

Trucks & buses warranty factsheet

From inefficient warranty protocols to
optimized warranty workflows





Warranty challenges faced by trucks & buses businesses



Complex
warranty terms



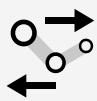
Timely claims
processing



Parts
availability



Warranty
fraud



Parts inventory
discrepancies



Supplier
coordination



Regulatory
compliance



Seamless warranty operations from beginning to end with A365

A365 simplifies all levels of your warranty management activities. It designs and delivers prime customer experience, stronger supplier ties, a swifter turnaround time, and a reduction in expenses that supports after-sales service.

A365 unlocks value for customer, dealerships, service centers, and OEMs by facilitating and streamlining warranty intelligence, fraudulent warranty claims, counterfeit parts, unjustified claims management, parts inventory, and supplier recovery.

01

Drive effortless warranty registration for customers and partners

02

Enhance real-time warranty validation for precise coverage

03

Streamline efficient claims processing for swift resolution

04

Amplify management of extended warranty offerings and renewals

A365 trucks & buses warranty features



Warranty tracking



Automated warranty validation



Claim management



Parts inventory integration



End-to-end claim management



Automated claim processing



Supplier collaboration



Document management



Analytics & reporting



Fraud prevention

A365 trucks & buses warranty functionality coverage



Warranty/recall

Recall campaigns

Manage a diverse range of recall campaigns for various vehicle products, ensuring safety and compliance within a unified system.

Service campaigns

Streamline service campaigns, optimizing the process from planning to execution, using comprehensive service management tools.

Standard warranty

Provide a comprehensive standard warranty that covers a wide array of vehicle models and configurations.

Recall letters

Efficiently create, customize, and manage recall letters, maintaining accuracy and professionalism throughout the communication process.

Extended warranty

Offer extended warranty options that cater to diverse customer preferences and vehicle types.

Inbound & outbound

Manage both inbound and outbound vehicle flows seamlessly, optimizing efficiency within a unified system.

Warranty validation

Ensure accurate and efficient warranty validation across a variety of vehicle options, safeguarding customer interests.

Goodwill warranty

Implement goodwill warranty provisions to address vehicle issues beyond standard warranty terms, enhancing customer satisfaction.

Automatic charges

Implement automated charge processes tailored to different vehicle models and configurations, enhancing billing accuracy.

Preliminary invoicing

Generate preliminary invoices with precision, catering to diverse vehicle sales scenarios and customer requirements.

Pre-work approval

Streamline pre-work approval procedures for vehicle servicing, maintaining consistency and efficiency across different models and configurations.

