



## Service Request Form

Please complete this form completely and submit it to one of the locations below. This form should be filled out for requests that are not warranty related. See back of form.

### TTSPEC - Dutton

3286 Hanna Lake Ind. Park Dr.

Dutton, Mi 49316

[duttonservice@ttspec.com](mailto:duttonservice@ttspec.com)

### TTSPEC - Howell

900 Grand Oaks Drive

Howell Mi 48843

[howellservice@ttspec.com](mailto:howellservice@ttspec.com)

<b>Municipality</b>	<b>Location/region</b>	<b>Date &amp; Time</b>
<b>Person submitting request</b>	<b>Contact person</b>	<b>Phone Number</b>
<b>Make &amp; Model of Make/Model</b>	<b>Serial Number</b>	<b>In-service Date</b>
<b>Part #</b>	<b>Date of Purchase</b>	<b>Invoice #</b>

**Payment type (Check one):** Credit Card: \_\_\_\_\_ Purchase order: \_\_\_\_\_

**Issue:**

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Has anyone attempted to repair this prior to submitting this form? If so, what was done.

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**Service requests will be invoiced at \$50.00. If the service request is later determined to be a warranty issue the service fee will be waived.**

**Signature:** \_\_\_\_\_

## **Service Request Information:**

The following information will be needed for a service request:

1. Copy of original Truck & Trailer invoice, or invoice number on which the equipment was purchased.
2. Make, Model, Vin./Serial number of Vehicle.
3. Part, part number and description of the equipment involved.
4. A complete description of the issue including digital photos, videos, if possible.
5. A complete description of what has been done to the equipment to remedy the problem before contacting Truck & Trailer.

## **Phone Contacts:**

**Dutton - 616-698-8215**

**Howell - 517-552-3855**

## **Service Procedure:**

1. Once all the required information is submitted on this form a technician from Truck & Trailer will contact the person listed on the form at the phone number submitted.
2. 3 attempts will be made to contact the person at the municipality listed on this form.
3. If after 3 attempts no one answers or returns the call Truck & Trailer will assume that the situation has been resolved.
4. Once this service request is submitted, and it is confirmed that the issue is not a warranty related issue, it will be agreed that a \$50.00 service fee will apply.
5. If the issue can be easily resolved over the phone (10 minutes or less), no fees will be applied.
6. If a customer fails to supply all required information, or supplies incorrect information, on this form the customer will be responsible for delayed repair times, or longer repair times.

**Vehicle Pickup and Drop off:** If it is confirmed that service request is not warranty there will be additional fees to pick up and drop off vehicles or equipment if it needs to come to one of our locations.

**Service Calls:** If it is necessary for Truck & Trailer to travel to a location to perform repairs that are not warranty related there will be a travel fee, and the normal hourly rate once on site.

**Phone repairs:** If a customer has an issue that is not warranty related to how a piece of equipment functions, how to repair a piece of equipment, or other service-related issues. You may call the numbers on this service sheet and every attempt will be made to remedy the situation as quickly as possible. Prior to calling all the information that is required on the front of this sheet should be readily available.

**Warranty:** If a customer suspects that an issue with a piece of equipment is warranty related. The Truck & Trailer Warranty form should be filled out completely with all the supporting documents and pictures/videos. In warranty cases fees for labor, travel, and parts will be waived. In some situations where it is unclear whether it is a warranty issue or not, the customer may be invoiced for the repair until the defective parts can be inspected by the manufacturer. This can sometimes take 30-45 days.

**Payment for service:** Credit card or a purchase order would be required.