



Dealer Warranty Start Guide 2018

Doosan Infracore Europe B.V.
July 2018



“Doosan’s reputation lies not only in the quality of its products, but also in the value of its warranty.”



[0] Content of this Training

1. Doosan Warranty Department
2. Doosan Warranty Policies and other Reference Documentation
3. Warranty General Requirements
4. Claims Documentation
5. Warranty Management System
6. Extended Warranty
7. Quiz



Who is processing the
warranty claims?

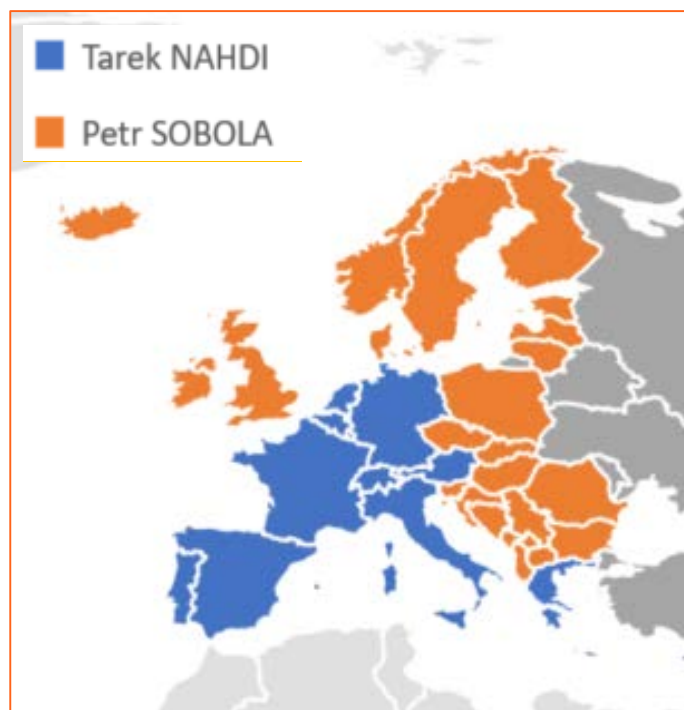
How can I contact the
Warranty Department?



[1] Doosan Warranty Department

The warranty auditor judges all warranty claims and field modification claims.

Goodwill requests are evaluated by the Doosan Service Managers.



WARRANTY

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Where can I find the terms and conditions of the Doosan warranty?



[2] Doosan Warranty Policies and other Ref. Documentation

The terms and condition of the Doosan warranty are explained in the standard and extended warranty policies:

- Doosan Standard Warranty Policy – Dealer Manual; 4700401A-EN-08-18
- Doosan Extended Warranty Policy – Dealer Manual; 4700401B-EN-08-18



The last version of the policies was published on August 1st, 2018.

These documents can be downloaded from Doobiz.

It is very important to read and understand the policies.

You can contact the warranty department anytime you have questions.



[2] Doosan Warranty Policies and other Ref. Documentation

There is other important warranty documentation available in Doobiz:

Other Policies:

- Extension of warranty coverage for machines in dealer stock for more than 6 months; 10022014_EN
- Engine – Aftermarket Strategy And Warranty Policy; SI1504-062_EN
- Parts Policy; 31122016_EN
- Doosan Dealer Order Process and Guideline DST15032018

Other Warranty Related Documentation:

- Doosan's Picture Reference Guide for Technical Investigation Report; 4700304_EN
- Recommendations for the Storage of Warranty Parts; WB201807_EN
- Engine – Overview for Doosan Machines; SI1504-060_EN
- Service Bulletins and Warranty Bulletins

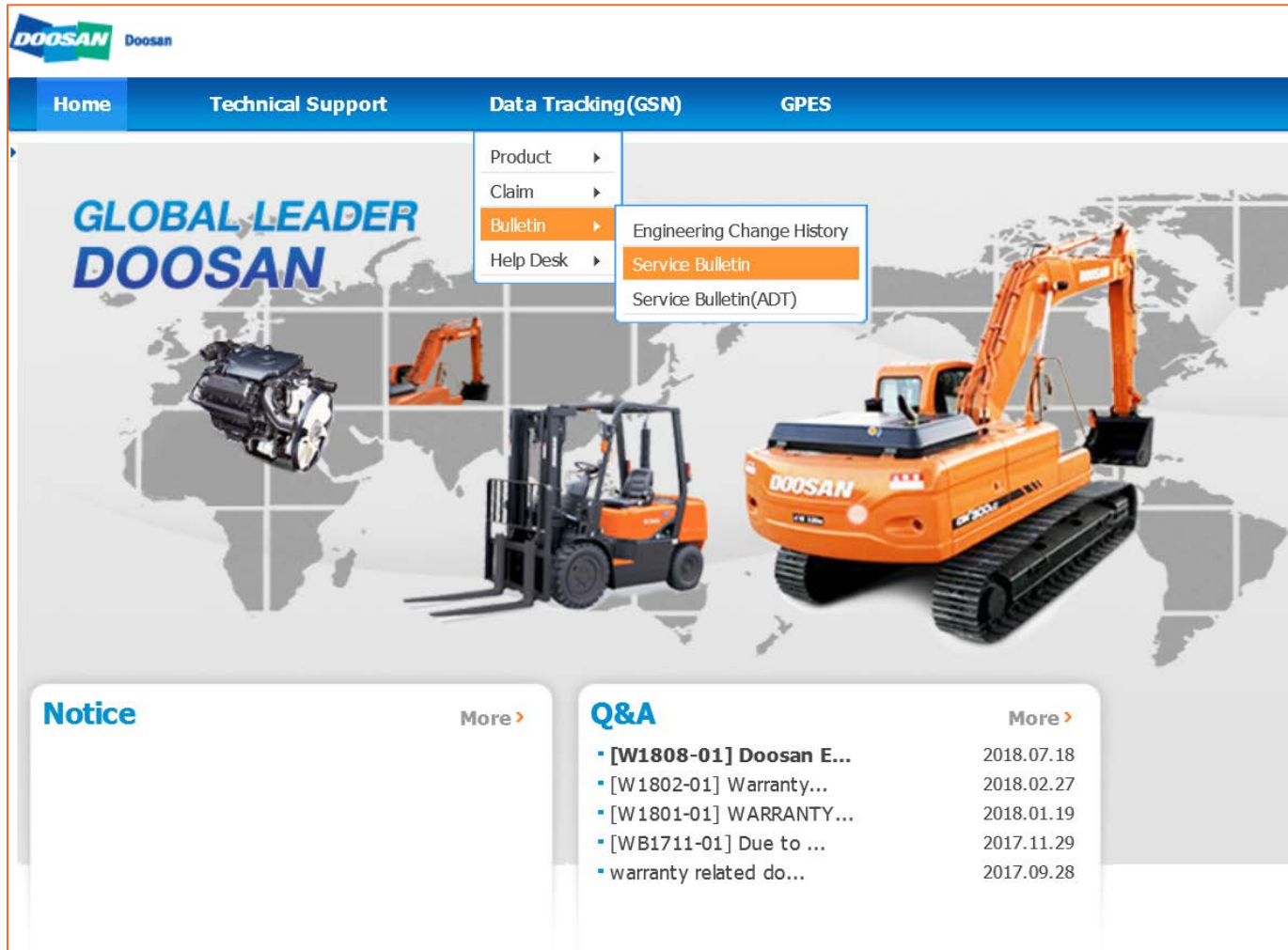
Warranty System User Manual:

- Inventory, Retails & Warranty Management System IRW; UM20130201_EN



[2] Doosan Warranty Policies and other Ref. Documentation

You can access Doobiz from <https://www.doosanpassport.com>



The screenshot displays the Doosan website interface. At the top, the Doosan logo is visible. Below it, a navigation bar includes links for Home, Technical Support, Data Tracking(GSN), and GPES. A dropdown menu is open under 'Data Tracking(GSN)', showing options for Product, Claim, Bulletin, and Help Desk. The 'Bulletin' option is selected, revealing a sub-menu with 'Engineering Change History', 'Service Bulletin', and 'Service Bulletin(ADT)'. The main banner features the text 'GLOBAL LEADER DOOSAN' over a world map background, with images of a Doosan engine, a forklift, and an excavator. Below the banner, there are two sections: 'Notice' and 'Q&A'. The 'Notice' section has a 'More >' link. The 'Q&A' section lists several warranty-related items with their dates.

Q&A	More >
▪ [W1808-01] Doosan E...	2018.07.18
▪ [W1802-01] Warranty...	2018.02.27
▪ [W1801-01] WARRANTY...	2018.01.19
▪ [WB1711-01] Due to ...	2017.11.29
▪ warranty related do...	2017.09.28

Which are the main warranty processes and rules?



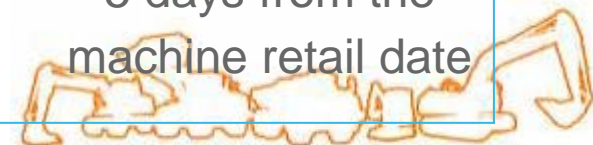
[3] Warranty General Requirements - Check List

PROCESS	REQUIREMENT	DEAD LINE
Receive and stock the product	Read the warranty manuals carefully	N/A
	Contact Doosan in case you have questions	N/A
	Submit Arrival Condition Report in the warranty system	5 days from the machine arrival date
	Perform maintenance during stocking period	Check Operator and Maintenance Manual



[3] Warranty General Requirements - Check List

PROCESS	REQUIREMENT	DEAD LINE
Retail and deliver the product	Pre-delivery machine inspection	Before delivery
	Explain the terms and conditions of the standard and extended warranty coverage to the customer	Before retail
	Fill in and sign the Delivery Report	At the time of the retail
	Submit Delivery Report in the warranty system	5 days from the machine retail date
	Attach scan copy of the signed Delivery Report to the online Delivery Report in the warranty system	5 days from the machine retail date
	Attach work order for the predelivery inspection to the online Delivery Report in the warranty system	5 days from the machine retail date
	In case of exceeding the allowed machine stoking period, request its extension in the warranty system	5 days from the machine retail date



[3] Warranty General Requirements - Check List

PROCESS	REQUIREMENT	DEAD LINE
Register (order) Extended Warranty	Check eligibility and registration terms for extended warranty	5 days from the machine retail date
	Register (order) an extended warranty plan	90 days from the machine retail date
	In case of registering a Protection Plus plan, sign a maintenance contract with the customer for at least the same duration of the extended warranty plan	90 days from the machine retail date
	In case of registering a Protection Plus plan, attach the soft copy of the signed maintenance contract to the online Delivery Report in the warranty system	90 days from the machine retail date
	Withdrawal for a purchased extended warranty plan	30 days from the purchase date of the plan



[3] Warranty General Requirements - Check List

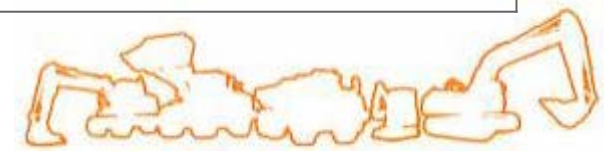
PROCESS	REQUIREMENT	DEAD LINE
Service and warranty repairs during the warranty period/usage	Perform machine maintenance and service with genuine Doosan parts	Check Operator and Maintenance Manual
	Update machine inspection check book after every service or repair (customer must sign it)	Check operator and maintenance manual
	Submit a claim in the warranty system for any warranty repair	30 days from the repair date
	Answer a warranty claim in the warranty system	15 days from the information request date
	Appeal a judged warranty claim in the warranty system	30 days from the judgment date
	Ship a warranty part requested by Doosan in the warranty system	30 days from the part return request date



[3] Warranty General Requirements - Check List

PROCESS	REQUIREMENT	DEAD LINE
Service and warranty repairs during the warranty period/usage	Update the warranty system with shipment details for a warranty part return	30 days from the part return request date
	Storage replaced warranted parts	3 months from the claim reimbursement date

PROCESS	REQUIREMENT	DEAD LINE
Warranty Transfer	Submit an Equipment Transfer Report when the original customer sells the machine to a new customer and inform of the remaining warranty (note it in the sale invoice)	5 days from the machine sale date



Which documentation do I need to attach to the claims?



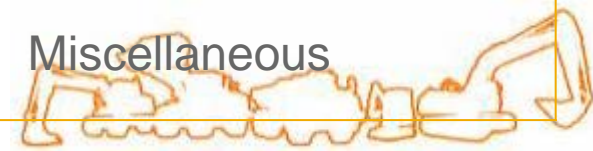
[4] Claims Documentation

LIST OF CLAIM INFORMATION AND DOCUMENTATION REQUIREMENTS	IRW CLAIM DATA FIELD
Date of the failure, i.e. when the customer reported the machine failure (not applicable for FIELD MODIFICATION CLAIMS)	Claims Details, "Date of the Failure"
Date of the repair, i.e. when the machine has been repaired and has been restored to full operational condition (last intervention of the technician)	Claims Details, "Date of the Repair"
Machine was breakdown (Yes/No), i.e. when the machine was not operative from the failure date to the repair date.	Claim Attributes
Reasoning why the machine was not repaired within 2 days (if applicable)	Claim Attributes
Attachment used on the machine, type of work and application	Claim Attributes
Machine operation hours at the date of the failure	Equipment Details
Causal part number (not applicable for FIELD MODIFICATION CLAIMS)	Failure Information
Fault location code (not applicable for FIELD MODIFICATION CLAIMS)	Failure Information



[4] Claims Documentation

LIST OF CLAIM INFORMATION AND DOCUMENTATION REQUIREMENTS	IRW CLAIM DATA FIELD
Job code and labour time (as per Doosan Labour time Guides)	Service Information
Doosan installed parts: part number, quantity and invoice number (or order number)	Components Replaced
Serial numbers of the installed components (e.g. engine, travel device, boom, etc.)	Components Replaced
Doosan removed parts: part number and quantity	Components Replaced
Serial numbers of the removed components (e.g. engine, travel device, boom, etc.)	Components Replaced
Non-Doosan parts or services: description, quantity, unit price and corresponding invoice.	Components Replaced
Travel location (adjust distance if needed)	Miscellaneous
Technician name (update Doosan Passport with all technician names)	Miscellaneous
Additional freight cost for Doosan parts (only applicable for the United Kingdom)	Miscellaneous



[4] Claims Documentation

LIST OF CLAIM INFORMATION AND DOCUMENTATION REQUIREMENTS	IRW CLAIM DATA FIELD
Machine failure	Comments, "Concern"
Cause of the failure and diagnostics	Comments, "Cause"
Description of the repair	Comments, "Correction"
Intervention of the Doosan's service manager and any other relevant information such as the Salesforce/Nex2U case number	Comments, "Claim Notes"
Work order or warranty invoice	Manage Documents
Pictures as per the "Doosan's Picture Reference Guide for Technical Investigation Report" (4700304-EN, v. 08-2011 or subsequent versions)	Manage Documents
Job sheet signed by technician and the end-customer	Manage Documents



[4] Claims Documentation

LIST OF CLAIM INFORMATION AND DOCUMENTATION REQUIREMENTS	IRW CLAIM DATA FIELD
Videos (when requested by the Doosan service manager or the warranty auditor)	Manage Documents
Invoices for non-Doosan parts and services	Manage Documents
Authorisation of the Doosan service manager for the replacement of a component (prior to the repair)	Manage Documents
Authorisation of the Doosan service manager for the use of non-Doosan parts (prior to the repair)	Manage Documents
Technical Investigation Report when required by the Doosan service manager	Manage Documents
Proof of shipment for parts returned to Doosan (when required by the Doosan warranty auditor)	Manage Documents



How do I manage inventories
and claims in the warranty
system?



[5] Warranty Management System

You need to manage your inventories and warranties in the Doosan's warranty management system: **"Inventories, Retails & Warranty System" or "IRW"**

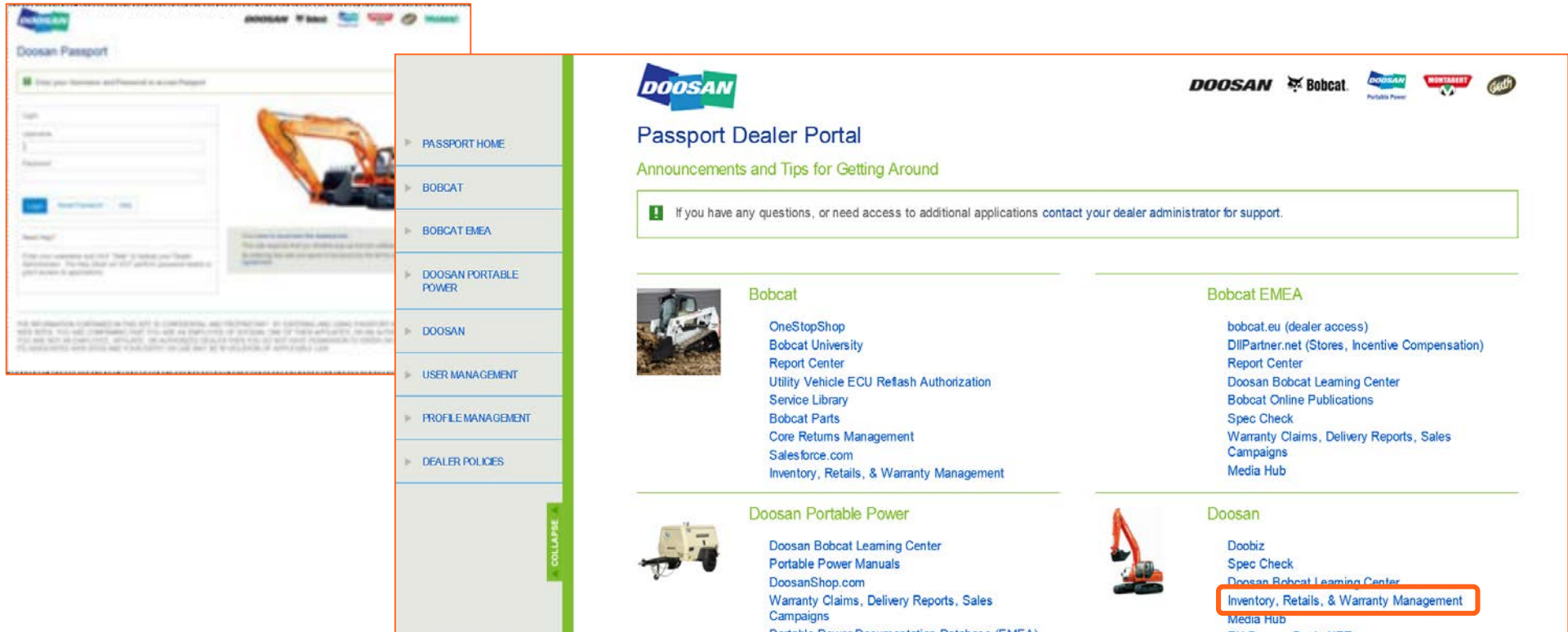
In IRW you will manage:

- machine stock inventories,
- arrival condition reports,
- delivery reports,
- retail inventories,
- Machine transfers,
- warranty claims,
- field modification campaigns,
- parts returns,
- Invoices,
- Reports,
- email alerts,
- **etc**



[5] Warranty Management System

You can access IRW from <https://www.doosanpassport.com>



The screenshot displays the Doosan Passport Dealer Portal interface. On the left, a sidebar menu lists various navigation options: PASSPORT HOME, BOBCAT, BOBCAT EMEA, DOOSAN PORTABLE POWER, DOOSAN, USER MANAGEMENT, PROFILE MANAGEMENT, and DEALER POLICIES. The main content area is titled "Passport Dealer Portal" and includes a sub-header "Announcements and Tips for Getting Around". A message box states: "If you have any questions, or need access to additional applications contact your dealer administrator for support." Below this, there are four sections: Bobcat, Bobcat EMEA, Doosan Portable Power, and Doosan. Each section lists various resources and links. The "Doosan" section includes a link to "Inventory, Retails, & Warranty Management" which is highlighted with a red box. The "Doosan Portable Power" section also lists "Warranty Claims, Delivery Reports, Sales Campaigns" and "Portable Power Documentation Database (EMEA)".

Doosan Passport

Sign in
Username
Password
Remember Me
Forgot Password? | New User? | Help

Doosan Passport Dealer Portal

Announcements and Tips for Getting Around

If you have any questions, or need access to additional applications contact your dealer administrator for support.

Bobcat

- OneStopShop
- Bobcat University
- Report Center
- Utility Vehicle ECU Reflash Authorization
- Service Library
- Bobcat Parts
- Core Returns Management
- Salesforce.com
- Inventory, Retails, & Warranty Management

Bobcat EMEA

- bobcat.eu (dealer access)
- DIIPartner.net (Stores, Incentive Compensation)
- Report Center
- Doosan Bobcat Learning Center
- Bobcat Online Publications
- Spec Check
- Warranty Claims, Delivery Reports, Sales Campaigns
- Media Hub

Doosan Portable Power

- Doosan Bobcat Learning Center
- Portable Power Manuals
- DoosanShop.com
- Warranty Claims, Delivery Reports, Sales Campaigns
- Portable Power Documentation Database (EMEA)

Doosan

- Doobiz
- Spec Check
- Doosan Bobcat Learning Center
- Inventory, Retails, & Warranty Management**
- Media Hub

If you have problems in accessing IRW contact our IT Service Desk at ssc_servicedesk@doosan.com





[5] Warranty Management System

You need to manage your inventories and warranties in IRW in a timely manner and in conformity with the warranty policies.



Failure to meet the warranty deadlines means losses for your company.

 **DOOSAN** | IRW 

Welcome
20 July 2018

CLAIMS >

INVENTORY >

PENDING RETAILS/TRANSFERS >

FIELD MODIFICATIONS >

PART RETURNS >

REPORTS AND DATA UPLOAD >

INVOICE >

SETTINGS ▾

Profile

Email Notification

Create Customer

Home

Action Folders

Claims

- Draft Claim (7)
- In Progress (38)

Pending Retails/Transfers

- Request for Extension(16)
- Draft (Change Owner (ETR)) (1)

Part Returns

Field Modifications

- Pending Field Modifications(69)
- Field Mod Status Change Request(1)
- Denied Field Mod Status Change Request(5)

Invoice

- Auto Accepted (9)
- Accepted (98)

Alerts

- Approaching Reduced Warranty Coverage Inventory (1)

Quick Search

- Serial Number Quick Search
- Warranty Claim Quick Search
- Serialized Major Component Quick Search
- Search Customer

Version [8.1.2] - Revision [113072] | Copyright © 2018 Tavant Technologies, Inc. All Rights Reserved.

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How do I use the warranty
system IRW?



[5] Warranty Management System

Doosan offers you **free** training courses for how to use our warranty system IRW. You can enrol for this courses in our online Doosan Bobcat Learning Center (LMS).

You can access LMS from <https://www.doosanpassport.com>

The image displays two screenshots of the Doosan Bobcat Learning Center (LMS) interface.

Left Screenshot (Main Dashboard):

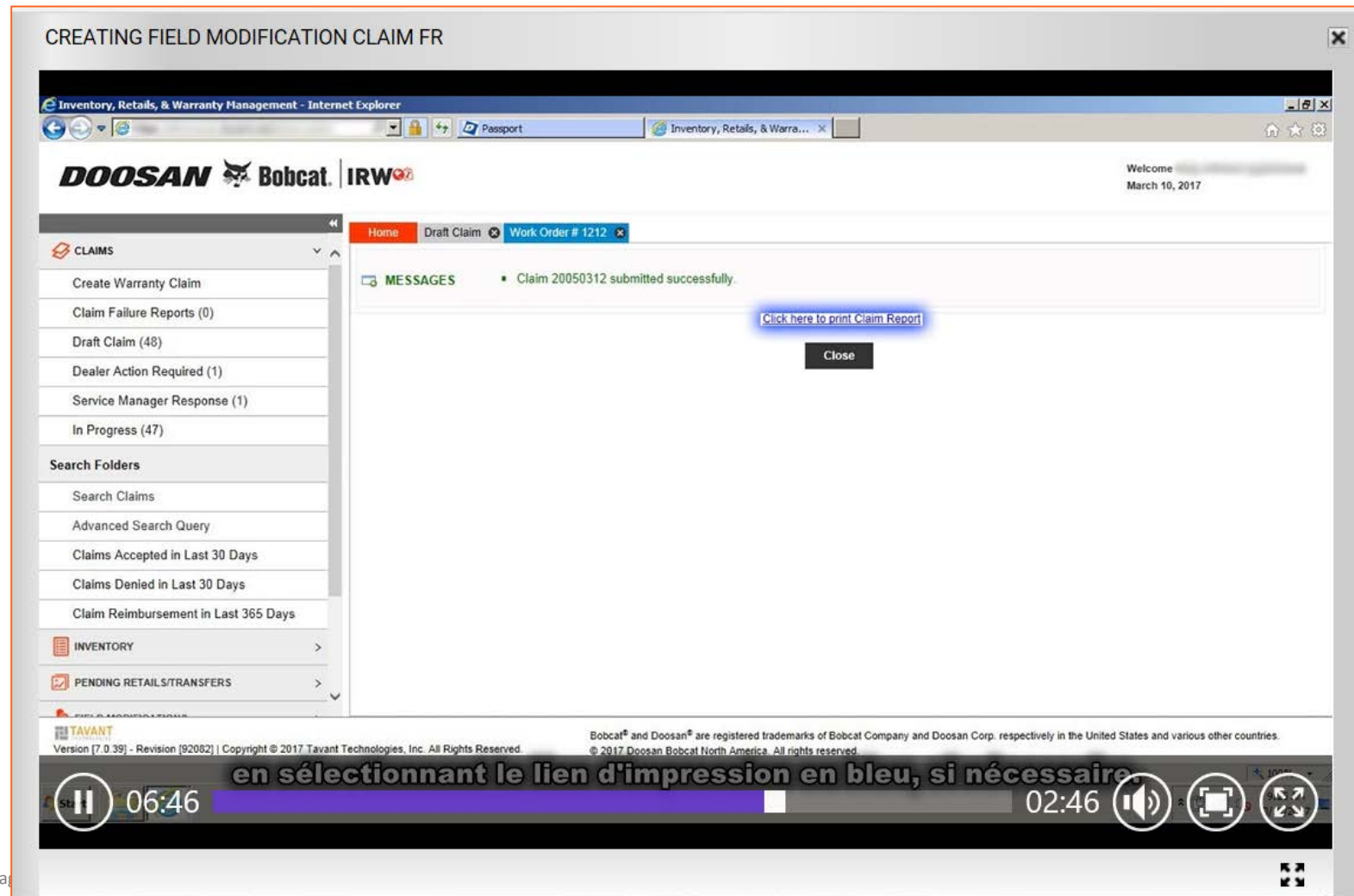
- Header:** "DOOSAN Bobcat Learning Center" with user "Hi, Daniel Araguz" and navigation links: Home, Me, People, Groups.
- Navigation:** "Generate URL | Clear All" and "34 Results found for 'IRW'".
- Filters:**
 - RESOURCE TYPE:** All Learning Catalog (34)
 - LEARNING EVENT TYPE:** ☐ Class/Course (34)
 - DELIVERY TYPE:** ☐ Web-Based (34)
 - CATEGORY:** ☐ System trainings (34), ☐ IRWE (34), ☐ IRWE English (15), ☐ IRWE Français (14), ☐ IRWE Español (1), more
 - LANGUAGE:** ☐ English (15), ☐ French (14), ☐ Italian (1), ☐ Russian (1), ☐ Spanish (1), more
- Course Catalogue:** Instructor Led Courses, Web-Based Courses, Resources, Completed Learning.
- MY LEARNING:** Doosan Delivery Report Training IRW (In Progress), LAUNCH button.
- ANNOUNCEMENT:** Welcome to the...

Right Screenshot (Search Results for 'IRW'):

- Header:** "DOOSAN Bobcat Learning Center" with user "Hi, Daniel Araguz" and navigation links: Home, Me, People, Groups.
- Navigation:** "Generate URL | Clear All" and "34 Results found for 'IRW'".
- Filters:** Same as the left screenshot.
- Results:** A grid of training courses, each with a "LAUNCH" button.
 - IRWE Training - System Navigation DE:** Course (1 class). This course will walk you through how to navigate in the Inventory, Retail and Warranty (IRW) Management System. 0 EUR.
 - IRWE Training - Search Functions EN:** Course (1 class). In this video, we'll show you how to use the 'Search Functions' in the Inventory, Retail & Warranty Management system also known as IRW. 0 EUR.
 - IRWE Training - Advanced Search EN:** Course (1 class). In this video, we'll show you how to perform and create an 'Advanced Search' with user selected criteria in the Inventory, Retail & Warranty Management system, also known as IRW. 0 EUR.
 - IRWE Training - How to File Part Claim EN:** Course (1 class). In this video we'll guide you through the process of how to file a 'Parts Claim' in the Inventory, Retail & Warranty Management System, also known as IRW. 0 EUR.
 - IRWE Training - How to File Attachment Claims EN:** Course (1 class). In this video we'll guide you through the process of how to return a part using the Part Return Process in the Inventory, Retail & Warranty Management System or IRW. 0 EUR.
 - IRWE Training - Part Returns Process EN:** Course (1 class). In this video we'll guide you through the process of how to return a part using the Part Return Process in the Inventory, Retail & Warranty Management System or IRW. 0 EUR.

[5] Warranty Management System

The courses are available in different languages and they cover all functional areas of the warranty system.



[5] Warranty Management System

Additionally, **you can consult our IRW System Manual:** Inventory, Retails & Warranty Management System IRW; UM20130201_EN

... and if you have questions, you can always ask our Warranty Auditors and Service Managers.

Please remember that...



Failure to meet the warranty deadlines means losses for your company.



Why should customers buy
extended warranty?

How do I order extended
warranty?



[6] Extended Warranty

Doosan offers a variety of Extended Warranty Programs to protect customers' investment and add value to their machine.



Doosan extended warranty allows customers to cover the machine up to a total of 5 years or 10,000 operating hours with the choice of covering the full machine or only main components.



There are no deductibles and it is transferable when reselling the machine!

Registering for an extended warranty program also guarantees the customer the use of genuine parts and the service of the best technicians trained and certified by Doosan.



[6] Extended Warranty

Doosan offers to its dealers for a fee three (3) different programs of extended warranty:

1. **Extended Standard Warranty:** This program covers the full* machine and does not require a maintenance contract between the dealer and the customer. Claims covered by this type of plans are paid at same rates as in the standard warranty coverage (parts, labour and travel distance).
2. **Protection Plus Warranty:** This program covers the full* machine and requires of a maintenance contract between the dealer and the customer. Claims covered by this type of plans are paid at dealer shop labour and travel distance rates and a bonus applies for the reimbursement of the Doosan parts (only after expiration of the standard warranty coverage).
3. **Powertrain Warranty:** This program covers only certain* components of the machine. This type of plans only covers the parts cost and not the labour and travel distance costs.



[6] Extended Warranty

For each of these programs Doosan offers different plans with different coverages (period and usage). The net prices for the extended warranty plans are available in the Doosan Machine List Price. The dealer can also request a quotation to the Doosan Sales Manager.

The plans can be ordered in Doobiz and you can access the portal through <https://www.doosanpassport.com>



The dealers must order the extended warranty plans no later than ninety (90) calendar days from the machine customer retail date.



Before ordering extended warranty, read the terms and conditions of the Extended Warranty Policy.



Quiz



[6] Quiz

1. Who is judging my claims?

- a) Doosan Service Manager
- b) Doosan Warranty Auditor
- c) The Warranty Auditor judges the warranty claims and field modification claims and the Service Manager handles the goodwill SMR requests.

2. How can I contact the Warranty Department?

- a) Only via email; ssc_servicedesk@doosan.com
- b) Only via email; doosanwarranty@doosan.com
- c) I can contact the Doosan Warranty Auditor on his telephone or his email and I can also contact the department via its generic email address doosanwarranty@doosan.com

3. Where can I find the terms and conditions of the Doosan warranty?

- a) In the Parts Policy
- b) In the Standard and Extended Warranty Policies
- c) In the warranty management system IRW



[6] Quiz

4. Which are the main warranty processes and rules?

- a) Processes and rules are not documented, they are unclear, I need to ask all time to the Doosan Warranty Auditor
- b) They are described in the Standard and Extended Warranty Policies
- c) They are described in the Standard and Extended Warranty Policies and I can ask the Doosan Warranty Auditor when I have doubts

5. Which documentation do I need to attach to the claims?

- a) Requirements for claim documentation are unclear, I need to ask all time the warranty auditor
- b) The requirements for claim documentation are described in the Standard and Extended Warranty Policies
- c) The requirements for claim documentation are described in the Standard and Extended Warranty Policies and I can ask the warranty auditor when I have doubts



[6] Quiz

6. How do I manage inventories and claims in the warranty system?

- a) Through Doobiz
- b) Through IRW
- c) Through emails

7. How do I use the warranty system IRW?

- a) Doosan offers free learning courses (online), additionally there is a manual and I can always ask Doosan's warranty auditors and service managers for help.
- b) There is no manual and Doosan does not offer any training
- c) There is a manual that I can request to the warranty department



[6] Quiz

8. Why should customers order extended warranty?

- a) Because it reduces repair cost, adds value to the product and guarantees the use of Doosan genuine parts and the best possible service from a official Doosan dealer
- b) Because it is mandatory
- c) Because it reduces repair cost

9. How do I order extended warranty?

- a) Through IRW
- b) Through Doobiz
- c) Through email



[6] Quiz

Answers:

1=a; 2=c; 3=b; 4=c; 5=c; 6=b; 7=a; 8=a; 9=b



Thanks for your trust and your
partnership with Doosan

