

Implementation of Warranty Requirements DECS Installers and Manufacturers



January 29, 2014



California Environmental Protection Agency

Air Resources Board

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

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

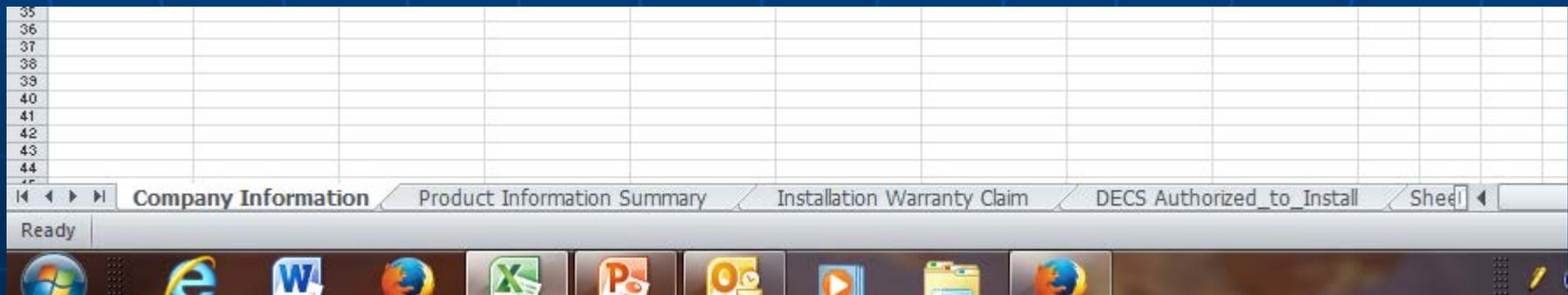
www.arb.ca.gov/diesel/verdev/verdev.htm

- 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



Authorized Installer Warranty Report Company Information (Tab 1)

C19

Annual Installation Warranty Report to the
to the Air Resources Board (ARB)
For Verified Diesel Emission Control Technologies

Reporting Year _____

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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.

A: Company Information (company or authorized installer information)

19	Date	
20	Reporting Year	
21	Company Name	
22	Street Address	
23	City	
24	State	
25	ZIP Code	
26	Country	
27	Contact Name	
28	Telephone	
29	Fax	
30	E-mail	

14 Company Information Product Information Summary Installation Warranty Claim DECS Authorized_to_Install Sheet1

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)

The screenshot displays an Excel spreadsheet titled "Product Information Summary" on the "Tab 2" tab. The spreadsheet has a header row (row 1) with the following columns: A, B, C, D, E, F, G, H, I, J, K, L, M, N, O. The header row is shaded yellow and contains the following text: "Name of Authorized Installer" (A), "Control Strategy Family Name" (B), "Executive Order" (C), "Annual Installations (Jan 1 - Dec 31)" (D), "Total Cumulative Installations" (E), and "Comments" (F). The rest of the spreadsheet (rows 2-60) is empty. The status bar at the bottom shows "Ready" and "Product Information Summary" is the active tab.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Name of Authorized Installer	Control Strategy Family Name	Executive Order	Annual Installations (Jan 1 - Dec 31)	Total Cumulative Installations	Comments									
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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)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH		
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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**

Authorized Installer Warranty Report Installation Warranty Claims (Tab 3)

■ Installer Warranty Claim Information Data (cont.)

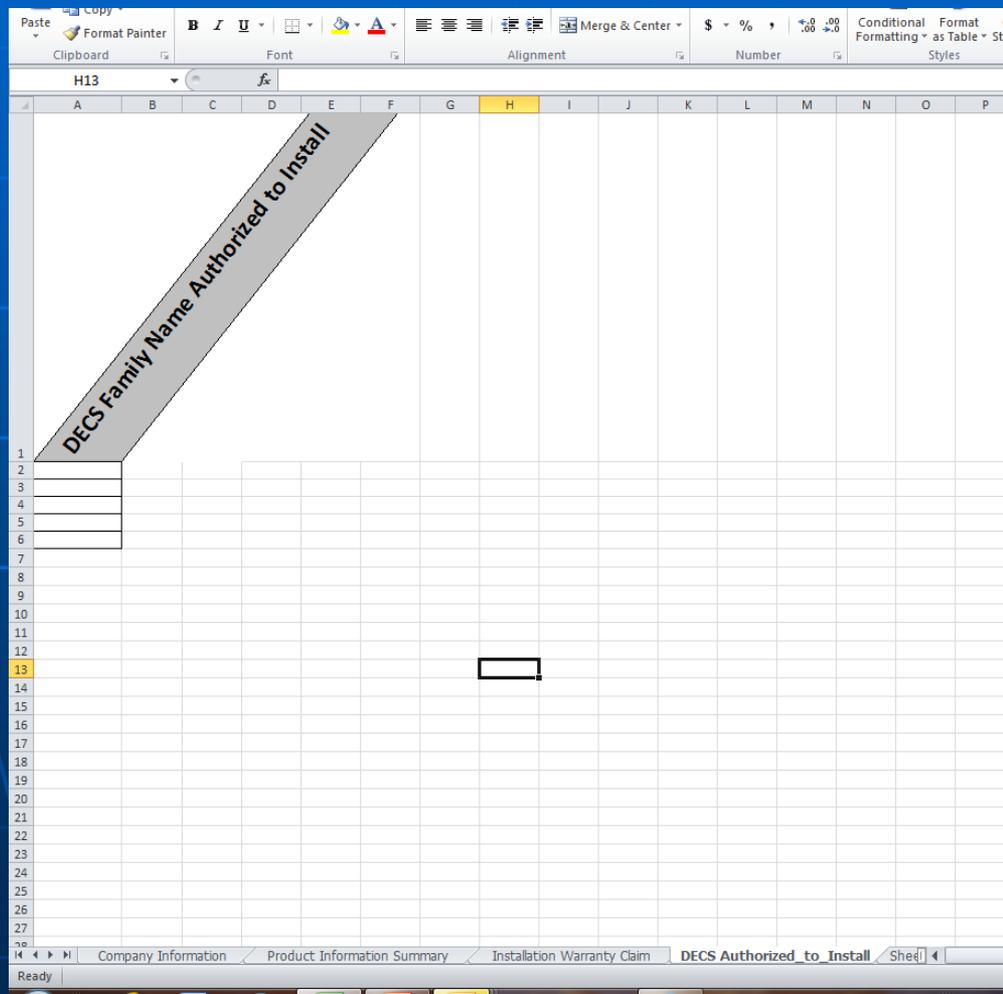
- Installation Location
- PIC Reference No. (Pre-installation Compatibility reference #)
- Description of Claim
- Component Replaced or repaired (include part number)
- Date of Resolution
- Claim Status

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)

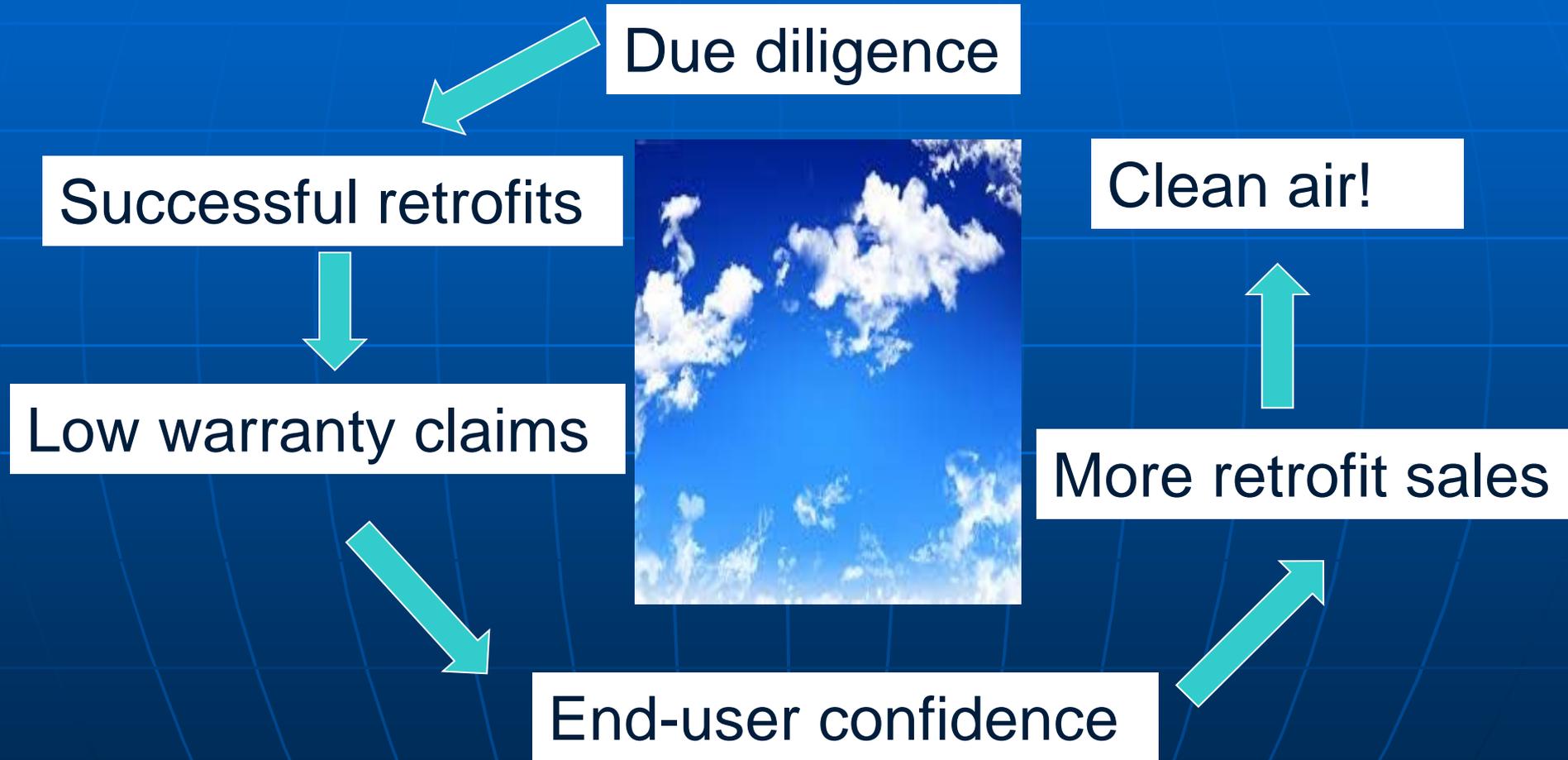
- Authorized to Install Data
 - DECS Family Name Authorized to Install

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



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!