



2013 TOOLS & EQUIPMENT POLICIES & PROCEDURES MANUAL INFORMATION

Section I: Supplier Information

Product Line: Underhood Diagnostics & Wheel Service Products
 Supplier: Bosch Diagnostics
 Address: 2800 S. 25th Avenue
 City, State & Zip: Broadview, IL 60155-4532
 Website: www.boschdiagnostics.com

KEY PERSONNEL

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

Contact & Title: Julie Jones, Senior Account Manager
 Phone : 804-338-5966
 E-mail : julie.jones@us.bosch.com

Contact & Title: Michael Hosch, Director of Sales
 Responsibilities: Underhood Diagnostics and Wheel Service
 Phone : 800-321-4889 Ext : 9221
 E-mail : Michael.hosch@us.bosch.com

Contact & Title: Roberto Rossi, Director of Sales
 Responsibilities: Underhood Diagnostics and Wheel Service
 Phone : 708-865-5261
 E-mail : Roberto.rossi3@us.bosch.com

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

| Underhood Diagnostics | Wheel Service |
|---|----------------------------|
| Phone: 1-855-BoschTech (1-855-267-2483) | |
| techsupport.diagnostics@us.bosch.com | wstechsupport@us.bosch.com |
| SMT300 (Smoke Machine Tester) | |
| Phone : 1-866-670-7734 | |

Customer Service

| Underhood Diagnostics | Wheel Service |
|-----------------------------------|---------------------------------|
| Phone : 1-800-321-4889 Opt. : 4-2 | Phone : 1-800-551-2228 Opt. : 1 |
| dgwscs@us.bosch.com | dgwscs@us.bosch.com |
| Fax : 708-865-5429 | Fax : 708-865-5429 |



Section II: Warranty Policies and Procedures

Upon receipt of Bosch Diagnostics product, the customer and/ or Bosch Authorized Sales Representative complete the Warranty Card or End User Registration Request and submit the card to Bosch Diagnostics as noted on the form. The customer contacts the appropriate Technical Service Support if a unit malfunction occurs or if the product arrives damaged.

Underhood Diagnostics

After determining a defect, the Technical Support Staff will walk the customer through the Return Materials Authorization (RMA) process. Warranty repairs are provided at no charge to the customer.

Bosch Diagnostics provides a **one year limited warranty** on

- all new cables, adapters, and accessories
- Flasher, KTS and FSA branded products
- MMD and BAT branded products
- SMT 300 (Smoke Tester Machine)

For specific details, please refer to the respective Bosch Warranty Statement.

Bosch Diagnostics provides a **two year limited warranty** on

- Tech 2, MTS 3100, MTS 4100, MTS 5200, and the Mastertech VCI

For specific details, please refer to the respective Bosch Warranty Statement.

Bosch Diagnostics provides an optional **ten year limited warranty** on

- KTS 340 Base Kit

Restrictions apply. For specific details, please refer to the Bosch Warranty Statement.

For Flasher, KTS, FSA, MMD and BAT branded products, warranty repairs are processed in Broadview, IL.

Bosch Diagnostics
Robert Bosch LLC
Attn: Bosch Electronic Services
2800 South 25th Ave.
Broadview, IL 60155

All other warranty repairs are processed in Santa Barbara for Bosch Diagnostics Underhood products.

Bosch Diagnostics
Robert Bosch LLC
Attn: Repair Department
2030 Alameda Padre Serra
Santa Barbara, CA. 93103

Section II: Warranty Policies and Procedures (continued)

Wheel Service

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 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:

| • Product | Parts Warranty | Labor Warranty |
|----------------------------|----------------|----------------|
| All circuit boards | 3 years | 6 months |
| PC's and Installed Options | 3 years | 6 months |
| Notebook Computers | 90 days | None |
| 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 |

Section II: Warranty Policies and Procedures (continued)

- The warranty period for the TC220S and TC222T tire changers is six months parts and 90 days labor

Wheel Service 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

When a product is out of warranty the customer contacts the same Technical Support line or email. The Technical Service Support staff works with the customer to understand and diagnose the problem. In the event the issue requires that the main unit be repaired, Technical Service Support connects the end user to the appropriate contact to make arrangements. Please refer to the appropriate contact below:

| Underhood Diagnostics | Wheel Service |
|---|----------------------------|
| Phone: 1-855-BoschTech (1-855-267-2483) | |
| techsupport.diagnostics@us.bosch.com | wstechsupport@us.bosch.com |

Underhood Diagnostics-Express Exchange

For specific underhood diagnostic products, the customer has an option for Express Exchanges and must provide the serial number of the unit to process the exchange. Specific units are eligible for Express Exchanges:

- Mastertech Unit
- Tech 2
- VCI Module
- CANdi Module
- KTS (see attached Bosch Diagnostic Service Request)
- BAT 151



Section III: Out of Warranty Service Guidelines (continued)

Underhood Diagnostics-Repair

The customer may opt to send the unit in for repair, in which case the customer receives a faxed repair service request form which is completed by the customer. The customer ships the unit to the appropriate address:

| | |
|--|---|
| Tech 2, VCI, MTS 1100/3100/4100/5100/5200 | Flasher, KTS, FSA, MMD, BAT Products |
| Bosch Diagnostics Robert Bosch LLC Attn: Repair Department 2030 Alameda Padre Serra Santa Barbara, CA. 93103 | Bosch Diagnostics Robert Bosch LLC Attn: Bosch Electronic Services 2800 South 25 th Ave. Broadview, IL 60155 |
| Repair Service Request | Bosch Diagnostic Service Request |

When making the return, Customer needs to complete the appropriate Service Request Form (noted above) prior to shipment.

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

The process for out of warranty repairs with our Wheel Service 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.



Section IV: National Wheel Service Promise (continued)

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.
- 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.

Section VI: Returning Product

If a product needs to be returned, the following guidelines should be followed:

- If product is defective and under warranty, please refer to the process outlined in Section II.
- If product is unused, the expectation is that the customer works directly with their distributor.
 - If product is used and not defective, please refer to the **Non-Warranty Product Return Policy** below to insure your transaction is not delayed and processed appropriately

Non-Warranty Product Return Policy

Return Goods Authorization and Return Procedure

All returns must be authorized by Bosch prior to receipt and are valid for 30 days. *

- To initiate a return, contact your respective Wheel Service or Diagnostic Authorized Sales Representative



- Regional Sales Manager will work with Bosch Customer Service to generate a Return Goods Authorization (RGA)

In order to obtain an RGA, the following information will need to be provided:

- Customer's name, contact information, address and account number
- Original PO number or original Bosch order number
- Reason for return

After the RGA is issued, a copy of the RGA is required to ship with the product being returned to Bosch. In the event, a product arrives in a Bosch warehouse without an authorized Return Goods Authorization, the product will be shipped back to the originator at their expense.

Once product is received by Bosch and deemed complete, Customer Service will notify the distributor noted on the RGA form of any credits to be issued.

Unauthorized returns will be returned to customer at customer's expense or subject to additional charges without credit being issued to customer. **This policy applies to all customers unless superseded by a separate written agreement that includes specific return goods terms and conditions.**

Return Policy

Non-defective products may be returned, provided customer has obtained prior authorization from Bosch. Freight and restocking may apply.

The following conditions will not be considered for return.

- Special or custom products made to customer specifications or sold as non-returnable.
- Products returned in altered or damaged packaging, or in packaging other than original packaging.
- Equipment that is damaged.
- Equipment returned without full complement of accessories
- Issuance of an RGA number does not guarantee credit.
 - Credit issuance is dependent on confirmed receipt/review of returned products and is subject to the other terms of this policy.

Any and all credits will be issued to Distributors where initial purchase was made.

*Bosch reserves the right to approve or deny any equipment return.