



## **Instructions for the New Vacall Machine Receipt Report and Warranty Registration Process**

As part of an ongoing effort to better support the Dealer Network and our valued Customers, Vacall is proud to announce a new process for new machine receipt and warranty registration.

Simply go to [www.myvacall.com](http://www.myvacall.com) and enter the machine serial number or PWO.

A machine specific page will open with a link to the new MRR Form (PDI) and the Machine Warranty Registration Form. Once registered this page will display the date for when these forms were completed and display the end of warranty.

The MRR Form must be completed within 10 days of machine receipt and is meant to document any machine issues as delivered to you such as shipping issues, missing options, incorrect attachments and/or general fit and finish.

The Warranty Registration Form will register the machine to Vacall and is linked to key vendors so that it will not be necessary to register additional components moving forward – for example, all Freightliner Chassis' will be registered to the Vendor through this form. **Note: For machines not equipped with a Vacall-supplied Freightliner, Western Star or International chassis, it is the responsibility of the purchaser to register the chassis for warranty with the manufacturer.**

These forms are easier to use, eliminate a lot of additional paperwork and provide a convenient access point for verifying registration and warranty expiration data.

To help you, we've also included in this document forms that you can print out now to use as you perform your inspection and enter the data into the system.

These forms are also readily available on [myvacall.com](http://myvacall.com) when you enter your serial number/PWO.

If you have any questions regarding this new process do not hesitate to contact us at 1-800-382-8302 and select 4 for warranty.

# Machine Receipt Report

*This form is provided to assist in gathering required information for the online submission of the Machine Receipt Report. The Machine Receipt Report must be submitted, online, at [www.myvacall.com](http://www.myvacall.com)*

• Indicates Required Field

## Machine Information

Model: \_\_\_\_\_

Serial No: \_\_\_\_\_

• Machine Receipt Date: \_\_\_\_\_

• Main Hour Meter: \_\_\_\_\_

• Odometer: \_\_\_\_\_

VIN: \_\_\_\_\_

## Dealer Information

• Dealer: \_\_\_\_\_

• Address: \_\_\_\_\_

• City: \_\_\_\_\_ • State: \_\_\_\_\_ • Zip: \_\_\_\_\_

• Contact Name: \_\_\_\_\_ • Contact Phone: \_\_\_\_\_

• Contact E-Mail: \_\_\_\_\_

## Customer Information

Customer: \_\_\_\_\_

Address: \_\_\_\_\_

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

## Delivery Inspection Checklist

- ☐ The machine is built correctly to Sales Order
- ☐ All fluid levels are correct
- ☐ All functions and accessories work as designed
- ☐ Operator's Manual is with the machine
- ☐ The paint and appearance is acceptable
- ☐ No air or fluid leaks
- ☐ Lights, horns, gauges & switches function

## Delivery Inspection Issues

Please enter below any issues found while doing the inspection:

Form Submitted By:

# Warranty Registration (page 1 of 2)

*This form is provided to assist in gathering required information for the online submission of Warranty Registration. The Warranty Registration must be submitted, online, at [www.myvacall.com](http://www.myvacall.com)*

• Indicates Required Field

## Machine Information

Model: \_\_\_\_\_

Serial No: \_\_\_\_\_

• Sale Type (select one):

VIN: \_\_\_\_\_

☐ Rent/Lease Six Months or Less

☐ Rent/Lease More Than Six Months

☐ Retail Sale

• In-Service Date: \_\_\_\_\_

• Main Hour Meter: \_\_\_\_\_

• Odometer: \_\_\_\_\_

☐ Extended Warranty Purchased

## Dealer Information

• Dealer: \_\_\_\_\_

• Address: \_\_\_\_\_

• City: \_\_\_\_\_ • State: \_\_\_\_\_ • Zip: \_\_\_\_\_

• Contact Name: \_\_\_\_\_ • Contact Title: \_\_\_\_\_

• Contact E-Mail: \_\_\_\_\_ • Contact Phone: \_\_\_\_\_

Dealer Comments:

# Warranty Registration (page 2 of 2)

•Indicates Required Field

## Customer Information

•Customer Type (select one):

- |  |   |
|--|---|
| <input type="checkbox"/> Private                       | <input type="checkbox"/> Municipal Government |
| <input type="checkbox"/> National Government           | <input type="checkbox"/> Spec. Auth.          |
| <input type="checkbox"/> State/Province Government     | <input type="checkbox"/> Military             |
| <input type="checkbox"/> County or Township Government | <input type="checkbox"/> Dealer / OEM         |

•Customer: \_\_\_\_\_

•Address: \_\_\_\_\_

•City: \_\_\_\_\_ •State: \_\_\_\_\_ •Zip: \_\_\_\_\_

•Contact Name: \_\_\_\_\_ •Contact Title: \_\_\_\_\_

•Contact E-Mail: \_\_\_\_\_ •Contact Phone \_\_\_\_\_

## Chassis Information

•This Vehicle Will Be Used For (select one):

- ☐ Construction
- ☐ Farm
- ☐ Mining
- ☐ Oil Field
- ☐ Road/Rail Service
- ☐ Utility / Repair Maintenance
- ☐ Airport

Form Submitted By: