

NJ TRANSIT Warranty Procedure

1. Complete the NJ TRANSIT Warranty Form, you must include a detailed description of the specific issue at hand with all the correct information filled out.
2. Forward the completed form within 48 hours to the appropriate dealer to report the Warranty Claim and CC Smack@njtransit.com
 - Creative Bus Contact, Dave Dybus, Ddybus@creativebussales.com
 - Rohrer Contact: Ryan Renninger, RRenninger@RohrerBus.com
 - Wolfington Contact: Russ McLaughlin, rmclaughlin@WOLFINGTON.com
3. E-mail an additional form separately to Sha'quana Mack, at Smack@njtransit.com
4. The warranty procedures described by the vendor at the time the vehicle was placed into service should be followed.
5. Follow all instructions advised by the vendor.
6. Keep Sha'quana advised of the repair status and/or any issues.
7. Once repairs have been made, email all documents associated with the repairs to Smack@njtransit.com

Vehicle Warranty Form

Agency Name:

County:

Agency Address:

Date of Report:

Name of Agency Contact:

Phone Number:

E-mail address:

Vehicle Number "16-XXXX":

VIN:

License Plate Number:

Vehicle Year:

Make:

Model:

Miles:

Please indicate the area affected area:

Chassis (OEM)

Engine

Transmission

Emissions Syst.

Axles

Drivetrain

Alignment

Front Cap Separation

Body

Lift/Ramp

Seats

Body Corrosion

Mirrors/Bumpers

Electrical Wiring

HVAC

Windows

Other (describe below)

Provide a detailed description of the issue:

Vendor:

Has the vendor been contacted: Yes No

Warranty Service Center:

Date Reported to Vendor:

Is this repair being covered under warranty? Yes No

Has there been any previous warranty work performed on this vehicle? Yes No

If yes, please provide the dates of the previous repairs and details of what work was performed: