

Revision: F Date: 8/01/2023

Bergstrom Warranty Preauthorization Sites

Pre-authorization is required on eProducts (all repairs), BusAC (repairs > \$200.00) and Aftermarket systems (all repairs) warranty claims. Pre-authorization is not required on RV products, but Bergstrom will use our system for documenting with the RV customers. Customers should contact the following for Pre-authorizations: NITE/eProducts technical support (1.866.204.8570) BusAC technical support (1.855.BUS.HVAC) Aftermarket technical support (1.815.874.7821 x14270)

If needed, these instructions can be viewed via a link in the upper right corner of the site.

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Warranty Preauthorization Instructions:

There are different sites due to the product line types, but all can be reached by placing the following URL in your web browser search bar. https://warranty.bergstrominc.com/preauth/index.cfm

🌔 Ber	r gstrom .	
	Site Instru	ctions
Installation Site	🚯 Bus A/C & eProduct Warranty. 🚯 Aftermarket Systems Preauthorization 🚯 RV Preauthorization	
	Bergstrom Warranty Warranty Preauthorization Form	
	Select The Preauthorization Section Above To Begin	
	©2023 Bergstrom Climate Control Systems. All rights reserved.	
	Questions or site issues, email warranty@bergstrominc.com	

Click on the appropriate Product line **Preauthorization link** to obtain a preauthorization number.

Another option to get to the **Preauthorization sites** is through the **internal Bergstrom bits page** (https://bits.bergstrominc.com) in our Warranty website. Click on the Warranty Program link and then click on Warranty Preauthorization link.

Warranty Program				
	Bergstrom Warranty Main Menu			
P	Please Login Using Your Bergstrom Credentials			
username:				
password:				
	Log In			
	External Warranty Website Links			
	Warranty Portal and Claim Entry			
	eProduct, Bus A/C Installation Registration			
	Warranty Preauthorization			

Bus A/C & eProducts Preauthorization Site Instructions:

1. When the site opens, enter in the complete VIN number. Click on the continue button.

🚯 Home	
Bergstrom Warranty Bus A/C & eProduct Warranty Preauthorization Form	
Enter in the complete vehicle VIN number to begin Bus A/C or eProduct warranty authorization	
Enter the Vehicle VIN Number Continue	



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2. If there are no other preauthorization numbers assigned to this VIN number, the following window will open.

	Bergstrom Warra Bus A/C & eProduct Warranty Preas	nty uthorization Form
0 0	System Repair Preautho	rization
Authorization Number	Assigned Upon Submission of A	Ithorization
Vehicle Identification Number	12345678998765432	
Date Requested	08/01/2023	
Authorized By		
Company/Dealer/Service Center N	ame	
Product Line		
Part being returned	~	
	List all free replacement parts be	ing sent, if any
Part Number	Part Quantity	Description
Add Additional Part		
	Authorization Comme	nt
		li.
	Save Authorization	
	Serial Number to Part Number	er Lookup

3. If **preauthorization numbers are already assigned** to this VIN number, the following window will open.

	Bergstrom W	/arranty		
Bu	A/C & eProduct Warranty	Preauthorization Form		
Preauthorization Request for Vehicle 4DRBUPWN4LB329796				
New Authorization Request				
Previous Vehicle Preauthorization Requests				
Authorization Number	Dealer	Authorized By	Product	
1014	MCCANDLESS	MATTHEW LUNDE	BusAC	

4. To review the already assigned preauthorization numbers click on the **authorization number link**. The following window will open showing the information.



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Bus	Bergstro	m Warranty anty Preauthorization Form
	System Repair	Preauthorization
Authorization Number	1014	
Vehicle Identification Number	4DRBUPWN4LB3297	96
Date Requested	03/24/2020	
Authorized By	MATTHEW LUNDE	
Company/Dealer/Service Center Name	MCCANDLESS	
Product Line	BusAC	v
Part being returned	NO V	
Lis	st all free replaceme	nt parts being sent, if any
Part Number	Part Quantity	Description
1000007893	1	RECEIVER DRIER
570120	2	O-RNGNO6 GREN 1693944C1-5F9144
1002225429	1	CONDENSER ASSEMBLY, RT 2 FAN
1001561408	1	SEAL, SLIMLINE 1/2
1001561409	1	SEAL, SLIMLINE 5/8
Add Additional Part	20.	
5	Authorizat	ion Comment
	Save Au	Ithorization
	Serial Number to	Part Number Lookup
Enter Serial Number then tab		Part Number

5. If a new preauthorization number is being requested, click on the **New Authorization Request link**. The following window will open.

Bus	Bergstrom W	arranty Preauthorization Form	
	System Repair Prea	uthorization	
Authorization Number	Assigned Upon Submission	of Authorization	
Vehicle Identification Number	4DRBUPWN4LB329796		
Date Requested	08/01/2023		
Authorized By			
Company/Dealer/Service Center Name			
Product Line	v)		
Part being returned	~		
Lis	t all free replacement pa	ts being sent, if any	
Part Number	Part Quantity	Description	
Add Additional Part	51 BPC		
	Authorization C	omment	
			11.
	Save Authoriz	ition	
	Serial Number to Part N	umber Lookup	
Enter Corial Number then tab		Deat Manufactor	

If necessary, to look up the warranty coverage click on the Lookup Registration link in the upper left corner of the page. The product's registration form will open in a separate window. To close out click on the "X" in the upper right corner.



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BusAC Registration example:

Bus A/C Installation Information.			
Installer Facility Information			
Install Date	07/01/2018		
Installer Name	PLILER INTERNATIONAL		
Street	7690 W.70TH ST.		
City	SHREVEPORT		
State/Province	LA		
Zip Code	71129		
Phone Number	318-891-8414		
Authorizer Name	TIM WINCHESTER		
Dealer Name			
Extended Warranty			
Installation Information			
Bus VIN Number	4DRBUC8N0KB011128		
Bus Model Year	0		
Bus Manufacturer	INTERNATIONAL		
Bus Model	CE		
Body Number			
Sales Order	1483501		
Installation Mileage	Concerna and		
Front Bulkhead Unit Serial Number	CTV000016		
Rear Bulkhead Unit Serial Number	CTU000016		
Midship Unit Serial Number	N/A		
Dash Unit Serial Number	N/A		
Condenser 1 Serial Number	CPR000476		
Condenser 2 Serial Number	CPR000477		
Compressor 1 Serial Number	002891910670		
Compressor 2 Serial Number	002890310670		
Compressor Mount Kit Number	N/A		
Owner Information			
Registration Date	07/01/2018		
Company Name, School District, or Bus Owner	BOSSIER PARISH		
Address			
City	BOSSIER CITY		
State	LA		
Zipcode			
Notes			
6/14 Bus # 120			

eProduct Registration example:

eProduct Installation Information.				
Installer Facility Information				
Install Date	08/07/2018			
Installer Name	Scott Schultz			
Street	108 East Bay Road			
City	Plattsmouth			
State/Province	NE			
Zip Code	68048			
Extended Warranty				
Installation Infor	mation			
Vehilce VIN Number	4V4WB9DH3KN905674			
Vehicle Model Year	2019			
Vehicle Manufacturer	VOLVO			
Vehicle Model	VNR62T			
Installation Mileage				
eProduct Model	Phoenix			
eProduct Serial Number	CSG000230			
eProduct Serial Number 2				
eProduct Serial Number 3				
Owner Informa	ation			
Company Name, Vehicle Owner	Scott Schultz			
Address	108 East Bay Road			
City	Plattsmouth			
State	NE			
Zipcode	68048			
Contact Name	Scott Schultz			
Phone	402-298-7050			
Email Address	scott@liquidtrucking.com			



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- 7. If the VIN is registered review the Extended Warranty entry (if applicable) to determine the warranty coverage. If no extended warranty is listed then it is the normal warranty coverage, otherwise the coverage is as shown.
- 8. For BusAC registrations, to see what parts were installed click on the Sales Order link to open a table showing all the part numbers installed. Below is a partial list.

Sales Order 1483501			
Installation Facility		Sold To	
BERGSTROM GEORGIA INSTALL CENTER		ROSS BUS & EQUIPMENT SALES, INC.	
Line Number	Part Number	Description	Quantity
1000	BUS AC INSTALLED SYSTEM	BUS AC INSTALLED SYSTEM	1
2000	1002557000	CONDENSER ASSY - SKIRT MOUNT	2
3000	1002582071	KIT, HVAC - CONDENSER SK3 FAN	2
4000	1002247304	KIT, ELECTRICAL CONTROL PANEL	1
5000	1001447961	ASSEMBLY, REAR BULK COVER	1
6000	1001588136	AC ASM - DASH BB SOL/TXV	1
7000	1001455864	KIT, COMP MTG CUMMINS ISB 6.7L	1
8000	1002086599	COMPRESSOR, TM21 12V PV8 137MM	2

9. If no registration is found the following will open in a separate window.

No Registration found for VIN 98765432114785236

Per our policy, we will not honor the warranty if not registered. However, the authorizer can choose to honor the warranty, but should request the caller to register their product. Send them to the Bergstrom warranty site. <u>https://warranty.bergstrominc.com</u> **Close out** of the windows by clicking on the "**X**" in the upper right corner.

Aftermarket Systems Preauthorization Site Instructions:

1. When the site opens, enter in the Unit Part Number. Click on the continue button.

		Site Instructions
🚯 <u>Home</u>		
	Bergstrom Warranty Aftermarket Warranty Preauthorization Form	
	Enter in the Aftermarket System Part Number to begin the warranty authorization	
	Enter the Unit Part Number Continue	

2. If there are no other preauthorization numbers assigned to this part number, the following window will open.



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	Bergstrom Warra ftermarket Warranty Preautho	anty prization Form
	System Repair Preautho	rization
Authorization Number	Assigned Upon Submission of A	uthorization
Unit Part Number	10001374180	
Date Requested	08/01/2023	
Authorized By		
Company/Dealer/Service Center Name		
Product Line	Bergstrom Aftermarket Systems	
Part being returned	v	
Lis	t all free replacement parts b	eing sent, if any
Part Number	Part Quantity	Description
Add Additional Part	a). (1972)	
	Authorization Comme	ent
	Save Authorization	

3. If **preauthorization numbers are already assigned** to this Part number, the following window will open.

	Bergstron Aftermarket Warranty	n Warranty Preauthorization Form		
	Preauthorization Reques	t for Vehicle 1001838959	i.	
	New Authoriz	ation Request		
	Previous Unit Preau	thorization Requests		
Authorization Number	Dealer/Customer	Authorized By	Product	Authorization Date
1380	TWIN EAGLE DISTRIBUTING	KARLA DITTMAR	BAS	20211007
1381	TWIN EAGLE DISTRIBUTING	KARLA DITTMAR	BAS	20211008

4. To review the already assigned preauthorization numbers click on the **authorization number link**. The following window will open showing the information.

	Bergstro	m Warranty	
	Aftermarket Warrant	Preauthorization Form	
	System Repair	Preauthorization	
Authorization Number	1380		
Unit Part Number	1001838959		
Date Requested	10/07/2021		
Authorized By	KARLA DITTMAR		
Company/Dealer/Service Center	Name TWIN EAGLE DISTRIBU	TING	
Product Line	Bergstrom Aftermark	et Systems	
Part being returned	YES ¥		
	List all free replaceme	nt parts being sent, if any	
Part Number	Part Quantity	Desc	ription
1002252394	1	WEDGES, ROOF	
Add Additional Part		e de la companya de	
	Authorizat	ion Comment	
			<i>li</i>
			///

5. If a **new preauthorization number** is being requested, click on the **New Authorization Request link**. The following window will open.



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	Bergstrom Warra Aftermarket Warranty Preautho	nty rization Form	
1	System Repair Preauthor	ization	
Authorization Number	Assigned Upon Submission of Au	thorization	
Unit Part Number	1001838959		
Date Requested	08/01/2023		
Authorized By			
Company/Dealer/Service Center Nar	ne		
Product Line	Bergstrom Aftermarket Systems	Bergstrom Aftermarket Systems	
Part being returned	 V 		
21	ist all free replacement parts be	ing sent, if any	
Part Number	Part Quantity	Description	
Add Additional Part	<u> </u>		
3	Authorization Comme	nt	
	Cours Authorization		

6. We do not require warranty registration of our Aftermarket Systems, so there is no need to use the **Lookup Registration** link.

BusAC, eProduct, Aftermarket – Form Entry Details:

System Repair Preauthorization:

- a. **Authorization Number**-As stated the authorization number will be assigned upon submission of authorization.
- b. Vehicle Identification Number/Unit Part Number-This will automatically fill in with the VIN or part number you entered previously.
- c. Date Requested-This will automatically fill in today's date.
- d. **Authorized By**-Click in the entry field and begin typing the person who is authorizing the repair, an autosuggestion list may open, choose the correct name. If not listed, fill out complete name.

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e. **Company/Dealer/Service Center Name**-Click in the entry field and begin typing the name of the company, dealer, service center or whomever is requesting the pre-authorization, an autosuggestion list may open, choose the correct name. If not listed, please fill out complete name.

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f. **Product Line**-Click on the drop-down arrow and choose the correct product line. For Bergstrom Aftermarket Systems preauthorization this will automatically fill in.

~		
eProducts-NITE		
eProducts-eCoolPark		
eProducts-eClimaCoach		
Bus A/C	Product Line	Bergstrom Aftermarket Systems

g. **Part being returned**- Click on the drop-down arrow and choose YES if the part(s) are being returned to warranty for evaluation or NO if the part(s) are being scrapped. This decision is made by the person authorizing the repair.



List all free replacement parts being sent, if any:

This information should only be entered if free replacement parts are being sent. This is needed for Warranty to verify against the submitted claim. We do not want to pay for a replacement part in the claim if we sent them a free one.

- a. **Part Number**-Click in the entry field and enter the Bergstrom part number that is being sent. **HIT TAB Do not hit enter**.
- b. Part Quantity-Enter the quantity being sent. HIT TAB Do not hit enter.
- c. **Description**-The Bergstrom part description should automatically fill in when the Tab button is hit after the Part Number is entered. If not, manually enter the description. **HIT TAB Do not hit enter**.
- d. Add Additional Part-Click on the Add Additional Part button if another part is being sent. Enter the part number, part quantity and description as stated above.
- e. **Authorization Comment** Add any additional comments that need to be documented or for the warranty analysts to know.



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Serial Number to Part Number Lookup (only available for BusAC):

It is important to know what part number the preauthorization is for due to changes in design. Request the serial number from the caller to determine our part number. This can then be used to determine what replacement parts are needed.

- a. Enter Serial Number then tab-Click in the entry field and enter the Serial number you want to look up. HIT TAB Do not hit enter.
- b. **Part Number**-The part number should automatically fill in when the Tab button is hit after the Serial number is entered. The cursor will move to this entry field.
- c. If another Serial number/part number is needed, click in the serial number entry field and follow the same steps as above.
- 7. When all the information has been entered, click on the **Save Authorization button**.

	System Repair	Preauthorization		
Authorization Number	Assigned Upon Subm	ission of Authorization		<i>.</i>
Vehicle Identification Number	98765432114785236			
Date Requested	11/10/2021			
Authorized By	KARLA DITTMAR		1	
Company/Dealer/Service Center Name	ROSS BUS AND EQUIPM	ENT SALES		
Product Line	Bus A/C	v)		
Part being returned	NO V			
Lis	t all free replaceme	nt parts being sent, if any		
Part Number	Part Quantity	0	Description	
1000046148	1	ASSY, BLOWER MOTOR 12V	1	
Add Additional Part				
	Authorizat	ion Comment		
This is being done for documen	ting in the site ins	tructions		
	Save A	uthorization		
	Serial Number to	Part Number Lookup		
Enter Serial Number then tab	CFR000131	Part Number	1000048500	1

	System Repair P	reauthorization
Authorization Number	Assigned Upon Submis	sion of Authorization
Unit Part Number	10001374180	
Date Requested	11/10/2021	
Authorized By	KARLA DITTMAR	
Company/Dealer/Service Center Name	FOR INSTRUCTIONS	
Product Line	Bergstrom Aftermarket	Systems
Part being returned	NO V	
Li	st all free replacement	parts being sent, if any
Part Number	Part Quantity	Description
10001374180	1	UNIT
Add Additional Part		
	Authorization	n Comment
This is being done for docume	nting in the site instr	ructions
	Save Auth	norization

Save Authorization



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8. The following window will open. The preauthorization number must be given to the person requesting the preauthorization so they can enter it when submitting a warranty claim.

System Repair Pr	eauthorization Has E	Seen Submitted
Authorization Number	1407	
Date Requested	11/10/2021	
Vehicle Identification Number	9876543211	14785236
Authorized By	KARLA DITT	TMAR
Company/Dealer/Service Center Name	ROSS BUS	AND EQUIPMENT SALES
Product Line	BusAC	
Part being returned	NO	
Free replacem	ent parts to send if any	y being sent
Part Number	Quantity	Description
1000046148	1	ASSY, BLOWER MOTOR 12V
AL	uthorization Comments	
This is being done for documenting in the	site instructions	1

System Repair Preauthorization Has Beer	Submitted	
Authorization Number	1408	
Date Requested	11/10/2021	
Vehicle Identification Number	10001374180	
Authorized By	KARLA DITTMAR	
Company/Dealer/Service Center Name	FOR INSTRUCTIO	DNS
Product Line	BAS	
Part being returned	NO	
Free replacement parts to send if any be	ng sent	
Part Number	Quantity	Description
10001374180	1	UNIT
Authorization Comments		
This is being done for documenting in the site instructions		lie

9. If another preauthorization is needed, exit this page by clicking on the **Home link** in the upper left corner. This will go back to the **preauthorization home page**.



<u>RV Preauthorization Site Instructions:</u>

1. When the site opens, enter in the complete VIN number. Click on the continue button.

	and the second	Site Instructions
🚯 <u>Home</u>		
	Bergstrom Warranty RV Warranty Preauthorization Fo	rm
	Enter in the complete vehicle ID number to be authorization	gin RV warranty
	Enter the Vehicle ID Number Continue	



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2. If there are no other preauthorization numbers assigned to this VIN number, the following window will open.

	Bergstrom Warranty RV Warranty Preauthorization Form	
	System Repair Preauthorization	
Authorization Number	Assigned Upon Submission of Authoriza	ation
Jnit Part Number	12345678998765432	
Date Requested	08/01/2023	
Authorized By		
Company/Dealer/Service Center Name		
Product Line	×	
Part being returned	~	
Chassis		
Fuel Type	~	
lours Approved		
	Authorization Comment	
		<i>li</i>
	Prove Autologication	

3. If **preauthorization numbers are already assigned** to this VIN number, the following window will open.

Home						
		Bergst	rom Warranty			
		RV Warranty	Preauthorization Form			
	Preauthorization Request for Vehicle 98765432112345678 New Authorization Request Previous Vehicle Preauthorization Requests					
	Authorization Number	Dealer	Authorized By	Product		
	1810	NEWMAR	KARLA DITTMAR	RV Single Zone		

4. To review the already assigned preauthorization numbers click on the **authorization number link**. The following window will open showing the information.

apair Preauthorization 432112345678 2023 DITTMAR
432112345678 2023 DITTMAR
432112345678 2023 DITTMAR
2023 DITTMAR
DITTMAR
AR
gle Zone 🗸
r Diesel Canyon
v
orization Comment
<i>li</i>



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5. If a new preauthorization number is being requested, click on the **New Authorization Request link**. The following window will open. Enter information and click on Save Authorization button.

	Bergstrom Warranty Warranty Preauthorization Form	
	System Repair Preauthorization	
Authorization Number Assigned Upon Submission of Authorization		
Unit Part Number	98765432112345678	
Date Requested	08/01/2023	
Authorized By		
Company/Dealer/Service Center Name		
Product Line	~	
Part being returned	~	
Chassis		
Fuel Type	~	
Hours Approved		
	Authorization Comment	

6. RV products are not registered, so **Lookup Registration** link should not be used.

<u> RV Site – Form Entry Details:</u>

System Repair Preauthorization:

- a. **Authorization Number**-As stated the authorization number will be assigned upon submission of authorization.
- b. Vehicle Identification Number-This will automatically fill in with the VIN you entered previously.
- c. Date Requested-This will automatically fill in today's date.
- d. **Authorized By**-Click in the entry field and begin typing the person who is authorizing the repair, an autosuggestion list may open, choose the correct name. If not listed, fill out complete name.

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KARLA DITTMAR	

e. **Company/Dealer/Service Center Name**-Click in the entry field and begin typing the name of the company, dealer, service center or whomever is requesting the pre-authorization, an autosuggestion list may open, choose the correct name. If not listed, please fill out complete name.

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f. **Product Line**-Click on the drop-down arrow and choose the correct product line.



g. **Part being returned**- Click on the drop-down arrow and choose YES if the part(s) are being returned to warranty for evaluation or NO if the part(s) are being scrapped. This decision is made by the person authorizing the repair.



- h. Chassis-Enter in the RV Chassis information.
- i. Fuel Type-Click on the drop-down arrow and choose vehicle fuel type.



- j. Hours Approved-Enter number of hours approved for this repair.
- k. **Authorization Comment** Add any additional comments for documentation and for the warranty analysts to review with the warranty claim.

Warranty Preauthorization Report Instructions:

To look up preauthorization numbers already assigned run a report from the Warranty Program app.

Warranty Program App Report Instructions:

 Go to our internal Warranty website on the Bergstrom bits page. <u>https://bits.bergstrominc.com</u> Click on the Warranty Program link. Warranty Program



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2. The following window will open.

1.2	Bergstrom Warranty Main Menu				
Please Login Using Your Bergstrom Credentials					
username:					
password:					
	Log In				
	External Warranty Website Links				
	Warranty Portal and Claim Entry				
	eProduct, Bus A/C Installation Registration				
	Warranty Preauthorization				

3. Login using your Bergstrom login **username** and **password**. Once entered click on the **Log In** button.

Please Login Using Your Bergstrom Credentials					
username: kdittmar					
password:	•••••				
Log In					

4. The following **Warranty Main Menu** page will open.

🌔 Bergstro	Warranty Department Claim Program		
BITS Main Menu			
	Bergstrom Warranty Main M	Menu	
CLAIMS	REPORTS	MAINTENANCE	
Claim Number	Bus A/C Registrations to Excel	Item Cross Reference	
Search	eProduct Registrations to Excel		
	Preauthorizations		
	Disposition Report		
	Debit Worksheet Data		
	Commodity Specialist Report		

5. Under **reports** click on the **Preauthorizations link**. This will open the following window. The report will be a **.cfm file**. If not already done, set up to open with **Excel**. Click on the **OK button** to open file.





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6. The following window will open. Click on the **Yes button** to open the file.



7. An **excel spreadsheet** will open showing all Warranty Preauthorization numbers approved. Excerpt is shown below.

1	A	В	С	D	E	F	G	Н
1	Bergstrom Warranty Department							
2	Warranty Preauthorization							
3	Preautorization ID	Authorized By	Authorized Date	Dealer	Product Line	Returning Parts	Vehicle VIN	Shipped Parts (Goodwill)
4	1013	J. PROCK	20200323	D20 TRANSPORTATION DEPT	BusAC	NO	4DRBUC8N4LB437308	1001329268 (1);
								1000007893 (1); 570120 (2); 1002225429
5	1014	MATTHEW LUNDE	20200324	MCCANDLESS	BusAC	NO	4DRBUPWN4LB329796	(1); 1001561408 (1); 1001561409 (1);
6	1015	DELBERT WALTON	20200401	SUMMIT TRUCK ARDMORE	BusAC	NO	4DRBUPWN3MB039695	
7	1016	DELBERT WALTON	20200401	SOUTHWEST INTERNATIONAL	BusAC	NO	4DRBUC8N5MB290806	B360850 (2);
8	1017	DELBERT WALTON	20200402	SOUTHWEST INTERNATIONAL	BusAC	NO	4DRBUC8NXLB081429	
9	1018	MATTHEW LUNDE	20200420	KYRISH TRUCKS	BusAC	NO	4DRBUC8N5MB062837	1001397759 (1);
10	1019	MATTHEW LUNDE	20200422	CENTRAL STATE BUS SALES	BusAC	NO	1BAKBCEH4LF363898	1002247304 (1); 1001384875 (18);
11	1020	MATTHEW LUNDE	20200422	CENTRAL STATE BUS SALES	BusAC	NO	1BAKBCEH6LF363899	1002247304 (1); 1001384875 (18);

8. Previous preauthorization's can also be seen by VIN or part number by going into the preauthorization sites as described in previous sections.