

- RGA # will be issued by AG Warranty Administrator upon the completion of this form by the customer.
- If material for this RGA is not received at AG within 90 days from date of issue, **RGA is void.**
- **The following requests: Out of warranty inspections, customer requested inspections, and rework of a PW in warranty but found to be a customer issue will result in bench charges, labor hourly rate, plus cost of parts.**
  - Bench fee of \$350.00
  - Labor rate of \$150.00 / hour
- **RGAs are to be shipped back to Auburn Gear as F.O.B. Origin. Customer is to pay the return freight cost. If a credit allowed is determined, then Auburn Gear receives a copy of the freight cost will add this cost to the credit memo.**
- For videos to help ID your Power Wheel and an on-line initiation form; visit [www.auburngear.com / support](http://www.auburngear.com/support)

**When submitting the completed form please return to: (email is the preferred method)**

Aaron Binegar @ [ajbinegar@auburngear.com](mailto:ajbinegar@auburngear.com)

Direct number: 260-920-3512

Fax number: 260-920-3517

**Ship your RGA to: (Insure the RGA # is labeled clearly on the return package(s))**

ATTN: Warranty Administrator

RGA #

Auburn Gear, LLC

400 East Auburn Drive

Auburn, IN 46706-3499

**When submitting an AG Differential for warranty evaluation the follow must be completed:**

1) Section I (all)

2) Section II

- Part number
- Qty
- Date in Service
- Date Code
- Application
- Detailed description of defect

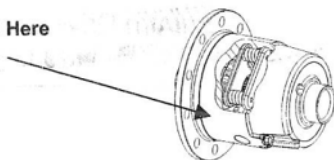
Date Code Location and example: 018 (last three #'s of PN), A20 06 (Date Code)

Date Code Stamped Here

018 A9 20 130

or

018 A20 06



3) Section III – If Credit or Credit Disallowed check what would apply for the material returned.

4) Section IV - If the product is replaced or to be returned and the ship to address is different from Section I please include the shipping address here.

**When submitting an AG Power Wheel for warranty evaluation the follow must be completed:**

1) Section I (all)

2) Section II

- Part Number (located on ID tag), example 60001234
- Qty
- Date in Service
- WO # or SN (located on ID tag), example 301520 001
- Date Code is not required as long as Part number and WO# or SN is provided.
- Application
- Detailed description of defect

3) Section III – If Credit or Credit Disallowed check what would apply for the material returned.

4) Section IV - If the product is replaced/reworked or to be returned and the ship to address is different from Section I please include the shipping address here. If a PO is required please document here as well.

Fig. 1



Note: If the ID tag is no longer affixed to the Power Wheel please contact AG Warranty group for directions on finding the hand stamp codes. Normally these codes are located on either the PW cover or motor mount cover on the flat surface in-between two bolt heads located near one of the large drain plugs. (See Fig. 1)



RGA# \_\_\_\_\_

### RGA Initiation Form

**All sections must be completed before an RGA will be issued**

#### Section I

Customer: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

City, State, Zip \_\_\_\_\_ Fax: \_\_\_\_\_

Submitted by: \_\_\_\_\_ E-mail: \_\_\_\_\_

End user if other than customer \_\_\_\_\_

\*\*\*\*\*

#### Section II

Part Number: \_\_\_\_\_ Qty: \_\_\_\_\_ Date in Service: \_\_\_\_\_

WO # / \_\_\_\_\_ Date Code \_\_\_\_\_

Date Received \_\_\_\_\_

Application: \_\_\_\_\_

**Description of defect:** *To help our staff process this claim effectively please provide specific details regarding claim, description of problem and or photos, circumstances of operation at time of failure & hours of operation as applicable. Use additional sheet if necessary.*

If claim is for Item that was “Damaged in Shipping” a photograph of the package as received **MUST** be included with claim and the date received provided.

**Explanation / Description**

**RGA#** \_\_\_\_\_

**Section III Disposition of Material**

**If Credit Allowed:**

- \_\_\_\_\_ Scrap Part
- \_\_\_\_\_ Rework Part
- \_\_\_\_\_ Return Part to Stock

**If Credit Disallowed:**

- \_\_\_\_\_ Scrap Part (No Ticket)
- \_\_\_\_\_ Rework Part (Customer's Expense)
- \_\_\_\_\_ Return Part to Customer

\_\_\_\_\_ **Other; Explain** \_\_\_\_\_

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**Section IV Shipping Return Information**

**Customer return PO # :** \_\_\_\_\_

**Customer:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City, State, Zip** \_\_\_\_\_