



# INFORMATION BULLETIN

## No.010

**TO** : All CCS Lightning Dealers

**DATE** : January 30, 2009

**SUBJECT** : **NEW CCS WARRANTY / PRODUCT SUPPORT STAFF STRUCTURE**

### **Product Support & Warranty**

Effective February 5, 2009 Greg Burgess will be responsible for handling CCS product Support & Warranty Claim approvals.

1-888-733-3858 Greg Burgess (extension 8812) email: [gburgess@toromont.com](mailto:gburgess@toromont.com)

Greg will provide technical support to the dealer and approve dealer warranty claims working with Melody Green

### **Warranty Administrator**

Continuing her role as Warranty Administrator Melody Green will be responsible for tracking the warranty claim status, issuing dealer's tracking numbers, and requests for information needed to complete warranty files for Greg's approval.

1-888-733-3858 Melody Green (extension 8816) email: [mgreen@toromont.com](mailto:mgreen@toromont.com)

### **Product Support & Warranty Supervisor**

Scott Oldham will continue his role as Product Support Supervisor for CCS Lightning over seeing Greg & Melody however will no longer be involved in the day-to-day activities of this Product.

1-613-733-3855 Scott Oldham email: [soldham@toromont.com](mailto:soldham@toromont.com)

### **After hours (Emergency) Product Support**

For CCS Lightning Dealer after hours **emergency** Technical Support please call 1-888-733-3858 and ask for "Truck APU" and support staff will contact you with in one hour.