

# 2012 TOOLS & EQUIPMENT POLICIES & PROCEDURES MANUAL INFORMATION

## Section I: Supplier Information

Product Line: Underhood Diagnostics & Wheel Service Products  
 Supplier: Bosch Diagnostics  
 Address: 2800 S. 25<sup>th</sup> Avenue  
 City, State & Zip: Broadview, IL 60155-4532  
 Website: [www.boschdiagnostics.com](http://www.boschdiagnostics.com)

### KEY PERSONNEL

Contact & Title: Steven R. Jordan, Senior Account Manager  
 Phone : 678-455-7115  
 E-mail : [steve.jordan@us.bosch.com](mailto:steve.jordan@us.bosch.com)

Contact & Title: Bob Pattengale, Senior Account Manager  
 Phone : 805-729-1674  
 E-mail : [bob.pattengale@us.bosch.com](mailto:bob.pattengale@us.bosch.com)

Contact & Title: Michael Hosch, Director of Sales  
 Responsibilities: Underhood Diagnostics  
 Phone : 800-321-4889 Ext : 9221  
 E-mail : [Michael.hosch@us.bosch.com](mailto:Michael.hosch@us.bosch.com)

Contact & Title: Bob Erickson, Sales Manager  
 Responsibilities: Wheel Service  
 Phone : 615-948-0624  
 E-mail : [Bob.erickson@us.bosch.com](mailto:Bob.erickson@us.bosch.com)

**Technical Service Support-** technical questions on Bosch parts, equipment, training, warranty and service

Underhood Diagnostics	Wheel Service, Air Con, Fluid Service
Phone: 1-855-BoschTech (1-855-267-2483)	
<a href="mailto:techsupport.diagnostics@us.bosch.com">techsupport.diagnostics@us.bosch.com</a>	<a href="mailto:wstechsupport@us.bosch.com">wstechsupport@us.bosch.com</a>
SMT300 (Smoke Machine Tester)	
Phone : 1-866-670-7734	

### Customer Service

Underhood Diagnostics	Wheel Service
Phone: 1-855-BoschTech (1-855-267-2483)	
<a href="mailto:dgwscs@us.bosch.com">dgwscs@us.bosch.com</a>	<a href="mailto:dgwscs@us.bosch.com">dgwscs@us.bosch.com</a>

## Section II: Warranty Policies and Procedures (continued)

### Wheel Service, Air Conditioning Systems and Fluid Service Equipment

Our Technical Support staff will work with the customer to diagnose the problem. In many cases, due to our modular products, components are diagnosed over the phone and replacement parts are shipped directly to the customer to ensure a quick resolution. In other cases our Nationwide Service network will provide on-site service and repair.

Bosch Diagnostics provides a **two year limited warranty** covering parts and labor on all of our Air Conditioning Systems. For specific details, please refer to the respective Bosch Warranty Statement.

Bosch Diagnostics provides a **one year limited warranty** covering parts and labor on all of our Fluid Service Equipment. For specific details, please refer to the respective Bosch Warranty Statement.

Bosch Wheel Service (Alignment Systems, Balancers, Tire Changers and Brake service) will cover all parts and labor for a period of six months and will cover the cost of replacement parts for an additional six months. Exceptions to this warranty are listed below:

- | <b>• Product</b>           | <b>Parts Warranty</b> | <b>Labor Warranty</b> |
|----------------------------|-----------------------|-----------------------|
| All circuit boards         | 3 years               | 6 months              |
| PC's and Installed Options | 3 years               | 6 months              |
| Monitors and CRT's         | 3 years               | 6 months              |
| Power Supplies             | 3 years               | 6 months              |
| Transducers                | 3 years               | 6 months              |
| Balancer Motors            | 3 years               | 6 months              |
| Tire Changer Motors        | 3 years               | 6 months              |
| Tire Changer Transmissions | 5 years               | 6 months              |
| Lift Power Units           | 2 years               | 6 months              |
- The warranty period for the NTF 715 Tire Filler is 5 years limited, as follows:
    - For the first year from the date of purchase, Bosch will cover the cost of all parts and the cost of the labor for non-membrane parts
    - For years two to five from the date of purchase, Bosch will cover the cost of parts only except for the purity sensor
    - Original purchaser must provide proof that the filtration system was maintained throughout the warranty period, including annual replacement of the filter at a minimum, or when indicated by the moisture filter indicator
  - The warranty period for the TC220S and TC222T tire changers is six months parts and 90 days labor

Wheel Service and ACS on-site repairs are provided when necessary as determined by the Technical Service Support staff. For additional details, please refer to the respective Bosch Warranty Statement.

### **Section III: Out of Warranty Service Guidelines (continued)**

The repair department receives the unit and determines the cost of repair and reviews the cost with the customer. The customer may pay by credit card over the phone (Discover Card is not accepted). Once repaired, the unit is return shipped via NDA Federal Express. On average, there is a 4-5 business days turn around time from when Bosch receives the unit and the unit is shipped back to the customer.

#### **Wheel Service, Air Conditioning Systems and Fluid Service Equipment**

The process for out of warranty repairs with our Wheel Service, Air Conditioning Systems and Fluid Service Equipment is the same as warranty repairs. Our Technical Support staff will work with the customer to diagnose the problem and if needed connect them with our Nationwide Service network to provide on-site service and repair at the customer's expense.

### **Section IV: National Wheel Service Promise**

Bosch guarantees that a Bosch authorized Wheel Service Provider will restore a Bosch branded wheel service equipment to operating condition within 48 hours of the repair appointment call, or Bosch will offer or extend the equipment's labor warranty by six months, subject to the terms and conditions below.

#### **Terms and Conditions:**

- Equipment must be Bosch branded and non-operational at the time of repair appointment scheduling.
- 48 hour service guarantee excludes weekends and national holidays.
- Offer effective on purchases from January 1, 2012.
- Offer valid for a period of 3 years from date of installation.
- Valid only in the continental United States. Not valid in HI, AK or where prohibited by law.
- This guarantee is void if customer is not available for a service appointment within 48 hours of the initial repair appointment scheduling call from the Bosch Authorized Wheel Service Provider.
- For Central Dispatch accounts with Not to Exceed (NTE) amounts, the 48 hour repair is valid from the time the approval of the NTE is received if an estimated work order exceeds NTE amount.

#### **To Obtain Performance of this Guarantee:**

- Call the Bosch Wheel Service Technical Hotline at 855-BOSCHTECH (1-855-267-2483) for equipment repair.
- In the event the hotline tech is unable to diagnose the equipment repair, the call will be transferred to a Bosch Technical Support Representative. If the representative is unavailable at the time of the call, the call will typically be returned within 2 business hours.
- When required, a Bosch authorized Service Provider will call the customer typically within 24 hours to schedule the repair appointment.



#### **Section IV: National Wheel Service Promise (continued)**

- Customer must provide access to the machine for service within 48 hours of the initial repair appointment call.
- If Bosch determines that the equipment cannot be repaired within 10 days, excluding weekends and national holidays, Bosch will provide a loaner equipment at no charge until the equipment can be returned to operational condition. Installation and training of the loaner equipment, if required, will be provided by Bosch at no charge.

#### **Section V: Rebate Policies**

All promotional rebate forms will include the following:

- Specific program details
- Submission method (i.e. fax, mail, email)
- Effective promotional period and submission deadline
- Contact information to follow up on rebate status

Additional questions should be directed to your local Bosch Authorized Sales Representative.

#### **GOVERNMENT/SCHOOL PROGRAM**

Product Line: Bosch Diagnostics

Qualifications: Educational Institution, Government Fleet servicing vehicles internally.

Registration Requirements: Entity verification by local Bosch Authorized Sales Representative.

Approval Process: Bosch Regional Sales Manager

Discount: Institution receives a 15% discount from MSRP. Distribution partner cost is reduced by 5% from the current acquisition cost.

Bosch Electronic Service



Email: BoschElectronicServices@us.bosch.com

Order Center Hours: Mon-Fri 9AM - 6PM (EST)

Same Day Shipping: Mon-Fri 9AM - 3PM (EST)

### Bosch Diagnostics Service Request

Date:		
<b>Customer Information</b>		
Customer Name:		
Customer Address:		
City:	State:	Zip:
Phone Number:	Contact Person:	
ESI[tronic] Account Number:	ESI[tronic] Account Password:	
<b>Part Information</b>		
Part Number:	Serial Number:	FD Date:
Model:	Purchase Date:	
Problem Description:		
<b>For Workshop Only</b>		
Order Number:	Date Received:	
Workshop Inspection & Diagnosis:		
Warranty: Y <input type="radio"/> N <input type="radio"/>		
Comments:		

Return Defective Unit To: Robert Bosch LLC  
Attn: Bosch Electronic Service  
2800 South 25th Avenue  
Broadview, IL 60155-4594

Phone: (800) 266-2528

Fax: (708) 865-5296

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REPAIR SERVICE REQUEST			
DATE:		PURCHASE DATE: <i>(Estimate if unknown)</i>	
Contact Name or Business Card:			
Address:			
City:		State:	ZIP Code:
Status : <b>Warranty or Non-Warranty</b> <i>(Please circle)</i>		Phone number:	
NATURE OF PROBLEM			
Problem Reported:			
Equipment Type:			
Model	Serial No.		
ADDITIONAL INFORMATION			
List all items shipped with Unit: <i>(Customer to list all software, leads, cables, power supplies, etc., shipped with unit)</i>			
Receiving Inspection: <i>(For internal use only)</i>		Status after Service:	
Service Remarks: <i>(For internal use only)</i>			
Events: ( Date & Time)	Date Received:	Service Call Closed:	
SHIPPING INFORMATION			
<ul style="list-style-type: none"><li>• Please maintain a copy of this document for your records</li><li>• Please ship via UPS, USPS, or FedEx with proof of delivery. 2<sup>nd</sup> day is recommended for prompt service. Bosch Diagnostics is not responsible for lost packages.</li><li>• Please sign to acknowledge the above mentioned items are included in this package and have been shipped to Bosch Diagnostics for repair.</li><li>• Please call (USA) 1-800-321-4889, Fax 805-966-9540</li></ul>			
Customer Name : <i>(Please Print)</i>		Signature:	Date:

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Address Label:

Bosch Diagnostics  
Robert Bosch LLC  
Repair Dept.  
2030 Alameda Padre Serra  
Santa Barbara, CA 93103