Presentation Overview

- Verification Background
- ARB Use of Warranty Reports
- Warranty Reporting Amendments
  - Manufacturer warranty report
  - Installer warranty report
- Summary and Next steps
Verification Background
Diesel Retrofit Verification Program

- Verification Procedure originally adopted May 2002
- Used to verify retrofits for in-use diesel engines
- Verification ensures
  - Technical review
  - Level of emissions reductions
  - Durability and performance
  - Warranty protections
  - In-use performance
Overview of Verified Systems

- Over 60 systems are currently verified for diverse applications:
  
  - Some verified for both on-road and off-road use
  
  - On-road: > 21
  
  - Off-road: > 16
  
  - Stationary: 12
  
  - Miscellaneous: 12
    
      - Includes TRU’s, APU’s, Marine, RTG

*as of Sept 11, 2013*
Retrofits Work

- Over 50,000 systems deployed in CA
  - Successful retrofit programs exist in parts of US and several European countries

- Retrofits are successful provided:
  - Proper vehicle pre-installation assessment is conducted
  - All parties involved are properly trained, including installers and end-users
  - Routine vehicle, engine, and DECS maintenance is performed and warning lights are responded to appropriately
Failure to Follow Retrofit Procedure and Common Sense Practices

- Leads to retrofit problems
- Retrofit problems lead to dissatisfied customers

We all want satisfied customers
Additional Ramifications

- Lack of consumer confidence in products
  - Selection of non-retrofit program compliance options (e.g., replace vehicles)
- Additional warranty costs to installer and DECS manufacturer
- Fleet vehicle down time, loss of end-user income
- ARB investigations
- Potential enforcement action
ARB Use of Warranty Reports
What Does ARB Do With the Warranty Reports?

- Track DECS manufacturers and installers to ensure no excessive warranty claims.
- Alert DECS manufacturers if certain authorized installers appear to have high installation claim rates.
- Initiate discussions with DECS manufacturers if a component’s failure rate exceeds 4% threshold and deploy appropriate remedial action.
Warranty Reporting Amendments
Overview of Warranty Reporting Requirements

- Process improved to account for all warranty repairs submitted
  - Added definition of “Valid Warranty Claim”
    - Excludes good faith repairs

- Manufacturer warranty report
  - Report all claims (Honored Warranty Claims, Valid, Denied)
  - Provide current list of authorized installers
  - Submit in electronic format no later than April 1, 2014

- Installation warranty report
  - Report all claims (Honored Warranty Claims, Valid, Denied)
  - Submit directly to ARB no later than March 1, 2014
Warranty Reports

www.arb.ca.gov/diesel/verdev/verdev.htm

- Manufacturer Warranty Report (Excel Spreadsheet)
- Installer Warranty Report (Excel Spreadsheet)
- Data Definition Files
  - Explanation of data to be entered

Please note that the Templates are in Microsoft Excel format for ease of use, but ARB will also accept Access database format so as long as report is compatible.
Authorized Installer Warranty Report

- Company Information (or Authorized Installer Information)
- Product Information
- Installation Warranty Claim Information
- DECS Authorized to Install
**Annual Installation Warranty Report to the**

**to the Air Resources Board (ARB)**

**For Verified Diesel Emission Control Technologies**

*CONFIDENTIAL*

All authorized installers of Diesel Emission Control Strategies are required to submit an annual installation warranty report by March 1 of each calendar year. The installation warranty report must include all installation warranty claims, even those that did not result in warranty service for each verified strategy with a unique diesel emission control strategy family name for which they are authorized.

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A: Company Information (company or authorized installer information)

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Authorized Installer Warranty Report
Company Information (Tab 1)

- Company Information Data
  - Date
  - Reporting Year
  - Company Name
  - Street Address
  - City
  - State
  - ZIP Code
  - Country
  - Contact Name
  - Telephone
  - Fax
  - E-mail
Authorized Installer Warranty Report
Product Information Summary (Tab 2)
Product Information Data

- Name of Authorized Installer
- Control Strategy Family Name
- Executive Order/Series/Conditional Verification/Reference Number
- Annual Installations (January 1 – December 31)
- Total Cumulative Installations
- Comments
Authorized Installer Warranty Report
Installation Warranty Claims (Tab 3)
Authorized Installer Warranty Report
Installation Warranty Claims (Tab 3)

Installer Warranty Claim Information Data

- Date of Claim
- Work Order Number
- Party Submitting the Claim
- Contact Information of Party Submitting the Claim
- Control Strategy Family Name
- DECS Serial Number
- Engine Family
- Date of Installation
- Install Mileage or Hours
- Claim Mileage or Engine Hours
Installer Warranty Claim Information Data (cont.)

- Installation Location
- PIC Reference No. (Pre-installation Compatibility reference #)
- Description of Claim
- Component Replaced or repaired (include part number)
- Date of Resolution
- Claim Status
Authorized Installer Warranty Report

Installation Warranty Claims (Tab 3)

- Installer Warranty Claim Information Data (cont.)
  - Reason for Denial
  - Reason for Failure
  - Comments
Authorized Installer Warranty Report
DECS Authorized To Install (Tab 4)
Authorized Installer Warranty Report

DECS Authorized to Install (Tab 4)

- Authorized to Install Data
  - DECS Family Name Authorized to Install
Summary
Recap

- Verification is a robust process
  - Many verified technologies

- Proper device deployment and support ensures overall retrofit success

- Clarifications and modifications to the warranty reporting requirements will support overall success

- Installers must provide information to both ARB and DECS manufacturers
We All Win When Retrofits Work

Due diligence

Successful retrofits

Low warranty claims

End-user confidence

Clean air!

More retrofit sales
Next Steps
Feedback

- Warranty Report Template Feedback
  - Due February 10, 2014
  - Eniko Szarnyasi
    (626) 350-6415
    eszarnya@arb.ca.gov

- Mail-Out to be Issued

- Thank you!