



**INTERSTATE-McBEE**



# ONLINE ORDERING

## Warranty Portal

How-To Guide



AUGUST 2025



# 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**

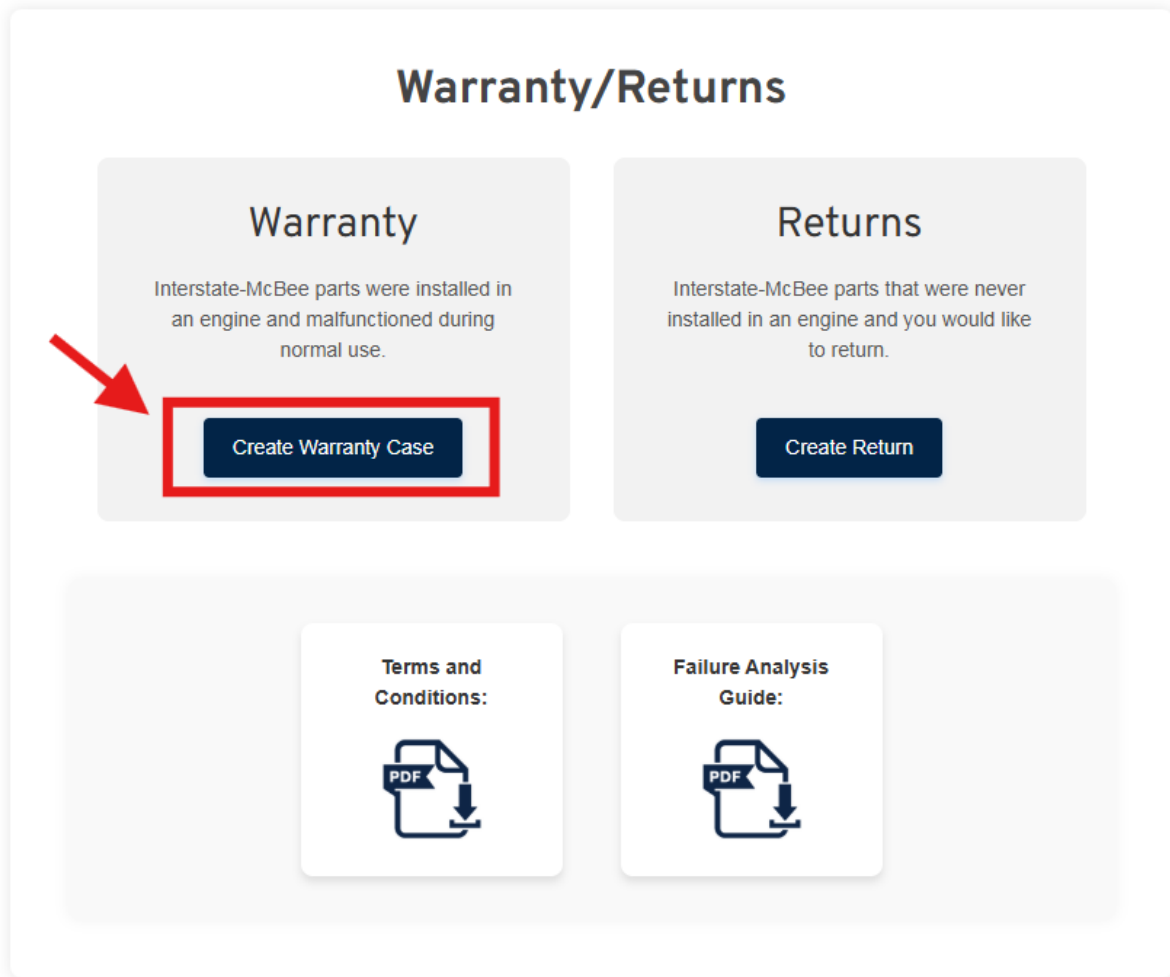
Hover over your name in the **top-right corner**, then select **"Warranty/Returns"** from the drop-down menu.

(See screenshot below for reference)

The screenshot displays the Interstate-McBee website dashboard. In the top-right corner, a dropdown menu is open, showing various account options. The "Warranty/Returns" option is highlighted with a red box and a red arrow pointing to it. In the left sidebar, under the "Warranty & Service" section, the "Warranty/Returns" option is also highlighted with a red box and a red arrow pointing to it. The dashboard includes sections for "My Account", "New Announcements", "Shopping Cart", "Invoice History", "Recent Orders", "Open Invoices", "Ship To's", "Payments", and "Contacts".

### 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 #**

**Email ID**

**Name**

**Reference/PO#**

**Contact Phone Number**

**If Claim is Approved**

**If Claim is Denied**

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

Customer Details

2

Engine Information

3

Failure Details

4

Add Parts to Warranty Claim

5

Supporting Documents

**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

The screenshot shows a web form titled "Warranty Case Creation" with a sub-header "Failure Details". A progress bar at the top right indicates five steps: 1. Customer Details, 2. Engine Information, 3. Failure Details (current step), 4. Add Parts to Warranty Claim, and 5. Supporting Documents. The form contains several input fields: "Date In Service" and "Date Of Failure" (both with calendar icons and red 'x' error markers), "Suspected Cause" (a text box), "Failure Description" (a text box with a red 'x' error marker), and "Action Taken" (a text box). At the bottom right, there are "Back" and "Next" buttons.

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## 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 on next page for reference)



## Warranty Case Creation

### Add Parts to Warranty Claim



### 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"/>	<input type="button" value="Add"/>

- 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	<input type="text"/>	Customer PO #	<input type="text"/>
Submission Date From	<input type="text"/>	Submission Date Thru	<input type="text"/>
Item #	<input type="text" value="M-3054608"/>	Invoice Number	<input type="text"/>

#### 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

### 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)

The screenshot shows the 'Warranty Case Creation' page on the Interstate-McBee website. The page is titled 'Supporting Documents' and features a progress bar with five steps: 1. Customer Details, 2. Engine Information, 3. Failure Details, 4. Add Parts to Warranty Claim, and 5. Supporting Documents (the current step). Under the 'Related Files' section, there are five upload buttons: 'ECM Report', 'Installation Invoice', 'Repair Invoice(s)', 'Pictures', and 'Additional Documents', each with a 'Select from your computer' button. Below these buttons, a note states: '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'. At the bottom right of the form area are 'Back' and 'Submit' buttons. The footer of the page lists regional sales offices: WORLD HEADQUARTERS, FLORIDA (Sales: 800-660-6228), TEXAS (Sales: 844-836-2841), CALIFORNIA (Sales: 800-522-6163), NEBRASKA (Sales: 844-250-2375), and FUEL SYSTEMS (Interstate Diesel).

## Submitting Your Case

Once all sections are completed:

- Click “**Submit**” 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.

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





**INTERSTATE-McBEE**



## **WORLD HEADQUARTERS**

7440 Oak Leaf Road  
Oakwood Village, OH 44146 U.S.A.  
Tel: 216-881-0015  
Fax: 216-881-0805  
E-mail: [sales@interstate-mcbee.com](mailto:sales@interstate-mcbee.com)

## **CALIFORNIA**

13137 Artic Circle  
Sante Fe Springs, CA 90670 U.S.A.  
Tel: 562-356-5414  
Fax: 562-926-2452

## **TEXAS**

22755 NW Lake Drive, Bldg #3  
Houston, TX 77095 U.S.A.  
Tel: 281-645-7168  
Fax: 281-443-0202

## **FLORIDA**

9955 NW 58th Street  
Doral, FL 33178 U.S.A.  
Tel: 305-863-6650  
Fax: 305-863-6272

## **NEBRASKA**

6200 Arbor Road  
Lincoln, NE 68517 U.S.A.  
Tel: 402-417-1059  
Fax: 402-975-6160

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