



# 2023 Customer Service Tech Training Event



**Tech Resource Manual**



# Contents

Tech Portal Resource .....	pg 1
<b>Hands on Station Resources</b>	
1. Medallion Guage Configuration & Pinning .....	pg 2
2. ITC RGB Lighting & Trouble Shooting .....	pg 9
3. Chassis Testing .....	pg 10
4. Battery Set Up & Trouble Shooting .....	pg 11
5. Viper 3 / Smart 80 Configuration & Trouble Shooting .....	pg 15
6. Fusion Sound System Trouble Shooting .....	pg 23
7. Wiring 101 .....	pg 28
8. The Field Trip .....	pg 29
<b>Important Procedure Resources</b>	
1. LTL Freight Claims / Shipping Damage .....	pg 30
2. Rework Boats .....	pg 35
3. Warranty Transfer & Claims .....	pg 42
4. RMA (Return Material Authorization) .....	pg 46

# Tech Portal Resource

The Tech Portal is your greatest resource for finding information on Avalon & Tahoe accessories including supplier direct owner's manuals, configurations, trouble shooting guides, wiring diagrams and more.

Because it is digital and not printed, you will always have the most up to date resources at your fingertips. Save the link to your computer desktop, laptop, tablet or smartphone for quick access to your "go to" resource on issues related to Avalon & Tahoe pontoon boats.

You will find the link at <https://www.teamavalonpontoons.com/maintenanceportal/index.php>



For Medallion Gauge user manual, configuration video and other pertinent information, please see the ATDEALER or TECH portal under Gauges and Displays



3" TACH-800 W/BUTTONS

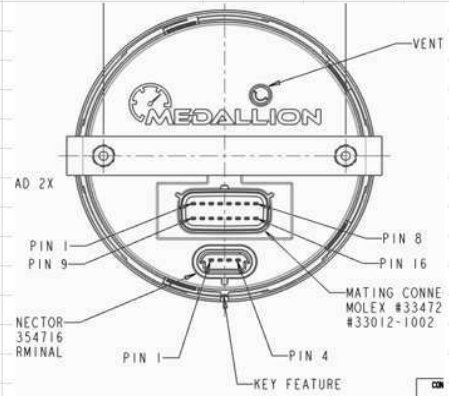


3" 3IN SPD/TEMP/FUEL

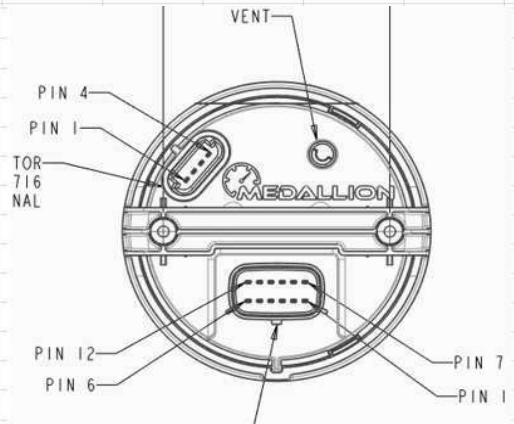
# Avalon Gauge Troubleshooting Guide

Issue	Possible Cause	Solution
Main gauge does not power up	Ground is missing from Gauge.	Ensure battery negative is properly populated in pin 1 of main connector on the gauge.
	Battery power is missing from Gauge.	Ensure 12V is present on pin 2 of main connector on the gauge when the battery switch is turned on.
	Ignition power is missing from Gauge.	Ensure 12V is present on pin 3 of main connector on the gauge when the key switch is turned on.
Simple gauge does not power up	4 pin connector not seated properly	Properly secure the 4 pin connector to the simple gauge as well as the main gauge.
	Ground is missing from gauge	Ensure pin 3 of 4 pin connector on the gauge has a good ground.
	Battery switch power is missing from Viper 3, but ignition is present.	Ensure 12V is present on pin 2 of main connector on the gauge when the main gauge is powered on.
Tach not reading correctly	Incorrect engine selected	Ensure proper engine is selected in the settings menu.
	Analog tach signal is missing from main gauge	Ensure tach signal is present on pin 15 (5 in gauge) or pin 11 (3 inch gauge) on the main gauge connector for analog engines.
	Incorrect connection to Engine data	Ensure proper connection to engine CAN under helm and at the engine for digital engines.
Trim not reading correctly	Incorrect engine selected	Ensure proper engine is selected in the settings menu.
	Incorrect calibration	Reset all calibrations in the settings menu to ensure incorrect calibration was not conducted on gauge
	Analog trim signal is missing from main gauge	Ensure tach signal is present on pin 11 (5 in gauge) or pin 9 (3 inch gauge) on the main gauge connector for analog engines.
	Honda trim signal missing from main gauge	Ensure tach signal is present on pin 12 (5 in gauge) or pin 10 (3 inch gauge) on the main gauge connector for Honda analog engines.
	Incorrect connection to Engine data	Ensure proper connection to engine CAN under helm and at the engine for digital engines.
Fuel not reading correctly	Incorrect calibration	Reset all calibrations in the settings menu to ensure incorrect calibration was not conducted on gauge
	Fuel signal missing from main gauge	Ensure fuel signal is present on pin 8 on the main gauge connector.
	Improper resistance values	Measure fuel signal input resistance value with respect to gauge ground. Fuel signal should be between 33-240 ohms into gauge.
No speed present	No power to GPS module	Verify that there is 12VDC and ground going to the GPS module.
	No CAN connection	Check continuity of CAN+ and CAN- connections from the GPS module to the main gauge.
	Missing terminating resistor/Improper resistance values	Remove both connection at gauge and GPS module and place ohm meter across CAN high and CAN low. You should see between 60-120 ohms. If open circuit then no termination is present.
	No GPS signal available	Ensure open visibility to sky away from structures.

5 inch Gauge 16 Pin Connector		
Pin #	Description	Notes
1	Ground	
2	Battery	+12 VDC
3	Ignition	switched 12 VDC
4	CAN 1 +	CAN+
5	CAN 1 -	CAN -
6	CAN Shield	Not Used
7	Backlight	0-12V
8	Analog 1	Fuel Level
9	Analog 2	Not Used
10	Analog 3	Not Used
11	Analog 4	Trim
12	Analog 5	Honda 5V Trim
13	Analog 6	Not Used
14	Analog 7	Not Used
15	Analog 8	Tach Input
16	Output 1	Not Used



3 inch Gauge 12 Pin Connector		
Pin #	Description	Notes
1	Ground	
2	Battery	+12 VDC
3	Ignition	switched 12 VDC
4	CAN 1 +	CAN +
5	CAN 1 -	CAN -
6	CAN Shield	Not Used
7	Backlight	0-12V
8	Analog 1	Fuel Level
9	Analog 2	Trim
10	Analog 3	Honda 5V Trim
11	Analog 4	Tach Input
12	Analog 5	Not Used



Simple Gauge 4 Pin Connector		
Pin #	Description	Notes
1	LIN	Communication Line
2	12V	+12 VDC
3	Ground	
4	Backlight	

GPS Module 8 Pin Connector		
Pin #	Description	Notes
1	Ignition	+12 VDC
2	Ground	
3	CAN+	CAN +
4	CAN-	CAN -
5	NC	Not Used
6	NC	Not Used
7	NC	Not Used
8	NC	Not Used

MY24 Mercury Mechanical Prerig boats with 115HP or less require a Tilt Limit Kit for the SmartCraft enabled gauges to read trim properly. If you do not want to install a tilt limit kit, you will need to reconfigure your engine selection within the gauge.

Mercury only sends trim data via smartcraft on engines larger than 115 HP. Any boat 115HP and below will need a tilt limit kit installed for trim to read correctly. If you do not wish to install one, you can change the gauge setting to the appropriate HP rating in the Engine Configuration Page of the Gauge. **Again, this only affects mercury mechanical 115 and below.**

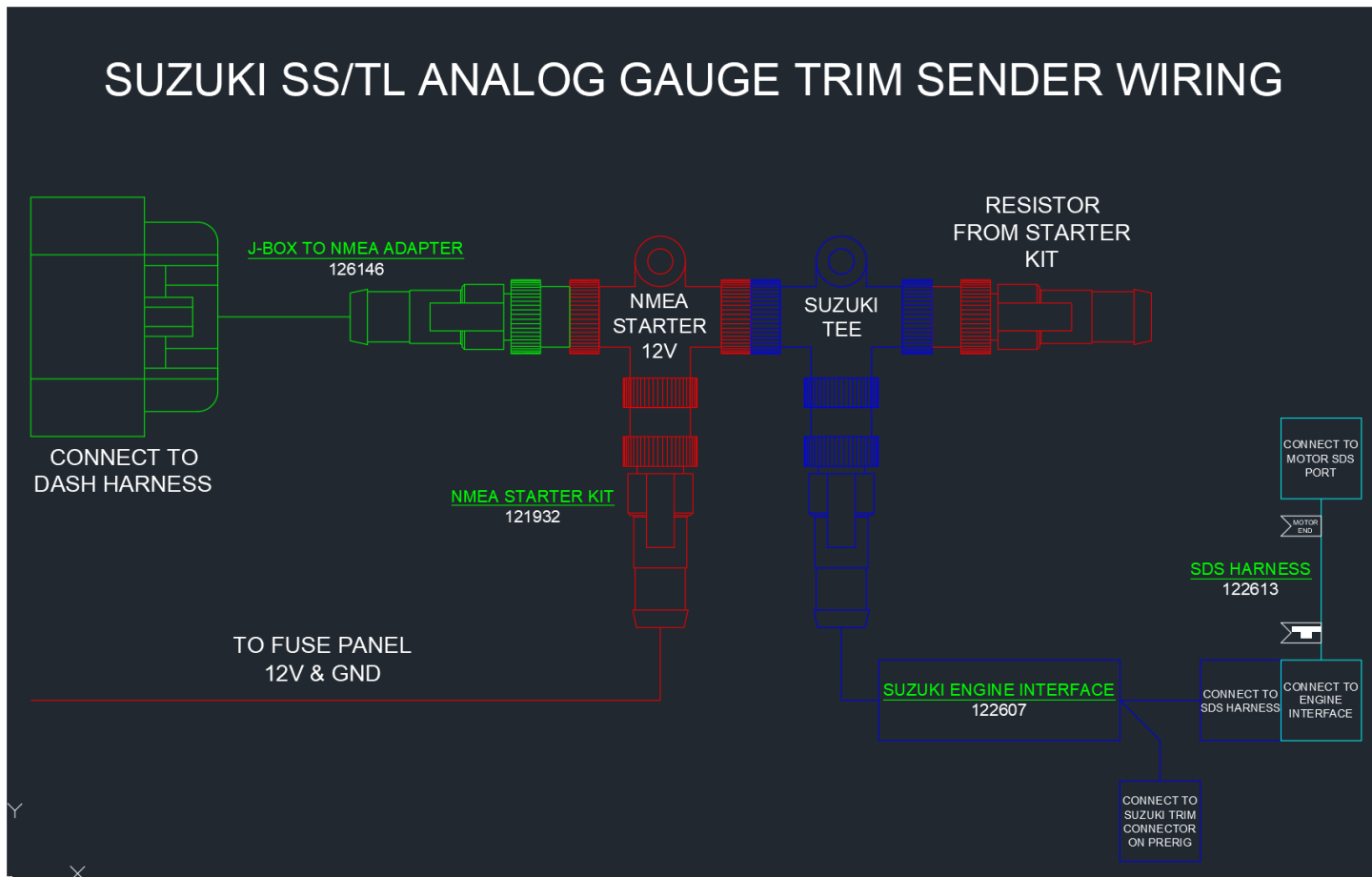


**TILT LIMIT MODULE**

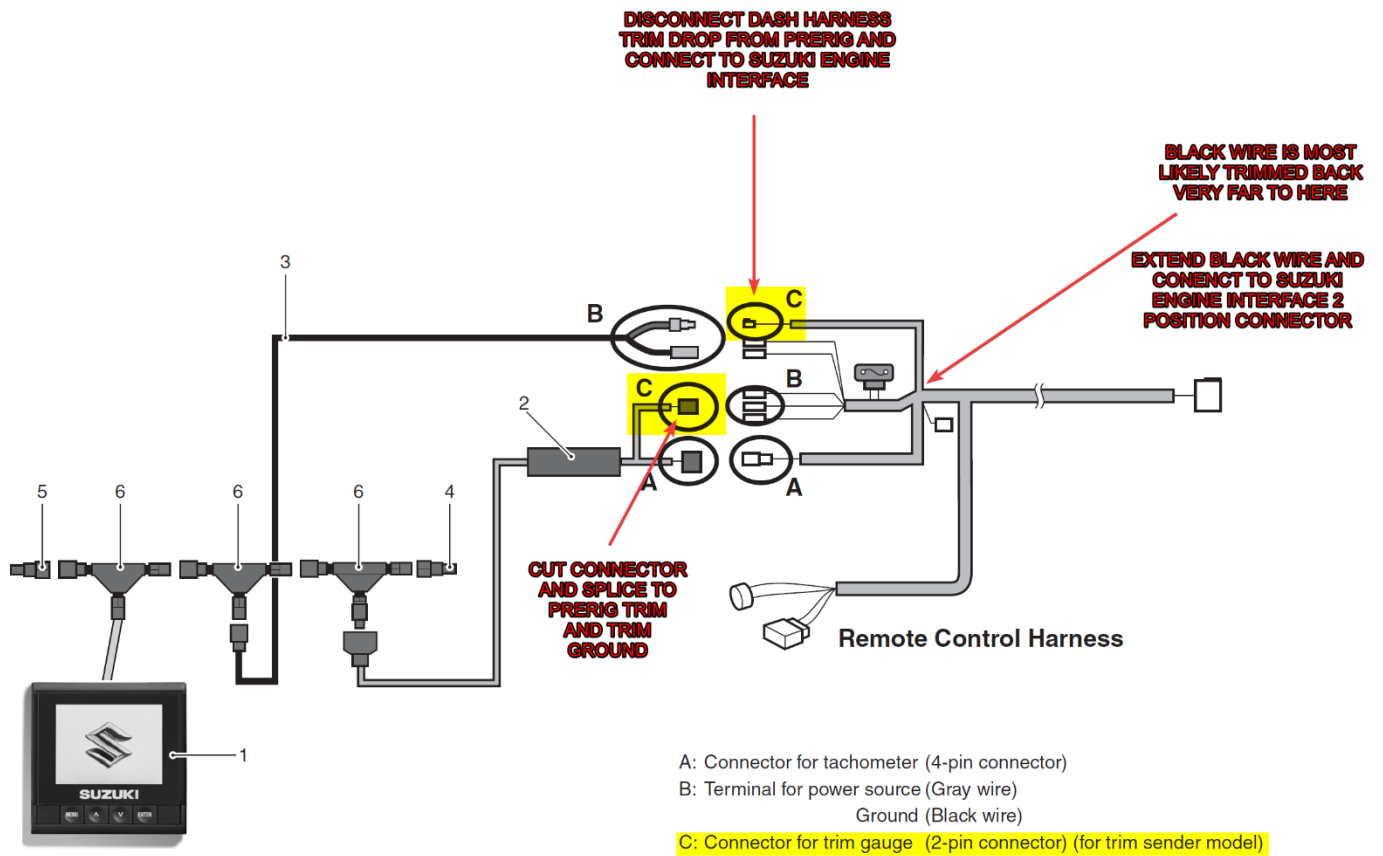
# SUZUKI MECHANICAL SS/TL TRIM READING CORRECTIVE ACTION

Suzuki mechanical rigged boats with SS/TL outboards will not have a functioning trim gauge. Below are the corrective actions needed.

Install NMEA backbone and components as shown below.



In the bottom right-hand corner of the image, you will see it states "CONNECT TO SUZUKI TRIM CONNECTOR ON PRERIG". You can potentially be challenged with this connector not being present in the prerig due to an existing connection that is made to the dash harness to pick up trim traditionally. You will have to connect the prerig trim (white/yellow) and trim ground reference line (black) to the engine interface manually as shown below. If your prerig still has the black wire attached to the connector with the trim wire severed, please reattach, and plug the connector into the Suzuki Engine Interface.



Connect your SDS harness (directional harness, please see tags on each end of harness) to the engine interface and run to the motor. Locate your SDS motor plug and connect the harness to it. Finally, configure your gauge to read Suzuki digital. To do this, please reference the Medallion Analog Gauge Users Guide found on the dealer portal under Manuals/Troubleshooting.

**5" RPM/SDIG**

MOLEX MX150: 33472-1201

SOCKET: 33012-3002

CAVITY PLUG: 343450001

18AWG WIRE



incorrect pin out

8" 8"

IF HAVING ISSUE WITH TRIM BEING PRESENT ON HONDA ENSIGN 5 INCH GAUGES, PLEASE CONFIRM HARNESS PINOUTS TO THIS CORRECT DIAGRAM

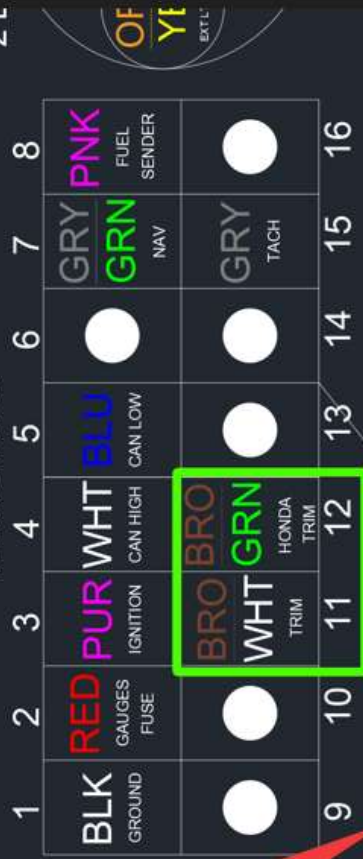
**5" RPM/SDIG**

MOLEX MX150: 33472-1201

SOCKET: 33012-3002

CAVITY PLUG: 343450001

18AWG WIRE



correct pin out

## **Common Tools needed to repair RGB**

1. Pic set
2. Multimeter
3. Needle nose pliers
4. Wire strippers
5. Deutsche/mate n lock crimpers
6. Small flathead screwdriver

For the most current RGB information, go to the A&T Tech Portal for the RGB Manual and trouble shooting

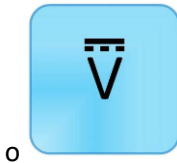
## **Hardware to fix issues.**

1. Assortments of mate n lock 1 & 2 pins
2. Assortments of mate n lock 1 & 2 bodies
3. Male and female Deutsche pins
4. Assortments of Deutsche bodies

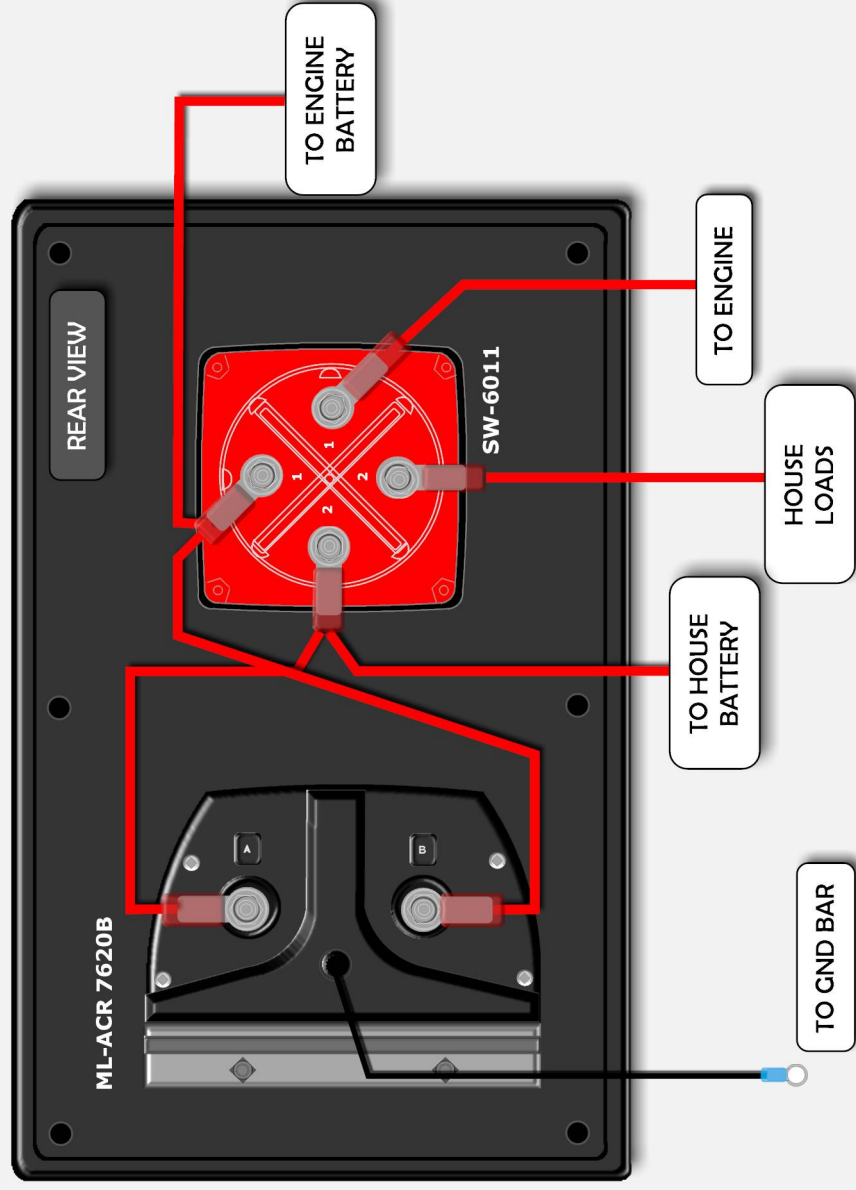




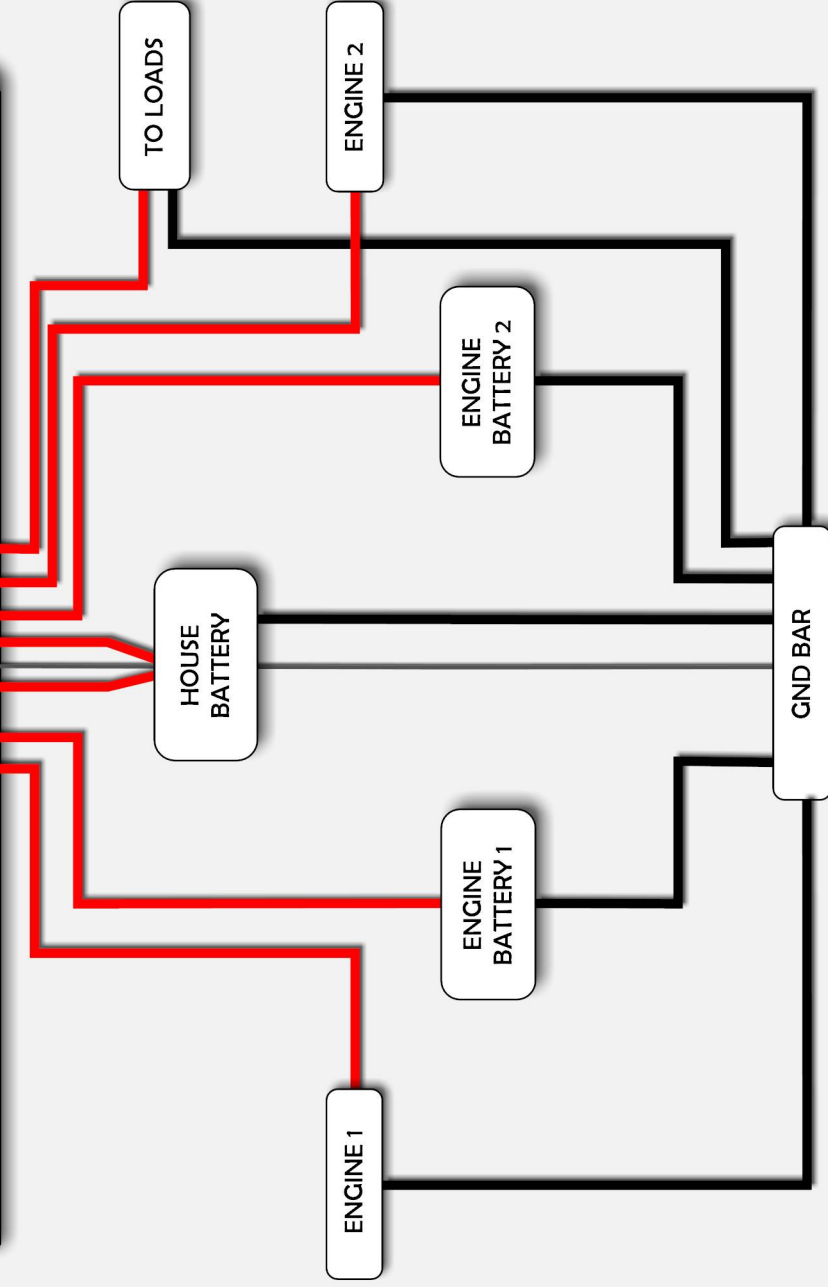
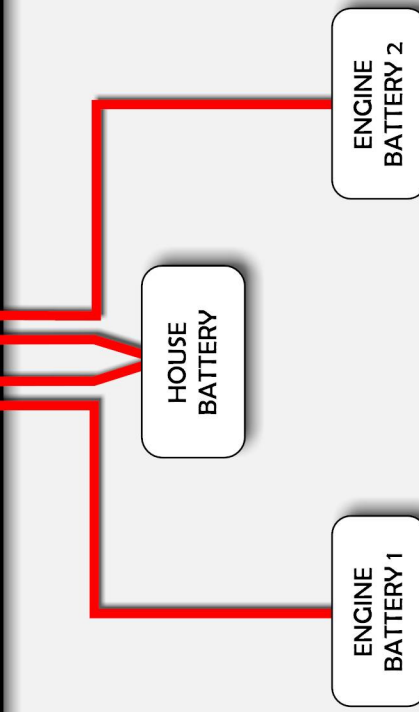
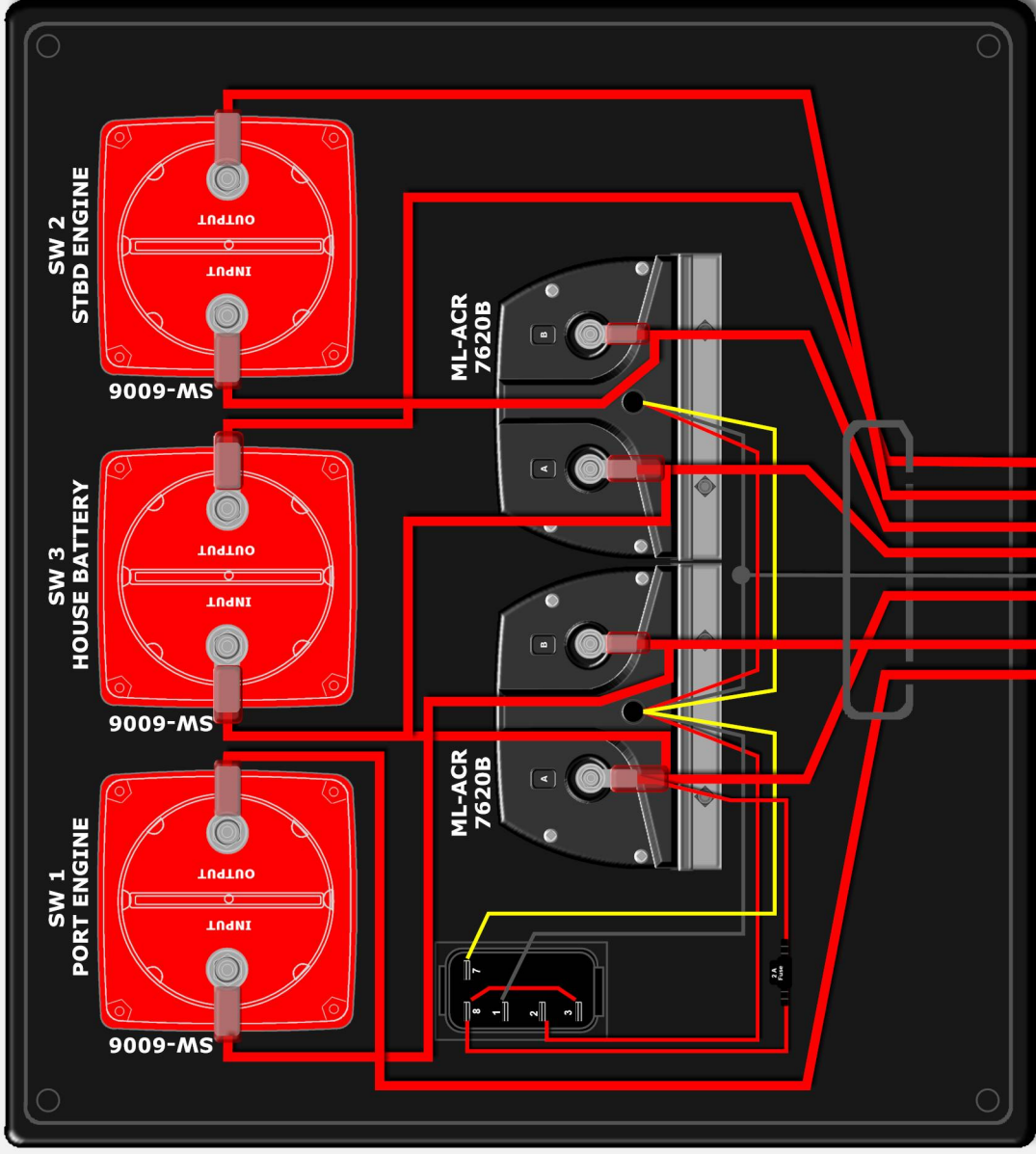
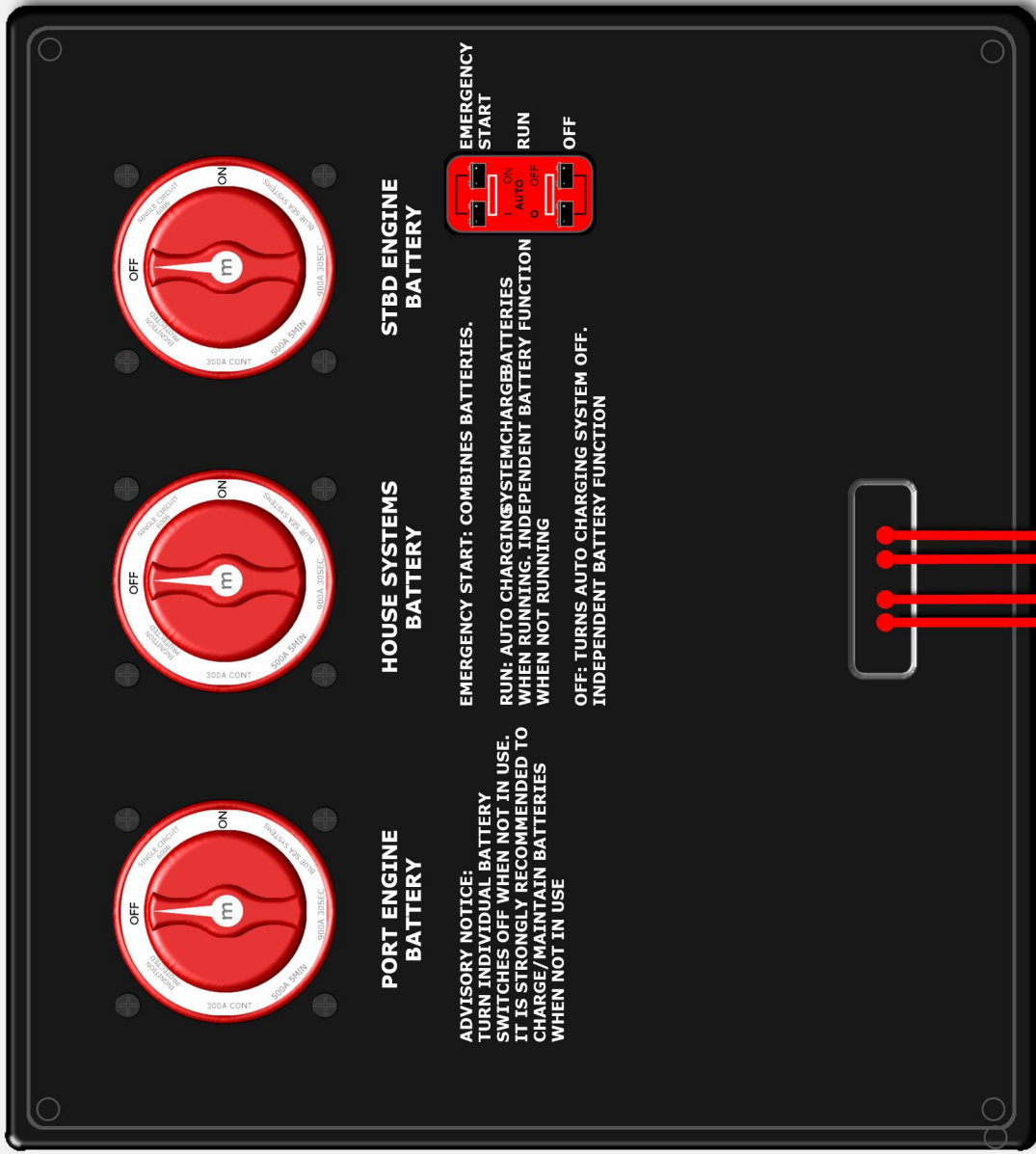
- Hook up red wire clip to the chassis of the boat.
  - o This would be the riser or one of the channels under the deck
- Hook up the black wire clip to the negative post on the battery
- Make sure all switches and electrical components are turned ON
  - o This includes all components on the stand and the refreshment center if there is one on the boat
- Turn the dial on the multimeter to the second spot to test the DC Voltage



- o
- The screen will show the voltage.
  - o This should be less than 1 volt
  - o If it is over 1 volt
    - Turn each switch off 1 by 1 and watch the multimeter voltage.
      - Once the voltage drops below one, make note of what switch or component is causing the spike in voltage and begin troubleshooting area of the boat such as wiring and screwed in connections. Anywhere metal can come into contact with wiring.
      - If the voltage does not drop, we will need the line to figure out where the current is coming from using customer service help
        - o If they can't figure out where the stray current is coming from, customer service will need to call Engineering review.
          - If no cause is found, they may approve it to have the boat returned
            - Make sure they send you an e-mail to attach to the rework paperwork



<b>Name:</b> V-10 SINGLE ENGINE BATTERY SWITCH PANEL	<b>Drawing:</b> 01	<b>Project:</b>	<b>Drawn:</b> DAVID PERALES	<b>Notes:</b> UPDATED CONNECTIONS FROM ML-ACR TO BATTERY SWITCH.	SM Osgood Company 3410 Hardscrabble Road N. Minnetrista, MN 55364
<b>BLUE SEA SYSTEMS PARTS</b> (ML-7620B, SW-6011B)	<b>Scale:</b>	<b>Date:</b> 6/7/2023	<b>Rev:</b> B		



Name: AVALON V-10 TWIN ENGINE BATTERY SWITCH PANEL

BLUE SEA SYSTEMS PARTS ML-7620B - SW 6006 - SW 2146B

Drawing: 1

Scale:

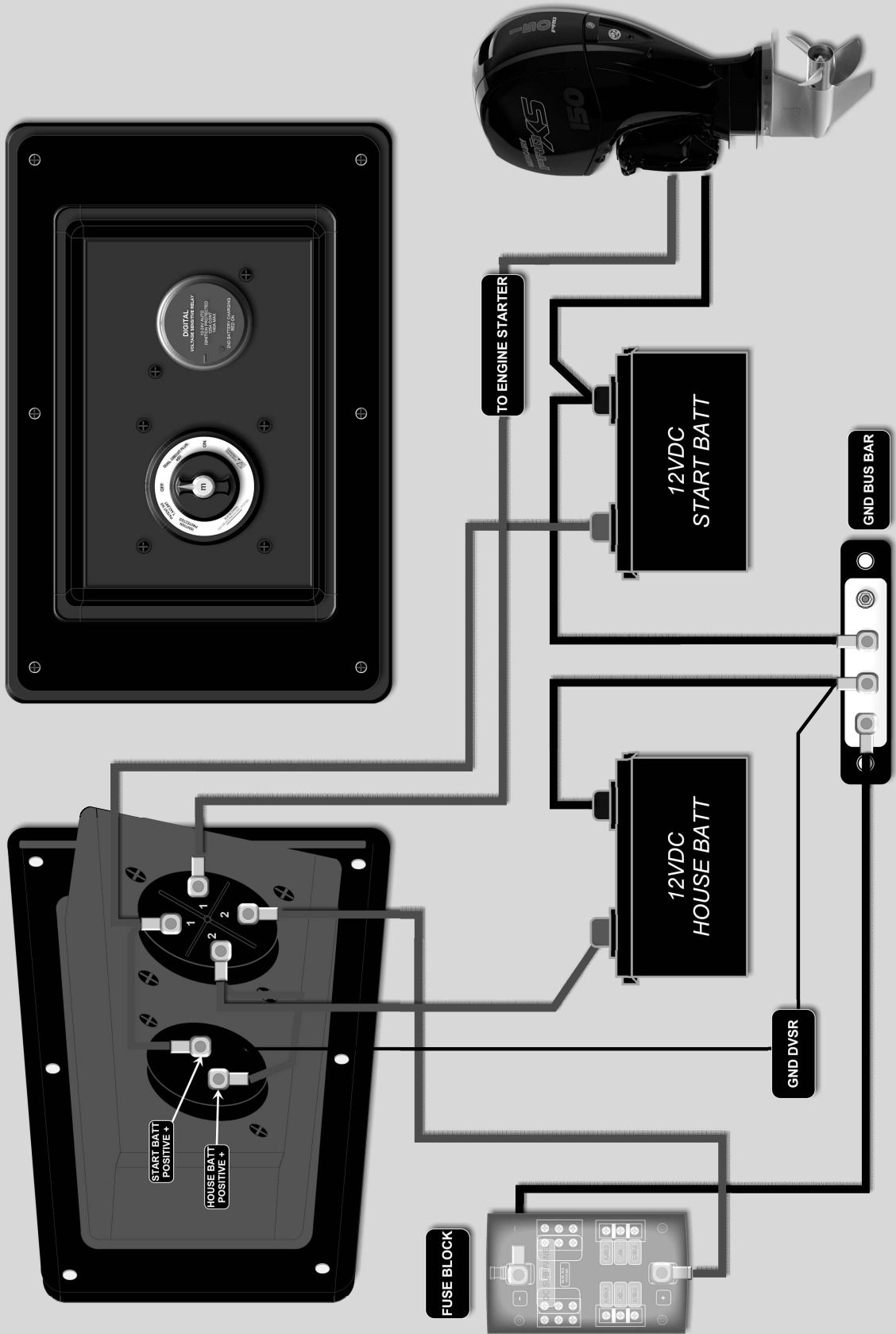
Project: DAVID PERALES

Date: 02/23/2023  
Rev: A

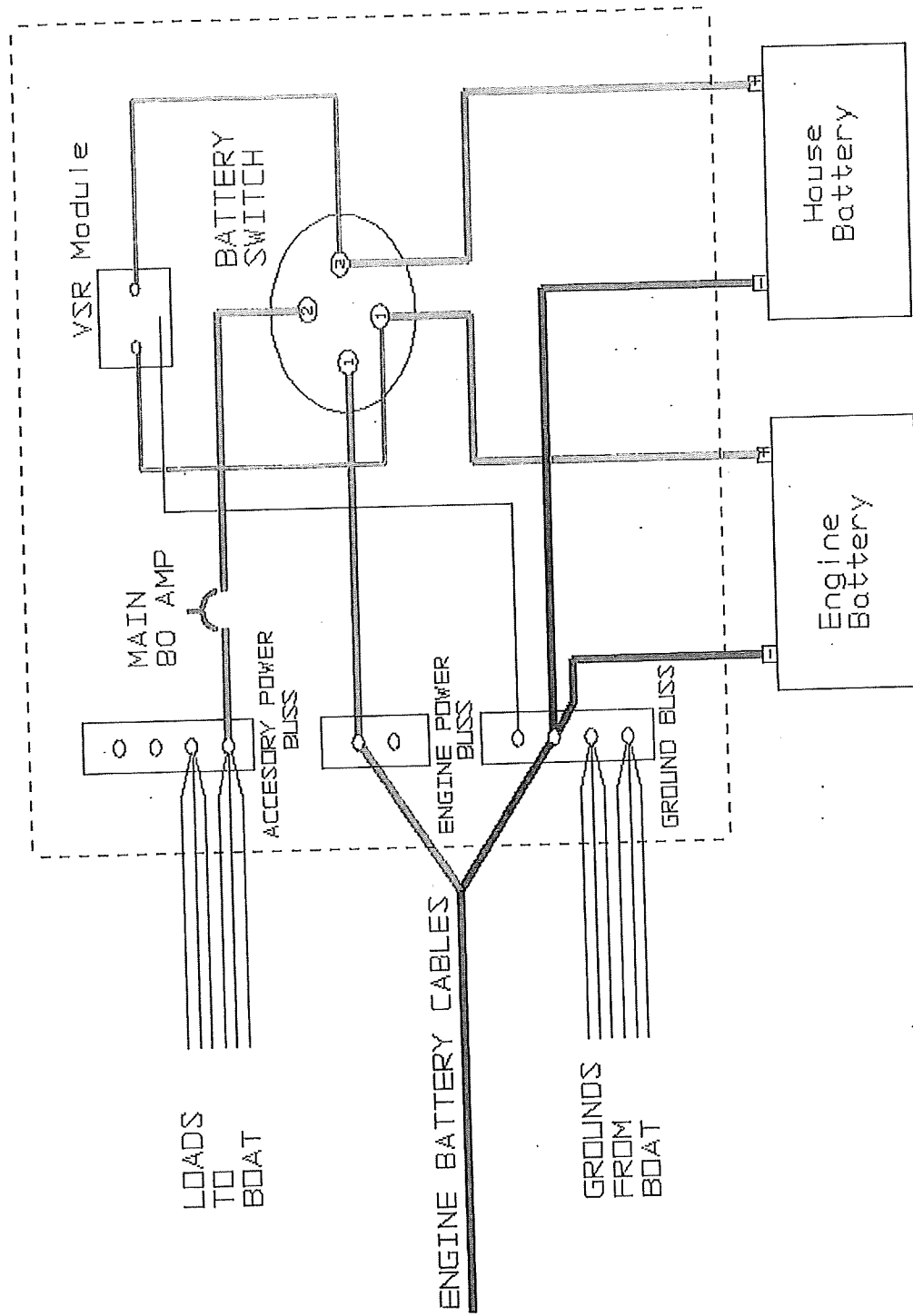
Notes:

SM Osgood Company  
3410 Hardscrabble Road N.  
Minnetrista, MN 55364

# AVALON BATTERY MANAGEMENT PANEL



# Dual Battery – Smart Charge System



# Viper 3 System Troubleshooting Guide

As a first step to troubleshooting, please ensure software revisions are up to date.

Issue	Possible Cause	Solution
System does not power up	Ground is missing from Viper 3.	Ensure battery negative is properly populated in pin 19 of Main 1 connector (20 pin) on Viper 3 module.
	Battery switch power is missing from Viper 3.	Ensure 12V is present on pin 20 of Main 1 connector (20 pin) on Viper 3 Module when battery switch is turned on.
	Ignition power is missing from Viper 3.	Ensure 12V is present on pin 18 of Main 1 (20 pin) on Viper 3 module when dash power switch is turned on.
Display remain Black while Viper 3 is running	Bad Display Connection on Display	Secure display cable to Viper module and Display
	Ignition is turned off and Viper is in sleep mode	Turn dash power switch on and ensure 12V is present on pin 18 of Main 1 (20 pin) on Viper 3 module.
	Battery switch power is missing from Viper 3, but ignition is present.	Ensure 12V is present on pin 20 of Main 1 connector (20 pin) on Viper 3 Module when battery switch is turned on.
CAN 2 Error	No CAN 2 components are present on Accessory CAN bus.	Ensure transducer and 10 channel power module is present on the bus and powered.
	No CAN Termination	Turn all power off and unplug 20 position connector from Viper 3 module. Measure resistance between CAN + (pin9) and CAN - (pin10). Value should be approximately 60 ohms.
	Incorrect connection of CAN network.	Ensure proper connection on Main 1 connector (20 pin) pins 9 & 10. Pin 9 is CAN + & pin 10 is CAN -
No Engine Data	Incorrect connection of CAN network.	Ensure proper connection on Main 1 connector (20 pin) pins 16 & 17. Pin 16 should be CAN + & pin 17 should be CAN - For Mercury Engines Pin 16 on Viper should be common with Pin J on J-box connector. Pin 17 on Viper should be common with Pin K on J-box connector.
	Engine is unpowered and offline	Ensure engine is on and clean power for engine electronics is supplied to engine.
	Incorrect connection to Engine data	Ensure proper connection to engine CAN under helm and at the engine.
Display powers up and visually looks correct, but touch screen does not work at all	Display was plugged in after Viper module was booted and touch drivers did not initialize	Ensure display connections are in place for display and reboot Viper module by cycling battery switch.
Heading or clock does not appear	No GPS signal available	Ensure open visibility to sky away from structures. It may take up to 8 minutes to acquire satellite lock.
		Ensure proper connection of antenna to Viper 3 module
Clock time is incorrect	Incorrect timezone selected in settings screen	Enter settings by pressing the controls tab. Select settings. Select "Timezone". Change to correct timezone (may have to put in offset for daylight savings time)
Video #1 or Video #2 feed does not appear	Connection to external camera is not made	Ensure analog video cable is connected to the corresponding Viper 3 video input identified with a yellow RCA jack and labeled Video Input
Media or PDF buttons not functioning or displaying files	Engine RPM present	These buttons are disabled anytime the engines are running (RPM > 300). Shut off engines and retry.
	No files are located on USB	Ensure files are on the route of the USB drive and the USB drive is plugged into one of the Viper 3's USB inputs
File Transferring frozen	A large file was transferred to/from USB	Large files will take some time to transfer, during this time the system will be sluggish until the processor is released from making this transfer

Depth or Sea Temp shows "--"	Transducer is not connected	Ensure transducer is present on the bus and powered.
	Transducer has lost bottom	Move boat around to different bottom conditions and monitor for depth lock. It is normal for a transducer to lose bottom under certain situations (i.e underwater obstructions, un-solid bottom conditions, turbulence in the water, growth covering the transducer)
Air temperature not reading or reading incorrectly	Air temp sensor is not plugged in	Ensure a good ground is connected to air temp sensor. Ensure signal from the air temp sensor is connected to Viper 3 Main 2 connector (16 pin) pin 3. Signal is a resistance to ground.
	Air temp offset adjustment in settings is incorrect	Enter settings by pressing the controls tab. Select settings. Select "Air Temp Offset". Change to correct value
Malfunction Indicator Lamp Illuminates	Will show upon startup as bulb check to meet CARB requirements	No issue
	There is an issue with the engine system	Refer the the engine supplier for further troubleshooting

M1	DESCRIPTION	SIGNAL
1	SENSOR PWR 5V	
2	Relay_06	Buzzer
3	Relay_05	
4	Relay_04	Ballast Drain (Surf)
5	Relay_03	Ballast Fill (Surf)
6	Relay_02	Drive Dwn (Surf)
7	Relay_01	Drive Up (Surf)
8	CAN2 Shield	
9	CAN2+	ACCY CAN
10	CAN2-	ACCY CAN
11	LIN	
12	Gauge Power	
13	Backlight Out	
14	Backlight In	
15	CAN1Shield	
16	CAN1+	Engine CAN
17	CAN1-	Engine CAN
18	Ignition	Ignition (12V)
19	Ground	Ground
20	Battery	12V Battery

M2	DESCRIPTION	SIGNAL
1	ANALOG INPUT 0	Fuel
2	ANALOG INPUT 1	Ballast Level
3	ANALOG INPUT 2	Air Temp (10K)
4	ANALOG INPUT 3	
5	ANALOG INPUT 4	
6	ANALOG INPUT 5	
7	ANALOG INPUT 6	
8	ANALOG INPUT 7	Bypass Switch
9	ANALOG INPUT 8	
10	ANALOG INPUT 9	
11	ANALOG INPUT 10	
12	ANALOG INPUT 11	
13	ANALOG INPUT 12	
14	ANALOG INPUT 13	
15	ANALOG INPUT 14	
16	ANALOG INPUT 15	

AV	DESCRIPTION	SIGNAL
1	VIDEO 1 P	Reverse Camera
2	VIDEO 1 N	Reverse Camera
3	MIC POS	
4	MIC NEG	
5	RS485+	
6	RS485-	
7	VIDEO 2 P	
8	VIDEO 2 N	
9	AUDIO OUT Left P	Audio Out Left P
10	AUDIO OUT Left N	Audio Out Left N
11	Audio Out Right P	Audio Out Right P
12	Audio Out Right N	Audio Out Right N

# VIPER 3 SUZUKI

## BACKBONE

ACC CAN



GARMIN



FUSION  
STEREO



SUZUKI  
GATEWAY



SUZUKI  
C10



RESISTOR

129380



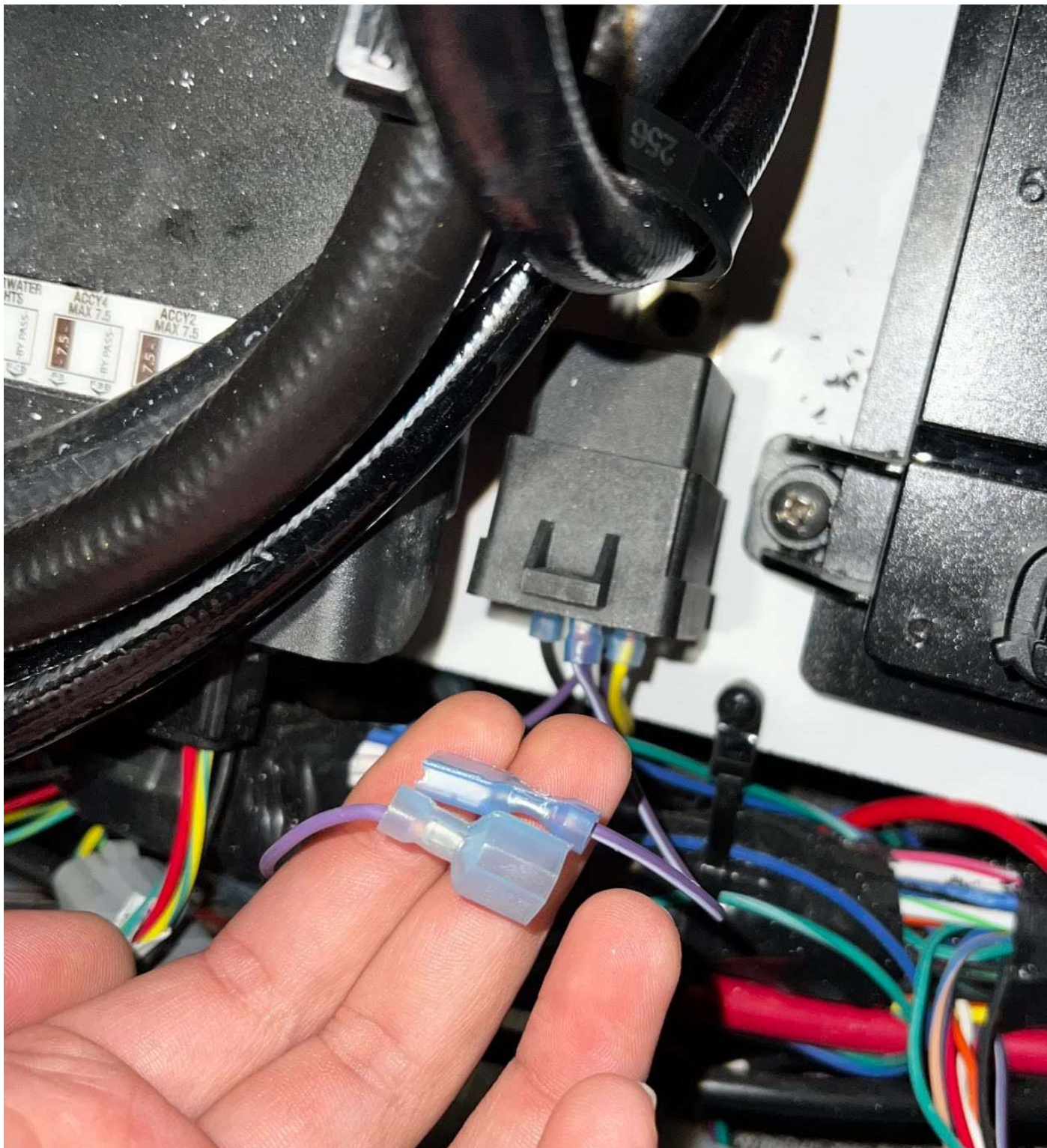


# SMART80 & VIPER 3 IGNITION JUMPER

If your dash is constantly on even with the keys turned off, please go under the helm and disconnect this jumper located on the relay next to the Power10 Module.

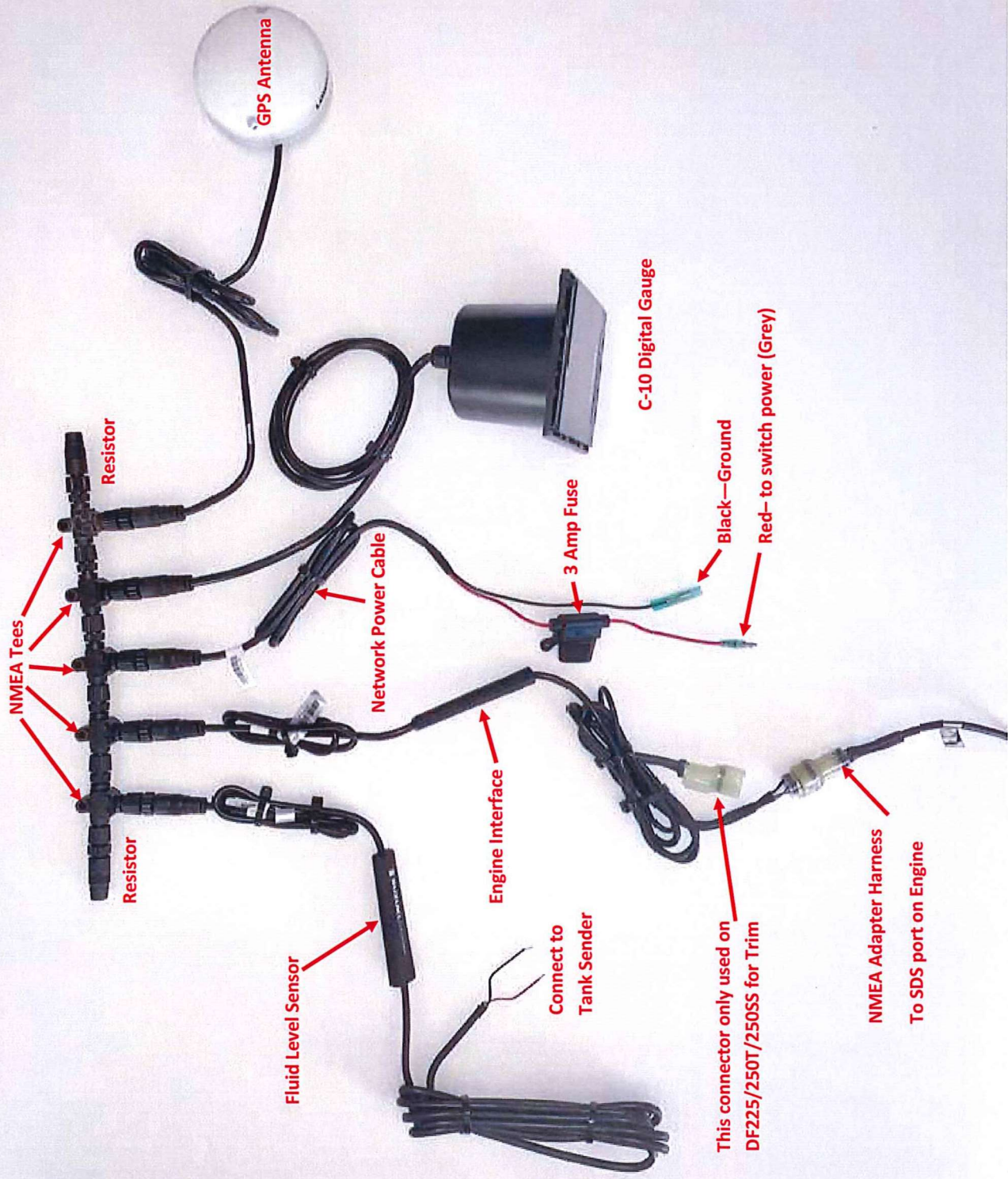
If you are needing to power the helm/dash without a motor, please re-connect the jumper.

Once a motor is rigged up, the jumper needs to be disconnected.





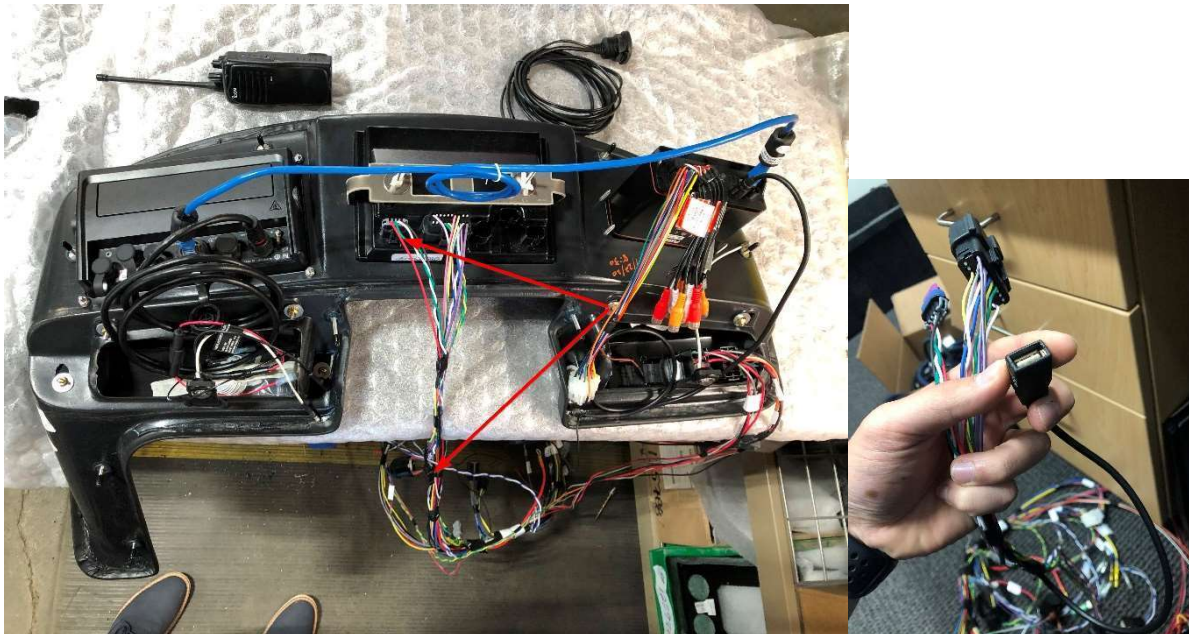
**Mech. Single C-10 NMEA**



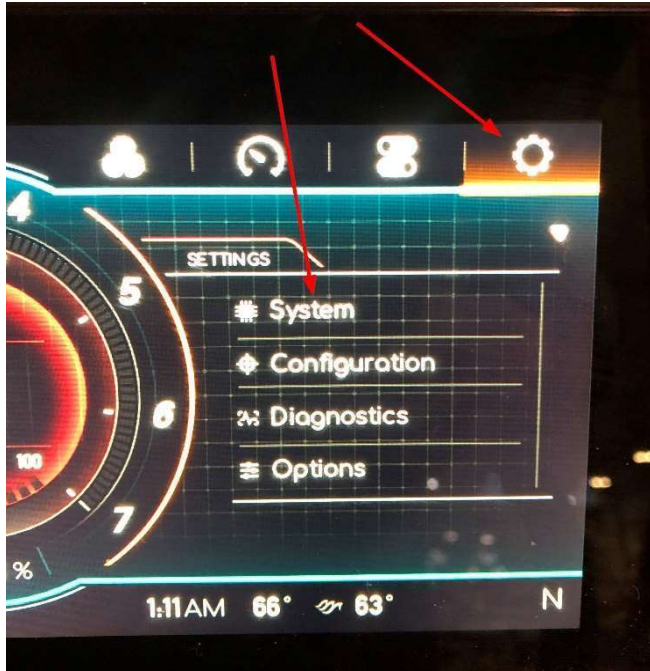
## SMART80 Software Update Procedure

The following steps are to update the software on Medallion SMART platform display system.

- 1) Download the .hex file update to a PC
- 2) Ensure this update file is named App.hex and is not located in a folder or compressed (in a .zip)
- 3) Place App.hex file on a blank USB drive, not inside any folders.
- 4) Place USB stick into the USB adapter cable in the back of the display (pictures 1 & 2)
- 5) Navigate to the settings menu software screen. (picture 3 page 2)
- 6) Press the update button. (picture 4 page 2)
- 7) DO NOT REMOVE THE USB OR SHUT OFF SYSTEM POWER UNTIL COMPLETE
- 8) When complete the display will show a green screen and then reboot.
- 9) At this point it is safe to remove USB stick and battery cycle the unit.







# RELAY DIAGRAM

ADD REMOVEABLE JUMPER  
BETWEEN 87 AND 30

PUR

WHT

TO VIPER

& OTHER IGNITION ACCESSORIES

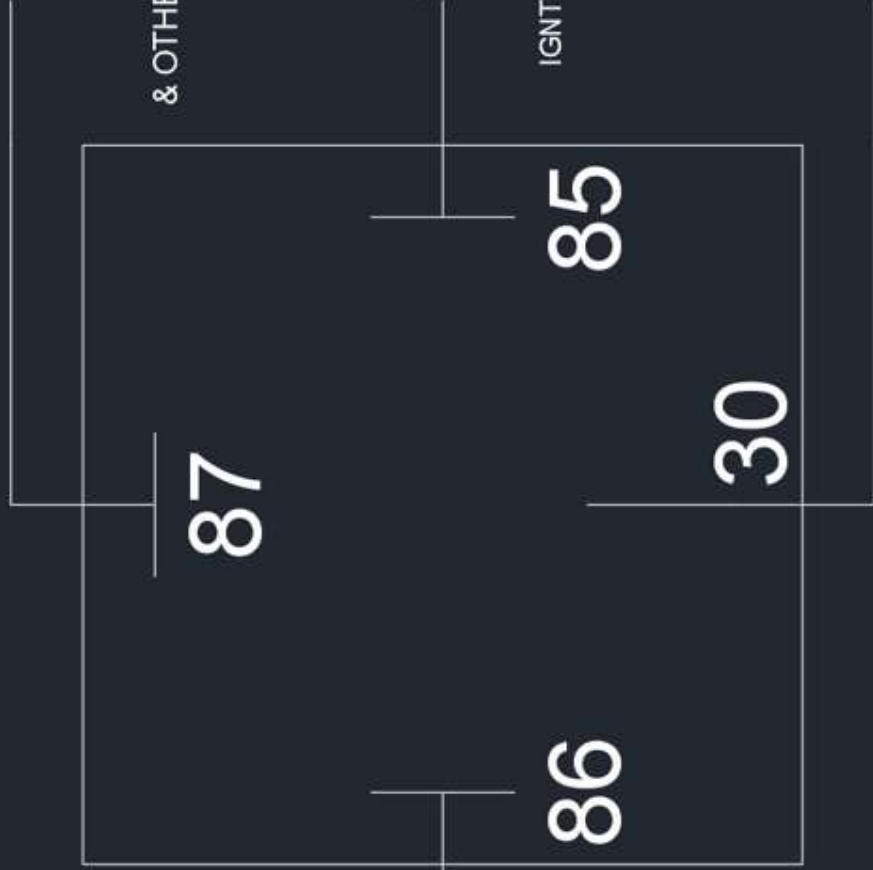
PUR

BLK

IGNITION RELAY TRIGGER

PUR

IGN FEED FUSE PANEL



GROUND

# Fusion Sound System

The Avalon or Tahoe Web Site and Tech Portal is your greatest resource for finding information on Fusion Sound System accessories including owner's manuals & configurations.

Avalon link at <https://www.avalonpontoons.com/owner-resources/accessory-owners-manuals/>

Tahoe link at <https://www.tahoepontoons.com/owner-resources/accessory-owners-manuals/>

Tech Portal link at <https://www.teamavalonpontoons.com/maintenanceportal/index.php>

## **WORK STATION NOTES:**

## **Troubleshooting**

### **The stereo does not respond to key presses**

- Hold until the stereo turns off, and turn it on again to reset the stereo.
- Disconnect power to the stereo for two minutes to reset the stereo.

### **My Bluetooth audio is interrupted by short breaks**

- Ensure the media player is not covered or obstructed. Bluetooth technology performs best with line-of-sight operation.
- Bring the media player within 10 m (33 ft.) of the stereo.
- Turn off the DISCOVERABLE setting after pairing a Bluetooth device to the stereo.

### **The stereo does not display all song information from my Bluetooth source**

The availability of song information such as song title, artist name, track duration, and album cover artwork depends on the capability of the media player and music application.

### **Network Troubleshooting**

If you cannot see or connect to Fusion PartyBus devices on the network, check the following:

- Verify that only one device, either a stereo or a router, is configured as a DHCP server.
- Verify that all Fusion PartyBus devices, network switches, routers, and wireless access points are connected to the network and turned on.
- Verify that wireless Fusion PartyBus devices are connected to a wireless router or wireless access point on the network.

**NOTE:** Wired connections are more reliable than wireless connections. If possible, you should connect devices to the network using an Ethernet cable.

- You may experience wireless interference if there are many nearby wireless access points. Change the channel on your router or wireless access point to test for and correct interference.
- Connecting a Bluetooth device to a stereo configured as a wireless access point or client may reduce wireless performance. Disconnect Bluetooth devices to test for and correct interference.

- If you configured static IP addresses, verify that every device has a unique IP address, that the first three sets of numbers in the IP addresses match, and that the subnet masks on every device are identical.

- If you have made configuration changes that might be causing networking issues, reset all network settings to the factory default values



## Tools Needed

- Electric drill
- Drill bit (size varies based on surface material)
- Appropriate saw or utility knife to cut surface material
- Phillips screwdriver
- Wire strippers
- 16 AWG (1.3 through 1.5 mm<sup>2</sup>) marine-grade, fully-tinned copper speaker wire
  - 010-12899-00: 7.62 m (25 ft.)
  - 010-12899-10: 15.24 m (50 ft.)
  - 010-12899-20: 100m (328 ft.)
- 20 AWG (0.5 through 0.75 mm<sup>2</sup>) marine-grade, fully-tinned copper wire for the RGB LED connections (sports models only).
- 4 mm male and female bullet connectors for the LED wires (recommended, sports models only)
- Crimping tool
- Electrical tape

## **Troubleshooting**

Before you contact your Fusion or Customer service, you should perform a few simple troubleshooting steps to help diagnose the problem.

### **There is no sound coming from the speakers**

- Verify that all connections from the source device and/or the amplifier are connected correctly to the speaker

terminals.

### **The system lacks bass or high frequencies**

- Verify that the correct wire polarity is observed between the source and speakers. The wires should be connected positive to positive and negative to negative.
- Verify that the speakers are attached firmly to the mounting surface. [6 XS Series Installation Instructions](#)

### **The audio is distorted**

- Verify that the source volume is not too loud for the speaker, and reduce the volume if necessary.
- Verify that the panels surrounding the speaker on the vessel are not rattling.
- Verify that the source device and/or the amplifier are connected to the speaker terminals correctly.
- If the speaker is connected to an amplifier, verify that the input level of the amplifier is matched to the output level of the stereo. For more information, see the manual for the amplifier.

### **The LED lights will not turn on**

- Verify that all wiring connections are correct and tight. • Marine sealant (optional)

## **Tools Needed**

- Electric drill
- Drill bit (size varies based on surface material)
- Appropriate saw or utility knife to cut surface material
- Phillips screwdriver
- Wire strippers
- 16 AWG (1.3 through 1.5 mm<sup>2</sup>) marine-grade, fully-tinned copper speaker wire
  - 010-12899-00: 7.62 m (25 ft.)
  - 010-12899-10: 15.24 m (50 ft.)
  - 010-12899-20: 100m (328 ft.)
- 20 AWG (0.5 through 0.75 mm<sup>2</sup>) marine-grade, fully-tinned copper wire for the RGB LED connections (sports models only).
- 4 mm male and female bullet connectors for the LED wires (recommended, sports models only)
- Crimping tool
- Electrical tape

# Field Trip Notes Page

**Tube Pressure Check Notes:**

**Riser Adjustment Notes:**

**Fuel Tank Pressure Check Notes:**

**Bimini Adjustment Notes:**

# Navigating Your Way Through Freight Claims

The most proactive way to combat damaged freight is to equip your team with a best practice for proper identification and handling of damaged freight, claim filing procedures, and understanding and adhering to time limitations. Armed with the necessary knowledge and tools, your staff will be ready to protect your company from financial loss and liability due to damaged freight.

## **What are the types of Freight Claims?**

The three types of freight claims include shortage or loss, damage (apparent and concealed), and delay.

*Concealed damage* is discovered after a shipment has been received and signed for, where no visible damage to the cartons or product was noted on the delivery receipt.

## **How and when should exceptions be noted?**

Receiving personnel should:

- Note exceptions of damage or shortage on the delivery receipt at the time of delivery as well as if the freight is accepted or refused.
- Be as specific as possible when recording the loss or damage to a shipment. Be sure the driver signs the delivery receipt acknowledging the damage or loss as noted.
- Keep a camera available so that photos of the damaged freight can be taken to support any future claim that may be filed.
- Never indicate on a delivery receipt that a shipment is "pending inspection." This terminology clears the shipment of any damage. If you suspect damage but are unable to go through the product prior to the driver leaving your facility, you should note on the delivery receipt how many skids/cartons/packages appear damaged.
- Examples of **positive ways to sign for damaged product** to support claim recovery success:

"3 units dented and scratched. Visible damage to product"

"1 unit dented and damaged in upper left corner. 1 carton torn"

\*\* Always be specific when documenting damage and signing for the shipment at the time of delivery

- Examples of **ways to not sign for damaged product** which leads to lower probability of claim recovery:

"Subject to inspection"

"Box damaged"

\*\* All freight is subject to inspection, therefore, noting this at the time of delivery does not document specific damage.

**\*\* Noting only "box damaged" documents damage to packaging but not documentation of damage to the actual product.**

**\*\* Take photos of damaged product at the time of delivery and include them with the claim**

Receiving personnel should also be aware that:

- The driver is not obligated to note the damage on the delivery receipt - this is the responsibility of the consignee. If the driver denotes damage on the delivery receipt, receiving personnel should review the notation to be sure the driver did not minimize the actual damage.
- If concealed damage is discovered after the shipment was delivered, set aside the merchandise and contact the carrier to request an inspection. Concealed damage must be reported to the carrier within 5 days of the delivery, unless otherwise noted by the carrier. If the carrier waives inspection, document the date, time, and the individuals name and title. Include this information in your claim.
- For material damage due to freezing (protect from freeze shipments), you should note on the delivery receipt that "upon inspection the material is damaged and the freeze indicators have been tripped."

### ***What should I do with the damaged goods and the packaging?***

- Know your shipper's policy on damaged goods. If you refuse the freight, the carrier will attempt to return the damaged goods to the shipper to hold while the claim is processed. If the shipper refuses to receive the damaged goods, the carrier will charge storage fees for holding the material while the claim is processed. These fees can add up quickly.
- If you are filing a claim, the damaged goods, including all packaging, must be kept until the claim is processed by the carrier. The carrier may send a surveyor agent to inspect the damaged material and the packaging to assist them in making a decision on the carrier's liability for the damage. If the packaging isn't available, the carrier will deny the claim.
- Once the claim is settled, it's the carrier's right to pick up the damaged materials for further disposition.

### ***When should a claim be filed?***

A claimant is required to file within nine months of delivery in order for the claim to be valid. If the shipment was never delivered, the claim should be filed no later than nine months from when the delivery would reasonably have been expected to be made.

For concealed damage or loss, you must notify the carrier of the damage within 5 days of the delivery date, unless otherwise noted by the carrier. It is a good practice to notify the carrier as soon as the damage is noticed to reduce any appearance of impropriety.







### ***Who is responsible for filing the claim?***

It's the responsibility of the shipper, consignee, or owner of the freight to file the claim. If you are in the position to file a claim on a shipment routed by Ascent, immediately notify one of our transportation specialists. Although we cannot file the claim for you, we can help

you organize the appropriate paperwork, and we will note the exception in our system, which will help us track carrier performance.

### **What documentation should be included in the claim?**

When filing a freight claim on a shipment that was routed by Ascent, you are responsible for proving that the carrier received the freight in good condition, what items were short or damaged when received, and the dollar amount of the loss or damaged goods. Include the following documentation with the claim:

-  Original bill of lading or a certified copy;
-  Original invoice displaying value of goods from seller/manufacturer of product;
-  Copy of the proof of delivery notating delivery exception(s);
-  Salvage value or damage allowance;
-  Repair invoice (if applicable) from repairing organization; and,
-  If available, include photos of the damaged cartons/skids/etc.

### **Should we still make payment on the invoice from Ascent if a freight claim is filed against the shipment?**

The Ascent invoice must be paid in full in order for the carrier to review the claim. Your freight claim should not include the freight charges. Once the carrier approves payment of your claim, you can email the approval to [HudsonFPA@ascentgl.com](mailto:HudsonFPA@ascentgl.com) and we will file an Overcharge Claim for the freight charges with the carrier.

### **What is the carrier's responsibility in the claim process and when could I expect the claim to be resolved?**

The carrier must:

- Acknowledge that a claim was filed within 30 days;
- Assign a file number to the claim;
- Resolve the claim within 120 days (settle, decline, or pay);
- Notify the claimant, in writing, each 60-day period following, in which a claim remains unresolved.

### **What is the best way to file the claim with the carrier?**

The most common way to file a claim is through U.S. Mail, but some carriers will accept e-mail. Check with the carrier for their specific preference for accepting claims and always keep a copy of the claim and all supporting documentation for your records.

**Knowledge is Key:** Although you cannot take away the fact that your freight has been damaged, or even misplaced, the burden can be eased if your company establishes procedures and educates staff to handle these occurrences in an efficient and expedient manner. Be knowledgeable about the laws and establish internal guidelines for identifying and handling freight claims. By doing so, you will mollify your loss and accelerate the recovery of the claim.

**If you have additional claims questions you may contact Ascent (800-689-6255):**

- Brian Pollock, extension 0438, email: [brian.pollock@ascentgl.com](mailto:brian.pollock@ascentgl.com)
- Tony Sims, extension 0437, email: [tony.sims@ascentgl.com](mailto:tony.sims@ascentgl.com)

**Common Carrier Claims Contact Information**

<b>CARRIER</b>	<b>PHONE#</b>	<b>EMAIL ADDRESS</b>
A DUIE PYLE	8005235020	claimsdept@pyleco.com
ABERDEEN EXPRESS	5137723210	claims@aberdeenexpress.com
AAA COOPER	8006337571	cargoclaims@aaacooper.com
CROSS COUNTRY FREIGHT	8005210287	claims@shipcc.com
DAYTON FREIGHT LINES INC	8008605102	claims@daytonfreight.com
ESTES EXPRESS	8043531900	claims@estes-express.com
FEDEX FREIGHT INC	8003083963	file.freightclaim@fedex.com
MIDWEST MOTOR EXPRESS	7012231880	claims@mmeinc.com
PANAMA TRANSFER	8004892088	panamaosd@panamatransfer.com
PITT OHIO EXPRESS LLC	8003667488	<a href="mailto:eclaims@pittohio.com">eclaims@pittohio.com</a>
OLD DOMINION FREIGHT LINES	8008256636	claims@odfl.com
R&L CARRIERS INC	8002895225	cargoclaims@rlc.com
RMX FREIGHT SYSTEMS	8003342444	matt.allen@rrohio.com
ROADRUNNER FREIGHT	8005330662	claims@rrts.com
SAIA MOTOR FREIGHT	8009507242	claims@saia.com
SOUTHEASTERN FREIGHT	8037947300	cargoclaims@sefl.com
SOUTHWESTERN MOTOR TRANSPORT	8005331071	joereyes@smtl.com
TFORCE FREIGHT	8886539720	cargoclaims@tforcefreight.com
USF HOLLAND INC	8663893641	claims@hollandregional.com
USF REDDAWAY	5036501286	claims@reddawayregional.com
US ROAD FREIGHT EXPRESS	3169429944	cgoken@usroad.com
WARD TRUCKING	8004583625	claims@wardtlc.com
XPO LOGISTICS	8884358130	claims.ltlcdc@xpo.com
ABF FREIGHT	4797858741	cargoclaims@abf.com



## THE 5 MUST DO'S WHEN YOUR FREIGHT ARRIVES

### LET'S EDUCATE YOUR TEAM !

- **ACTION:** Take **Pictures** before the driver takes the product off their truck, and again when it is on the ground
  - **WHY:** The digital images are the best defense in a claim situation. It has the image, time & date. Take as many digital images as you can.
  
- **ACTION:** Examine all sides of the exterior shipment for **ANY** signs of damage.
  - If you see **any** damage whatsoever, take detailed pictures immediately.
  - **WHY:** Same reason above. As well as the pictures can be submitted with the Claim as evidence the damage was **NOT** caused by anyone at your facility.
  - Since the pictures were taken both while being unloaded from the Carrier trailer & when it just touched the ground, the digital Date & Time stamp with the photos will collaborate the timeline resulting in a more favorable outcome.
  
- **ACTION:** **DO NOT** sign the **DR (Delivery Receipt)** if you see **ANY** signs of damage.
  - **WHY:** If you sign the DR and there is visible damage, the carrier liability to payout on the Claim just diminished to a maximum of 1 / 3 of the potential Claim payout.
  - Example: Value of shipment is \$1,000 with full Carrier Liability covered. If a Free & Clear DR is signed by both you & the Carrier Driver, the probable maximum Carrier payout could be as low as \$330 for a Claim that should have been paying out a \$1,000.
  - Most of the time the Carrier response will be to totally reject the proposed Claim due to having a Signed DR that is Free & Clear of any noted damages.
  
- **ACTION:** Notating **ANY** damages on the **DR and the BOL (Bill of Lading) IMMEDIATELY.**
  - **WHY:** Be as detailed as you can on describing the damage both on the DR & BOL.
  - After you have all your pictures taken, and properly & promptly noted the damages you can either reject the shipment (the Carrier will put it back on their truck) or you can sign and accept the shipment with its noted damages.
  
- **ACTION:** Get the Driver to **sign and print** their name on both the **DR & BOL.**
  - **WHY:** The Carrier Driver is required to wait for you to inspect your shipment.
  - The Driver's signature **MUST** be on these documents which acknowledges either a shipment with damages or the shipment that is Free & Clear.

**Boat Number:** DVN \_\_\_\_\_

**Dealership:** \_\_\_\_\_ **Dealership Phone:** \_\_\_\_\_

**Boat Owners Name:** \_\_\_\_\_ **Boat Owners Phone:** \_\_\_\_\_

**Boat Model:** \_\_\_\_\_ **Boat Floor Plan:** \_\_\_\_\_

**Miles from Alma, MI:** \_\_\_\_\_ **Freight Charges:** \_\_\_\_\_

**A&T Work Order Number:** \_\_\_\_\_ **A&T RMA Number (if applicable):** \_\_\_\_\_

Item	Boat Preparation for Return to Avalon & Tahoe	Comments
1	What is the reason for returning the boat?	
	Decking (Plywood)	
	Floor Covering	
	What flooring is to go back on the boat?	
	Tube Change (Port or Star)	
	Tube Install	
	Nose Cone Replacement	
	Fiberglass Replacement / Repair	
	Electrical Issues (KEYS MUST BE RETURNED)	
Misc.		

Item	Are there any aftermarket items installed on the boat?	Comments
2	If so, what are the items? (use back if needed)	
	1	
	2	
	3	
	4	
	5	

Item	To Do List (use back if needed)	Warranty or Paid?	Comments
3	1	W / P	
	2	W / P	
	3	W / P	
	4	W / P	
	5	W / P	
	6	W / P	

We agree that the items above are accurate and complete the extent of our request for work to be performed on the boat listed above

**Dealer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Owner Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Avalon & Tahoe Use Only

**A&T Approval Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Engineering Review Required: Y or N**    **Item(s):** \_\_\_\_\_    **A&T Authorization:** \_\_\_\_\_

Revisions	Date	Description
	23-Oct-20	Initial Release
	28-Oct-20	Added mileage & freight charge areas
	9-Feb-23	Added engineering review required

Dealership: \_\_\_\_\_ Dealership Phone: \_\_\_\_\_

Boat Owners Name: \_\_\_\_\_ Boat Owners Phone: \_\_\_\_\_

Boat Model: \_\_\_\_\_ Boat Floor Plan: \_\_\_\_\_

Reason for Return: \_\_\_\_\_ Boat Number: DVN \_\_\_\_\_

A&T Work Order Number: \_\_\_\_\_ A&T RMA Number (If Applicable): \_\_\_\_\_

Check off all items in the list below with a Y for yes or an N for no. If any items are found to be not in working order or have been previously damaged, add that information to the QF-7.5.4.02 Boat Return Inspection Form.

Item	Boat Preparation for Return to Avalon & Tahoe	DLR	DRV	RI	FI
1.	Boat approved for return by Avalon & Tahoe				
2.	All personal items removed from boat <b>(\$100 fee for items left in boat)</b>				
3.	Ignition keys are left in the boat <b>Location:</b> _____				
4.	All biminis & covers removed from the boat				
5.	All electrical items in working order				
	Gages				
	Stereo				
	Running Lights				
	Accessory Lights				
6.	(Pages 3 - 6) Boat Return Inspection Form Completed				
7.	Batteries removed from the boat and stored at the Dealership				
8.	All fuel removed from the boat.				
9.	If a Funship – remove plastic side panels (they will break during shipping if not removed)				
10.	Outboard motor removed OR motor braced and waiver signed				
11.	Pictures of the boat taken by the A&T Driver				
12.	Boat shrink-wrapped OR waiver signed <b>(\$300 fee for a dirty boat)</b>				
13.	Boat inspected upon arrival at A&T				
	Condition of tubes recorded				
	Condition of walls after shrink wrap removal recorded				
14.	Pictures of the boat taken by A&T Receiving Inspector (Outside/Inside)				
15.	If an engineering review is required, engineering has been informed				
16.	(Pages 3 - 6) Boat Return Inspection Form completed, received, reviewed & initialed				
17.	If any additional damages are present, damages listed in Receiving Inspection Damage Report below				
18.	If any additional damages are present, damages reported to the Customer Service Boat Rework Coordinator.				
19.	Pictures of the boat received & reviewed from Receiving Inspection				
20.	Boat inspected by A&T Final Inspection (Outside/Inside)				
21.	If any additional damages are present, damages listed in Final Inspection Damage Report below				
22.	If any additional damages are present, damages reported to the Operations Manager				
23.	Service order completion verified by the A&T Final Inspector				
24.	Pictures of the boat taken by the A&T Final Inspector				

**Outboard Motor Waiver**

We, the Dealer and the Boat Owner, understand that A&T HIGHLY RECOMMENDS that the outboard motor(s) be removed from the boat prior to shipping to prevent any damage to the motor or the transom of the boat during the shipping process. But, we have decided to brace them and not to remove them. We understand that this decision could cause damage to the motor(s) or the boat due to normal bouncing, road hazards, exposure to elements, etc. during the shipping process. Therefore, we will not hold Avalon & Tahoe Mfg. Inc. responsible for any damage that may occur in relation to our decision not to remove the motor(s) prior to shipping.

Dealer Name: \_\_\_\_\_ Dealer Signature: \_\_\_\_\_

Boat Owner Name: \_\_\_\_\_ Boat Owner Signature: \_\_\_\_\_

**Shrink-Wrap Waiver**

We, the Dealer and the Boat Owner, have decided not to shrink-wrap the boat for return to Avalon & Tahoe Mfg., Inc. We understand that this decision could cause damage to the boat due to exposure to elements of the weather, road grime, etc. Therefore, we will not hold Avalon & Tahoe Mfg. Inc. responsible for any damage that may occur in relation to our decision not to shrink-wrap the boat prior to shipping. Also, a \$300 fee may be charged for cleaning the boat if needed.

Dealer Name: \_\_\_\_\_ Dealer Signature: \_\_\_\_\_

Boat Owner Name: \_\_\_\_\_ Boat Owner Signature: \_\_\_\_\_

**Receiving Inspection Damage Report** (Check only one)

- All Items are as listed in the forms and pictures above, no damage from shipping has occurred.
- The following items have received damage in the shipping process to A&T

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Final Inspection Damage Report** (Check only one)

- All Items are as listed in the forms and pictures above, no damage from production has occurred.
- The following items have received damage in the production process

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

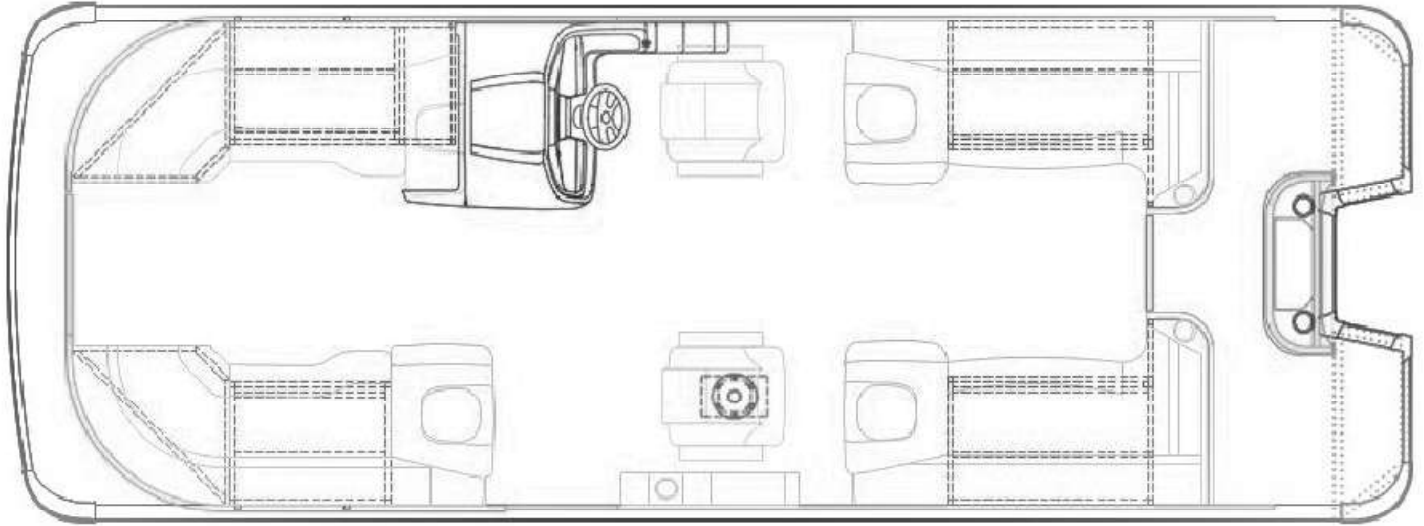
Dealer Name: \_\_\_\_\_ Dealer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

A&T Driver Name: \_\_\_\_\_ A&T Driver Signature: \_\_\_\_\_ Date: \_\_\_\_\_

A&T R.I. Name: \_\_\_\_\_ A&T R.I. Signature: \_\_\_\_\_ Date: \_\_\_\_\_

A&T F.I. Name: \_\_\_\_\_ A&T F.I. Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Top View



Boat Number DVN \_\_\_\_\_.  
Boat Model \_\_\_\_\_.  
Boat Floor Plan \_\_\_\_\_.  
Boat Condition \_\_\_\_\_.  
Dealership \_\_\_\_\_.  
Date \_\_\_\_\_.

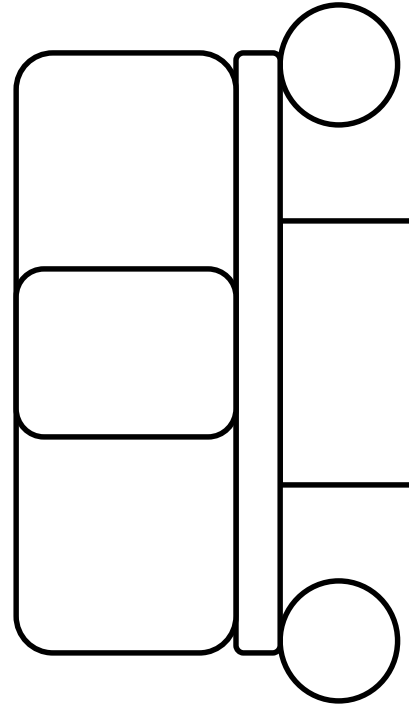
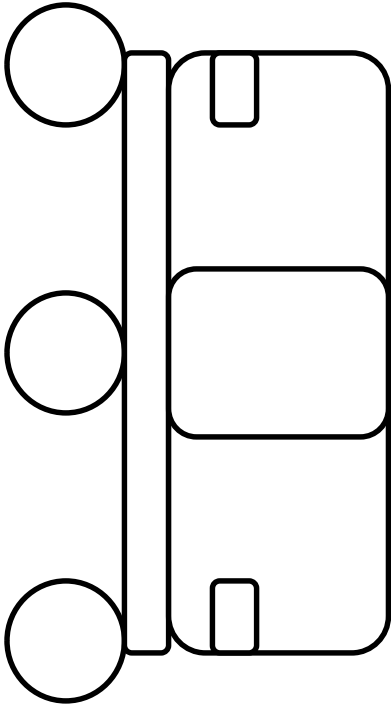
**Initials**  
DLR: \_\_\_\_\_  
DRV: \_\_\_\_\_  
R-INSP: \_\_\_\_\_  
F-INSP: \_\_\_\_\_

Mark any areas of damage or wear on the picture above including scratches dents, scuff marks, stains, etc.  
Use the area below to record any details or descriptions

1. \_\_\_\_\_ 4. \_\_\_\_\_ 7. \_\_\_\_\_
2. \_\_\_\_\_ 5. \_\_\_\_\_ 8. \_\_\_\_\_
3. \_\_\_\_\_ 6. \_\_\_\_\_ 9. \_\_\_\_\_

Forward (Front) View

Aft (Back) View



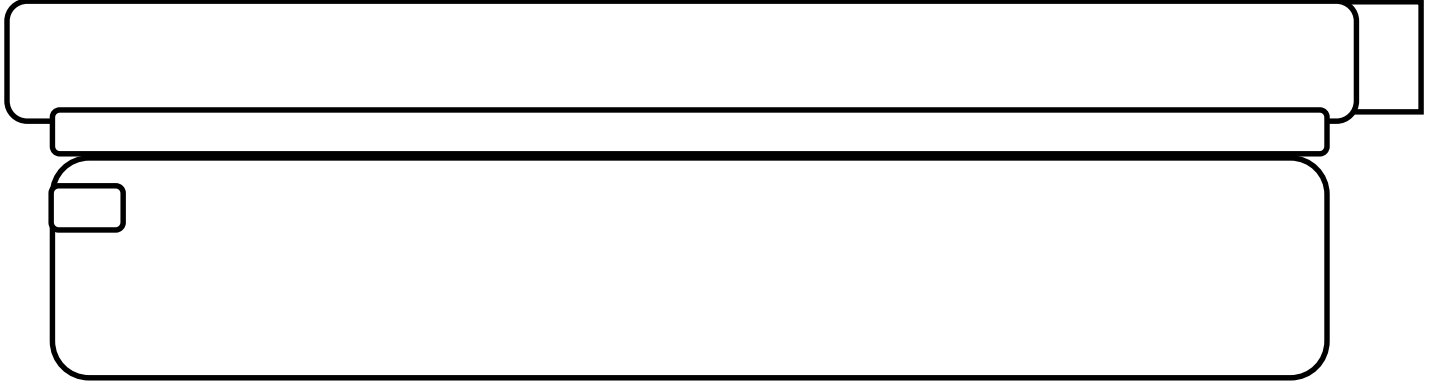
**Initials**

DLR: \_\_\_\_\_  
DRV: \_\_\_\_\_  
R-INSP: \_\_\_\_\_  
F-INSP: \_\_\_\_\_

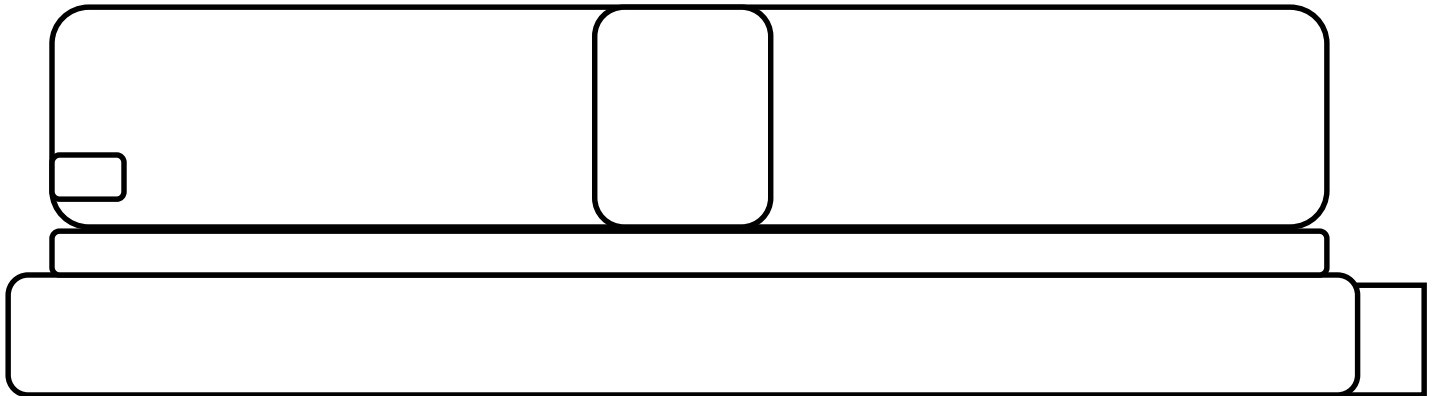
Mark any areas of damage or wear on the picture above including scratches dents, scuff marks, stains, etc.  
Use the area below to record any details or descriptions

1. \_\_\_\_\_ 4. \_\_\_\_\_ 7. \_\_\_\_\_
2. \_\_\_\_\_ 5. \_\_\_\_\_ 8. \_\_\_\_\_
3. \_\_\_\_\_ 6. \_\_\_\_\_ 9. \_\_\_\_\_

### Starboard (Right) View



### Port (Left) View



#### Initials

DLR: \_\_\_\_\_  
DRV: \_\_\_\_\_  
R-INSP: \_\_\_\_\_  
F-INSP: \_\_\_\_\_

Mark any areas of damage or wear on the picture above including scratches dents, scuff marks, stains, etc.  
Use the area below to record any details or descriptions

1. \_\_\_\_\_ 4. \_\_\_\_\_ 7. \_\_\_\_\_
2. \_\_\_\_\_ 5. \_\_\_\_\_ 8. \_\_\_\_\_
3. \_\_\_\_\_ 6. \_\_\_\_\_ 9. \_\_\_\_\_

## Bottom View



<b>Initials</b>
DLR: _____.
DRV: _____.
R-INSP: _____.
F-INSP: _____.

Mark any areas of damage or wear on the picture above including scratches dents, scuff marks, stains, etc.  
 Use the area below to record any details or descriptions

1. _____.	4. _____.	7. _____.
2. _____.	5. _____.	8. _____.
3. _____.	6. _____.	9. _____.

<b>Revisions</b>	24-Apr-14	Initial Release
	10-Feb-23	Combined form and checklist. Updated checklist items





## SECOND OWNER WARRANTY TRANSFER FORM

Second owners who purchase a pre-owned Avalon or Tahoe Pontoon Boat can transfer any remaining portions of the limited lifetime warranty, where applicable, for a transfer fee of \$100 plus \$10 per full or partial month for the remaining eligible period of the original warranty. To transfer the warranty, the boat must be taken to an existing Avalon or Tahoe dealer for warranty inspection within 30 days of purchase. **To complete the transfer, all of the following must be submitted by the dealer to Avalon & Tahoe:** (1) completed warranty transfer form (below), (2) a legible copy of the Bill of Sale or Title to demonstrate ownership, (3) the Warranty Transfer Inspection report, and (4) a check or money order payable to Avalon & Tahoe Mfg., Inc. for the full amount due as stated above. After all supporting documents have been submitted, funds clear and the transfer is complete, a confirmation email will be sent to the new owner at the email address listed on this form.

Dealer Inspection Date \_\_\_\_\_ Inspecting Dealership Name \_\_\_\_\_

Name of Inspector \_\_\_\_\_

Inspector Signature \_\_\_\_\_

Today's Date \_\_\_\_\_ Hull Identification # \_\_\_\_\_ Date of Purchase \_\_\_\_\_

New Owner's Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

I agree to the warranty terms and conditions pursuant to my particular model year boat.

Second Owner Signature \_\_\_\_\_

-----  
Previous Owner's Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

Original Date of Purchase \_\_\_\_\_

Dealer Where Boat Was Originally Purchased \_\_\_\_\_

**DEALER TO SEND FORM, BILL OF SALE AND APPLICABLE TRANSFER FEE TO:**

**Avalon & Tahoe Mfg., Inc., 903 Michigan Ave., Alma, MI 48801 Attn: Warranty Transfer OR dealer can complete online via the AT Dealer Portal.**

## Avalon & Tahoe Warranty Transfer Inspection Report

(To Be completed by Inspecting Dealership)

Boat Serial Number:	Model Year:	Model / Floorplan / Color:
Inspection Date:	Second Owner Customer Name:	
Dealership Name:	Inspectors Name:	

	Yes	No
Does the boat show signs of major neglect or abuse that would preclude us from extending the warranty to the second owner?	<input type="checkbox"/>	<input type="checkbox"/>
Is there any water in the tubes, cracks in tube welds or any other tube, riser, rub rail or cross member damage?	<input type="checkbox"/>	<input type="checkbox"/>
Are there any cracks in the wall rail tubing, defects in wall skin paint and/or any graphics peeling?	<input type="checkbox"/>	<input type="checkbox"/>
Does furniture vinyl show any signs of material defects or excessive fading?	<input type="checkbox"/>	<input type="checkbox"/>
Are all gauges and electronics in working order?	<input type="checkbox"/>	<input type="checkbox"/>
Is steering system working properly?	<input type="checkbox"/>	<input type="checkbox"/>
Are there any material defects in bimini top, seat cover or mooring cover canvas?	<input type="checkbox"/>	<input type="checkbox"/>
Are there any material defects in carpet or flooring material?	<input type="checkbox"/>	<input type="checkbox"/>
Are there any signs of rust or corrosion associated with salt water damage?	<input type="checkbox"/>	<input type="checkbox"/>
Have you provided the customer with a copy of the boat warranty?	<input type="checkbox"/>	<input type="checkbox"/>
Have you taken a minimum of nine digital pictures to send to A&T (inside & outside - bow/stern port & starboard) & (serial tag)?	<input type="checkbox"/>	<input type="checkbox"/>
Have you talked to the customer to determine what if any future service or storage needs they may have?	<input type="checkbox"/>	<input type="checkbox"/>

If you checked "No" on any of the above and /or have any other items of concern please further explain:

*Please email completed form and digital pictures to [customerservice@avalonpontoon.com](mailto:customerservice@avalonpontoon.com)*

POLICY #	POLICY NAME	ISSUE DATE	REVISION DATE	CLASSIFICATION
1WAR	AVALON AND TAHOE WARRANTY CLAIM	10.10.22	12.12.23	All dealers/technicians

#### 1.0 PURPOSE

How to submit a warranty claim through Avalon and Tahoe.

#### 2.0 SCOPE

This policy applies to service advisors and warranty coordinators.

#### 3.0 POLICY

- 3.1 As soon as an Avalon and Tahoe warranty issue is brought to dealer/tech attention, email customer service (customerservice@avalonpontoons.com) with a description of the issue noting you feel it is warranty, photos of the issue, any parts that need to be replaced, and plan for repair if known.
- 3.2 Work is to be completed BEFORE a warranty claim is filed in Avalon and Tahoe's ATDEALER portal to ensure the claim amount matches exactly what work was completed.
  - 3.2.1 IF you know the claim is to exceed \$1000 approval is needed before completing the repair. Refer to the dealer book under the Warranty Policy for more information on approval process
- 3.3 If any replacement parts are needed, DO NOT add a PO to the work order. Parts will be sent free of charge from Avalon and Tahoe. Customer service will let you know if parts need to be sent back to Avalon and Tahoe. Refer to RMA process in dealer book.
  - 3.3.1 If a part is to be sent back, package the part in a box with the printed RMA sheet. The process protect dealers from having to pay for the replacement part if the broken part is lost in shipping.
    - 3.3.1.1 Package the part safely in a box and place the printed RMA sheet inside. Take a photo of the open box with the part and RMA
    - 3.3.1.2 Seal the box. When shipping back take a photo of the SEALED box with the shipping information or driver signature on it. Please retain a copy of the documents with driver's signatures for your records. (BE SURE THERE IS A RMA NUMBER IS ON OUTSIDE OF BOX)
    - 3.3.1.3 Send both photos to customer service, this identifies to the team what to look for and can help speed up the processing.

#### 4.0 PROCESS

- 4.1 Log in to ATDEALER
- 4.2 Select the person symbol on the left side of the ATDEALER HOME page
- 4.3 Select Warranty>Warranty Claim
- 4.4 Enter only the middle 5 numbers of the Avalon or Tahoe HIN. IF made after 2020 you have to add a 7 in front the 5 numbers of the HIN.
  - 4.4.1 Example: If the HIN is DVN13075D122, you will enter 713075.
- 4.5 If the boat is owned by the dealership, NOT a customer, check the "Stock Boat Unsold" box below the serial number box.

**4.6 Click "Submit"**

**4.7 When entering the purchase and repair date, if the boat is dealership owned, the purchase date will be the current date and repair date will be the date the repair was completed (this MUST be within 30 days of the current date)**

**4.7.1 If the boat is customer owned, enter the customer's actual purchase date.**

**4.8 Enter your email address, address to your dealership's parts department, list the symptoms of the boat and repairs made (full accurate description of work done with individual times to each task), repair labor hours, your dealership's labor rate, total labor amount, and technician who completed the work on the boat. Upload any photos you might have of the broken/defective component.**

**4.8.1 If parts have been replaced for the repair being claimed, you may need to email customer service at Avalon and Tahoe to request a replacement part if the part is not in stock. Avalon and Tahoe will send an exchange invoice for the part then issue a credit memo once the defective part is returned.**

**4.8.2 If you have the part needed for the warranty replacement in stock, still send an email to customer service with descriptions of the defect and include a note that you have the part in stock and would like to use this stock part and get a no charge replacement on its way.**

**4.8.3 Avalon and Tahoe may issue a return on the defective part. For this reason, it is important to keep all defective parts at LEAST until the claim has been approved (in some cases a parts return may be requested shortly after). The RMA will be in the Avalon and Tahoe portal after the part is ordered. Print the RMA. Make sure all info on the warranty tag attached to the part is filled out and correct. Package the defective part, place the RMA inside the box, attach the shipping label, and place the box in the designated pick-up area.**

**4.9 Once all information is entered, click "Submit Claim." Avalon and Tahoe will send an email overview of the submitted claim. Save this for your records.**

**5.0 WHEN AVALON AND TAHOE WARRANTY CLAIM IS APPROVED**

**5.1 Avalon and Tahoe will NOT send an email stating the claim has been approved. Visit the Avalon and Tahoe AT DEALER PORTAL invoice/credit memos (CRM) frequently to stay up to date on end of month credit memos for claim updates.**

**5.1.1 Open the Avalon and Tahoe AT DEALER and click the person logo on the left of the home page. Select "View Invoices" and navigate through the invoices to locate statements that say "Warranty Credit" in the first line.**

**5.1.2 On the invoice, look for "WARRANTY CREDIT -713075-01-15-22-BILGE INOP/RECPLAED Ext Price -\$\$" to identify the claim credit.**

**5.1.3 Pay attention to the number following "Warranty Credit." The last 5 digits of the number will match the middle 5 of the HIN on the boat claim as shown highlighted above.**

**5.1.4 Only ONE boat should be paid on the claim.**

TO: All Avalon & Tahoe Dealerships and Service Department Members

SUBJECT: RMA Processing Reminder

Avalon and Tahoe needs your help to speed up our RMA (Return Material Authorization) process on parts that are sent back to the factory for replacement or credit. By simply making sure your parts have the RMA number clearly identified, you will not only ensure a speedier process, but also ensure that you receive the credit for the part(s) returned. We receive parts on a weekly basis that have no identification on them. It takes several hours or even days to try and find the RMA for the part(s), if it even has one. If our team members are not able to find one, the part is simply returned to stock or scrapped without any credit being applied.

The RMA number is the key to success! With that number we can do the following:

1. We know that the part was authorized to come back. Parts that are not authorized to come back receive no credit.
2. We can identify which dealership it came from. With over 260 dealerships worldwide, it is sometimes impossible to guess where the part(s) came from.
3. We can quickly process the part(s) through the RMA system for replacement or credit. Without the number, it will greatly slow down the process or even result in no replacement or credit.

Here is what you can do to help. Whether your parts come back on an A&T Truck, UPS, or dropped off at the factory, simply identify them with the correct RMA number:

1. Boxes or Shipping Envelopes – write the RMA number on the box. If there are multiple parts from different RMAs, write all of the RMA numbers on the box or envelope.
2. Large / Loose Parts – attach a tag or a piece of tape with the RMA number on it

Proper identification will allow you to receive your credit in a timely manner as it removes the “guess work” from our team members. And again, as stated in our policy, RMAs without identification will not be processed.

Thank you for helping us better serve you in a more timely manner!

The Avalon & Tahoe Customer Service Team

POLICY #	POLICY NAME	ISSUE DATE	REVISION DATE	CLASSIFICATION
1RMA	AVALON AND TAHOE RMA RETURN	10.10.22	12.12.23	All dealers/technicians

### 1.0 PURPOSE

How to RMA(**RETURN MATERIAL AUTHORIZATION**) through Avalon and Tahoe.

### 2.0 SCOPE

This policy applies to returning material to A&T

### 3.0 POLICY

**3.1** Avalon and Tahoe may issue a return on a defective part or material. For this reason, it is important to keep all defective parts at LEAST until the return material or labor claim has been approved (in some cases a part return may be requested shortly after). The RMA's PDF file can be obtained through the Avalon and Tahoe customer service team after the part is ordered. Print the RMA PDF file. Make sure all info on the tag/tape attached to the part is filled out and correct in accordance with RMA letter sent 6/2/22.

**3.1.1** If a part is to be sent back, package the part in a box with the printed RMA sheet. The process protect dealers from having to pay for the replacement part if the broken part is lost in shipping.

**3.1.1.1** Package the part safely in a box and place the printed RMA sheet inside. Take a photo of the open box with the part and RMA

**3.1.1.2** Seal the box. When shipping back take a photo of the SEALED box with the shipping information or driver signature on it. Please retain a copy of the documents with driver's signatures for your records. (BE SURE THERE IS A RMA NUMBER IS ON OUTSIDE OF BOX)

**3.1.1.3** Send both photos to customer service, this identifies to the team what to look for and can help speed up the processing.

### 4.0 WHEN AVALON AND TAHOE RMA IS RECEIVED

**4.1** Avalon and Tahoe will NOT send an email stating the RMA has been received. Visit the Avalon and Tahoe ATDEALER invoices/credit memos frequently to stay up to date. Please allow up to 45 days for receipt of RMA.

**4.1.1** Open the Avalon and Tahoe ATDEALER and click the paper icon that shows "Invoices" when mouse hovers over, and navigate through the invoices to locate CREDITS.

# General Notes Page

# General Notes Page