



FONTAINE FIFTH WHEEL

7574 Commerce Circle
Trussville, Alabama 35173
T: 800.874.9780
F: 205.655.9982

Claim Procedure

To better serve our customers, Fontaine® Fifth Wheel (Fontaine) has developed the following procedure for filing claims. Please use this procedure when filing a claim. All claims must contain the following information to be considered:

1. The following information should be noted before contacting Fontaine.
 - a. Fifth wheel model number.
 - b. Fifth wheel serial number (see <http://www.fifthwheel.com/pdfs/technicalbulletins/TB-049.pdf>).
 - c. Truck VIN number and in service date.
 - d. Details of the issue.
 - e. Optional: A picture will allow technical service personnel to address your issue quickly.
2. Call 800.874.9780 and ask for the technical service department. In the event of an after-hours breakdown, troubleshooting information at www.fifthwheel.com may be used.
3. If labor reimbursement is approved, it will be reimbursed per the SRT guide (found on page 2).
4. Parts will be reimbursed at the lesser of the customer's acquisition price or Fontaine's suggested retail price. At Fontaine's discretion, some products may be exchanged with replacement products.
5. Once the product has been repaired or replaced, the customer will need to fax the form (located on page 3) to 205.655.9981.
6. Reimbursement will be processed once steps 1-5 are completed.
7. No claim will be paid that is submitted after 45 days of the repair.

See SRT Guide on page 2

Fontaine Standard Repair Time (SRT) Guide

Repair	Hours*
1. Remove and reinstall top plate	1.00
2. Remove and rebuild fifth wheel top plate	1.50
3. Remove and rebuild 5092 top plate	2.00
4. Remove and replace AA cylinder	0.50
5. Remove and replace AWS or LWO air cylinder	0.75
6. Remove and replace AWB or ATB air cylinder	0.50
7. Remove and replace AWB, ATB, AWS, and LWO slide lock	1.50
8. Remove and replace mounting plate	1.50
9. Remove and replace frame mount	1.50
10. Remove and replace slide rail	3.50
11. Remove and replace the slide bracket	2.50
12. Remove and replace angle mount**	2.50

Steam cleaning, lubrication, and the wedge stop rod adjustment are **NOT COVERED UNDER WARRANTY**.

* Times **DO NOT** build on each other.

** Angles that are not supplied by Fontaine are not covered under this warranty.

Claim Form

Instructions:

- **A complete form is required for every truck repaired.**
- **Completed form(s) must be faxed with all back up material (invoices, etc.) to 205.655.9981.**
- **If you have any question please contact technical support at 800.874.9780.**

Date of Work:	
Customer (Fleet):	
Facility Performing the Work:	
Key Contact:	
Phone Number:	
Labor Rate:	
Requested Repair Hours:	
Fifth Wheel Model Number:	
Fifth Wheel Serial Number:	
Truck/ Unit Number:	
In Service Date:	
Truck OEM:	
Truck VIN Number:	
Mileage:	
Description of the Repair:	