



WARRANTY COVERED REPAIRS – CLAIM PROCEDURE

The « **Lion Warranty** » chart shall be your main validation tool for:

- Preauthorization requirements;
- Pictures requirements;
- Parts return requirements;
- Parts and components warranty coverage time-period.

PREAUTHORIZATION REQUEST PROCEDURE

1. If required, the preauthorization needs to be obtain **PRIOR** to the repair of your vehicle; whether it will be done at your own facility or in a service center. A Lion's customer service representative will indicate you the procedure to follow in order to ensure the repair will be completed according to the manufacturer's standards and requirements.

Please contact Lion's technical service to obtain your authorization number:

- (514) 347-8866 mobile
 - (855) 546-6706 X 229
 - (450) 432-5466 X 229
 - service@thelionelectric.com
2. Please note that you **MUST** have on hand, the last 8 digits of vehicle identification number (VIN) and the mileage of concerned vehicle. All relevant information that led to diagnosis will be required, such as:
 - Pictures of defective parts or obvious/visible issue;
 - Fault codes;

- All information specific to a component;
- Test (voltage and/or resistance reading) and results that led to reach the final diagnosis

Please refer to the « **Lion Warranty** » chart to validate Lion's requirements and defective parts disposal.

3. **Note that if recommended procedure and / or the defective part's layout mentioned above are not followed, the reimbursement will not be warranty covered.**
4. Lion's customer service representative will confirm labour allowed to complete the repair of your vehicle as well as the labour rate according to your Lion Bus sales contract agreement.

CLAIM PROCEDURE

- A. Duly fill out the « **Warranty claim** » form in order to receive the reimbursement for labour costs and/or replacement parts.
- B. Please note that you will have to indicate the last 8 digits of your vehicle identification number (VIN) and the mileage in the appropriate fields of the form.

A **detailed** description of the initial problem, diagnostic steps followed and all relevant information that led to final diagnosis conclusion are required.

- C. Be sure to indicate the Lion parts purchase invoice number in the appropriate field and include a copy with your final claim request.
 - *If defective parts return is required, the part return form have to be filled and must absolutely be included to your shipment.*
 - *If the claim issue does not require any defective part return, please submit your claim to: service@thelionelectric.com*
- D. Warranty claims and supporting documentation must be submitted within **15 days maximum** from the repair date, as well as the defective parts return completed.

- E. The claim process review begins once claim form, pictures or any supporting documentation and defective parts if required, are received by the service department. **Beyond this period, Lion reserves the right to reject submitted claims request.**
- F. The customer is entirely responsible for the defective parts return in time-period allowed as well as any shipping fee involved.
- G. A detailed monthly report and a credit memo will be issued and applied to your customer account at the end of each month.

For any part(s) order:

Parts department

450 432.5466 x 401

parts@thelionelectric.com

For any claim request or questions in regards of warranty coverage:

Département de service

514 347-8866 X 229

service@thelionelectric.com