



# INTERSTATE-McBEE



## How to Submit a Warranty

This guide will help you navigate our website and submit a warranty claim through the Warranty Portal.

### Accessing the Warranty Portal

#### 1. Sign In

Log in to our online ordering website [here](#).

If you're unable to log in, please contact [z\\_onlineordering@interstate-mcbee.com](mailto:z_onlineordering@interstate-mcbee.com) for assistance.

#### 2. Navigate to Warranty/Returns

After logging in, you'll land on your dashboard. To access the Warranty Portal:

- Use the **left sidebar** and click on **“Warranty/Returns”**

**OR**

Hover over your name in the **top-right corner**, then select **“Warranty/Returns”** from the drop-down menu.

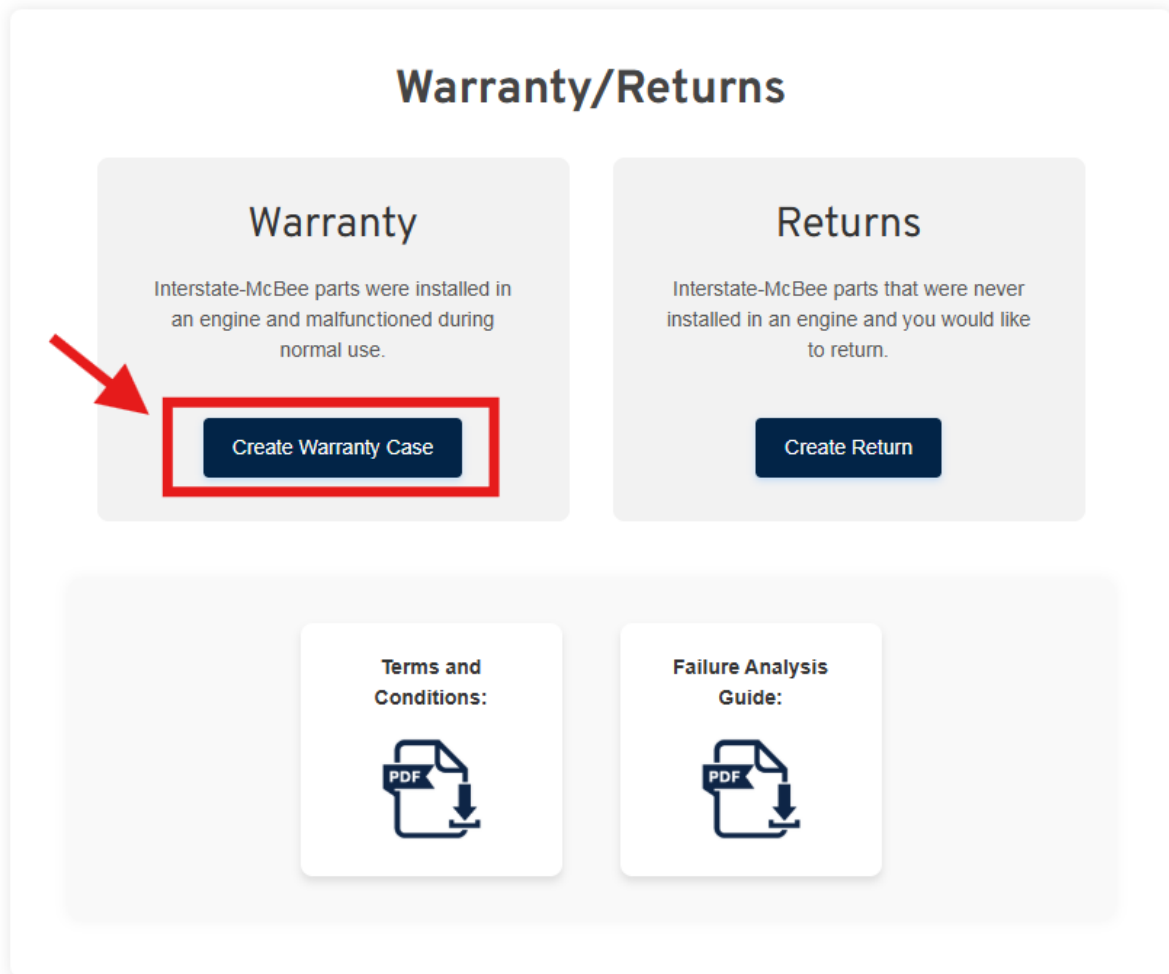
(See screenshot below for reference)

The screenshot displays the Interstate-McBee website dashboard. In the top-right corner, a user profile dropdown menu is open, showing options like Dashboard, Billing Address, My Profile, Saved Carts, Announcements, Product List, Invoice Payment, Schedule Payment, Invoice History, Payment History, Order History, Return History, Quote History, **Warranty/Returns** (highlighted with a red box and arrow), Warranty Cases History, Return Cases History, Cross Reference Products, Quick Order Pad, and Sign Out. On the left sidebar, under the 'Warranty & Service' section, the 'Warranty/Returns' option is also highlighted with a red box and arrow. The main dashboard area shows sections for 'New Announcements (0)', 'Shopping Cart (0)', 'Recent Orders View All', 'Invoice History View All', 'Open Invoices', 'Ship To's (6) View All', 'Payments (0) View All', and 'Contacts (61) View All'.

### 3. Start a New Case

On the **Warranty/Returns** page, click the “**Create Warranty Case**” button.

*(See screenshot below for reference)*



### 4. Complete the Warranty Case Form

You'll be taken to the warranty case creation form. Follow the steps on each page to enter the required information.

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## Creating a Warranty Case

### Section 1: Customer Details

- Required:
  - Original Reference / PO Number

- Instructions for our team on how to proceed **if the claim is approved or denied**
- Optional:
  - Phone number (if you prefer to be contacted by phone)

**Note:**

If you select “**Return using provided acct #**” in the “*If Claim is Denied*” dropdown, be sure to include:

- Your **Shipping Carrier**
- Your **Carrier Account Number**

(See screenshot below for reference)

### Warranty Case Creation

Customer Details

1 Customer Details

2 Engine Information

3 Failure Details

4 Add Parts to Warranty Claim

5 Supporting Documents

Sold To #

117393

Name

\*\*\*IMCB test\*\*\*

Contact Phone Number

If Claim is Approved

Select Action

Email ID

bcaroll@interstate-mcbee.com

Reference/PO#

If Claim is Denied

Select Action

Next

### Section 2: Engine Information

- Required:
  - Engine Model and/or Serial Number
- Optional:
  - Model Year
  - CPL / Arrangement Number
  - VIN

(See screenshot below for reference)

## Warranty Case Creation

### Engine Information

1

2

3

4

5

Customer Details

Engine Information

Failure Details

Add Parts to Warranty Claim

Supporting Documents

Year

Select Year

Engine Model/S.N

CPL - Arrangement NO

VIN

Back

Next

### Section 3: Failure Details

- Required:
  - “Date In Service” and “Date of Failure”  
(If the engine was never in service, enter the same date for both fields)
  - Failure Description  
(Need help? Use our [Failure Analysis Guide](#))
- Optional:
  - Suspected Cause
  - Actions Taken to Diagnose or Resolve the Issue

(See screenshot below for reference)

## Warranty Case Creation

### Failure Details

1 Customer Details

2 Engine Information

3 Failure Details

4 Add Parts to Warranty Claim

5 Supporting Documents

Date In Service

✕

📅

Suspected Cause

Date Of Failure

✕

📅

Failure Description

✕

Action Taken

Back

Next

## Section 4: Add Parts to Warranty Claim

- Required:
  - Click **“Add Parts to Warranty Claim”**
    - A pop-up will appear. Use the available fields to search for your parts.
    - Once results populate, select the correct order, input the quantity, and click **“Select”** to add the parts to your claim.

*(See screenshots below for reference)*

## Warranty Case Creation

### Add Parts to Warranty Claim

1 Customer Details

2 Engine Information

3 Failure Details

4 Add Parts to Warranty Claim

5 Supporting Documents

### Add Parts from Past Order (Mandatory)

All warranty claims must include Interstate-McBee parts selected directly from your past orders. The 'Add Parts to Warranty Claim' button will open a new window where you can locate and add these items.

Add Parts to Warranty Claim

→

Labor Cost

### Add Additional Parts(Optional)

If you are claiming additional parts in your claim that were not ordered from Interstate-McBee, add them to your case using the fields below. (for any part purchased from Interstate-McBee, you must use the 'Add Parts from Past Orders' section above)

Part Number	Quantity	Description	Cost	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<div>Add</div>
Part Number	Quantity	Description	Cost	

Back

Next

- Optional:

- Add labor costs
- Add non-Interstate-McBee parts (if applicable)

**Search Parts**

1. Locate Parts

Use any combination of the search fields below to browse your previous orders and locate the parts to be included in your case.

Order Number

Customer PO #

Submission Date From

Submission Date Thru

Item #

Invoice Number

**Search**

2. Add Parts to Case

Select the parts you'd like to add to your case with the checkboxes below. Specify the quantity you'd like to add in the box, then click 'Add to Case'

	Quantity	Order Number	Order Date	Part Number	Description	Order Quantity	Price
<input type="checkbox"/> >	<input type="text" value="0"/>	1915277	03/07/2025	M-3054608	Coil - 12V - 1 Terminal	10	149.50
<input type="checkbox"/> >	<input type="text" value="0"/>	1900465	01/10/2025	M-3054608	Coil - 12V - 1 Terminal	15	224.25
<input type="checkbox"/> >	<input type="text" value="0"/>	1882296	10/21/2024	M-3054608	Coil - 12V - 1 Terminal	10	149.50

**Select** **Cancel**

### Tip:

Start with **just one search** field for best results. If needed, add more search criteria to refine your results.

## Section 5: Supporting Documents

- Optional:  
Upload any relevant documents, such as:
  - ECM Reports
  - Installation Invoices
  - Repair Invoices
  - Images

(See screenshot below for reference)

## Warranty Case Creation

### Supporting Documents



#### Related Files

ECM Report:

Select from your computer

Installation Invoice:

Select from your computer

Repair Invoice(s):

Select from your computer

Pictures:

Select from your computer

Additional Documents:

Select from your computer

All work orders, repair orders, and supporting documents associated with a warranty claim must be either included with returned parts or uploaded with this claim.

Please upload any relevant images/documents(max 20MB)

Accepted file types: .doc, .docx, .xls, .xlsx, .pdf, .jpg, .bmp, .tif, .png, .txt, .rtf

Back

Save

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## Submitting Your Case

Once all sections are completed:

- Click “**Save**” to submit your claim.
- You’ll receive a **case number** upon submission.
- Please allow **1–2 business days** for RMA paperwork to be processed and sent to your email.

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If you run into any issues or have any questions, contact [z\\_onlineordering@interstate-mcbee.com](mailto:z_onlineordering@interstate-mcbee.com) for support.