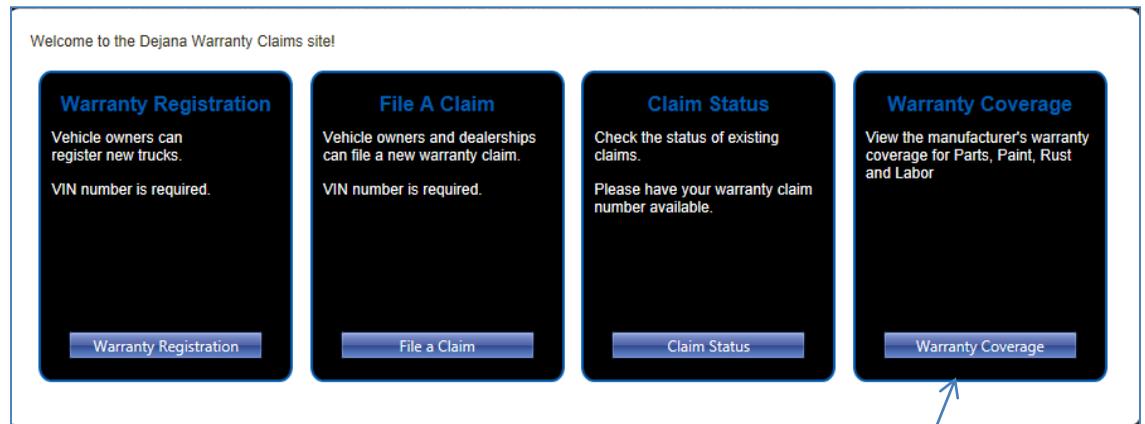
Problem Description: alum body trailer wire fault code, b/u beeps IN PARK WHEN WET when not in rev tailgate wont latch

Parts to Warranty

Line	Part	Serial #	Status
10	RUG 36318 HOIST KIT 540 ES/ED ALUM BODY		Covered

Please click on **Warranty Coverage**

Please click **Next** below
to continue



[Next](#)

[Home Page](#)

Warranty Coverage

On this screen you will select the manufacture that you are looking for and click on it.

Click on Next to Continue.

[Next](#)

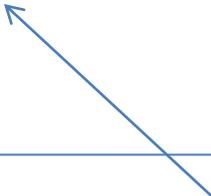
[Home Page](#)

Warranty Coverage

You can use this page to determine the Manufacturer's warranty periods for Parts, Paint, Rust and Labor.

Please click on a manufacturer below to view their coverage.

ANTHONY LIFTGATE INC.	KNAACK L.L.C.	THIEMAN TAILGATES INC.
AUTO CRANE COMPANY	KNAPHEIDE MFG. COMPANY	TOMMY GATE COMPANY
BOSS INDUSTRIES, INC.	MAXON LIFT CORP.	VMAC
DONOVAN ENTERPRISES	MEYER PRODUCTS	WESTERN PRODUCTS
DUR-A-LIFT INC.	RAMSEY WINCH COMPANY	WHELEN ENGINEERING CO.
FISHER ENGINEERING	RUGBY MFG CO	



Warranty Coverage

The next screen here will give you all the items that are covered by that manufacture and the length of warranty.

Click on Finished to continue.

[Finish](#)

Warranty Coverage

You can use this page to determine the Manufacturer's warranty periods for Parts, Paint, Rust and Labor.

Please click on a manufacturer below to view their coverage.

[ANTHONY LIFTGATE INC.](#)
[AUTO CRANE COMPANY](#)
[BOSS INDUSTRIES, INC.](#)
[DONOVAN ENTERPRISES](#)
[DUR-A-LIFT INC.](#)
[FISHER ENGINEERING](#)

[KNAACK L.L.C.](#)
[KNAPHEIDE MFG. COMPANY](#)
[MAXON LIFT CORP.](#)
[MEYER PRODUCTS](#)
[RAMSEY WINCH COMPANY](#)
[RUGBY MFG CO](#)

[THIEMAN TAILGATES INC.](#)
[TOMMY GATE COMPANY](#)
[VMAC](#)
[WESTERN PRODUCTS](#)
[WHELEN ENGINEERING CO.](#)

RUGBY MFG CO

Product Type	Parts	Paint	Rust	Labor
ALL ELECTRICAL PARTS & ACCESS.	1 years	NA	NA	NA
DUMP BODIES	3 years	1 years	1 years	NA
DUMP BODY PARTS	3 years	NA	NA	NA
HOISTS & PARTS	3 years	NA	NA	NA
PLATFORM BODIES ONLY	3 years	1 years	1 years	NA

Customer Satisfaction

Thank you for being a loyal Dejana customer.
We appreciate and value your business. We
look forward to providing the best customer
service for you.

[Next](#)