



INTERSTATE-McBEE



ONLINE ORDERING

Warranty Portal

How-To Guide



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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 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 user dashboard for Bradyn Carroll. The top navigation bar includes the company logo, a search bar, and links for 'Switch Customer', 'My Account', and 'Saved Carts'. The main dashboard area is divided into several sections: 'My Account' (profile information), 'New Announcements (0)', 'Shopping Cart (0)', 'Recent Orders', 'Invoice History', 'Open Invoices', 'Ship To's (6)', 'Payments (0)', and 'Contacts (61)'. A dropdown menu is open from the user's name in the top right, listing various account management options. The 'Warranty/Returns' option is highlighted with a red box and a red arrow pointing to it. Another red box and arrow point to the 'Warranty/Returns' option in the left sidebar under the 'Warranty & Service' section.

3. Start a New Case

On the **Warranty>Returns** page, click the **“Create Warranty Case”** button.
(See screenshot below for reference)

The screenshot shows the 'Warranty>Returns' page. At the top, there is a yellow banner with a warning icon and the text: 'Core Return Reminder. Please do not submit warranty or return requests for cores. Core returns follow a separate process outlined in our Core Return Guidelines [here](#).' Below this, there are two main sections: 'Warranty' and 'Returns'. The 'Warranty' section includes the text: 'Interstate-McBee parts were installed in an engine and malfunctioned during normal use.' and a blue button labeled 'Create Warranty Case'. Below the button is a link: '[View Warranty Case History](#)'. The 'Returns' section includes the text: 'Interstate-McBee parts that were never installed in an engine and you would like to return.' and a dark blue button labeled 'Create Return'. Below the button is a link: '[View Return Case History](#)'. At the bottom of the page, there is a 'Documentation' section with four items, each with a document icon: 'Warranty How-To Guide', 'Returns How-To Guide', 'Terms and Conditions', and 'Failure Analysis Guide'.

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.

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 #

Name

Contact Phone Number

If Claim is Approved

Email ID

Reference/PO#

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)

The screenshot shows a web form titled "Warranty Case Creation" with a sub-section "Failure Details". A progress bar at the top 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 date pickers), "Suspected Cause" (text area), "Failure Description" (text area with a red border and 'x' icon), and "Action Taken" (text area). At the bottom right, there are "Back" and "Next" buttons.

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.



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

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

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 #
<input type="text"/>	<input type="text"/>
Submission Date From	Submission Date Thru
<input type="text"/>	<input type="text"/>
Item #	Invoice Number
<input type="text" value="M-3054608"/>	<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 'Supporting Documents' section of the Interstate-McBee website. At the top, there is a navigation bar with the Interstate-McBee logo, a search bar, and links for 'Switch Customer', 'My Account', and a shopping cart with a 0.00 balance. Below the navigation bar, there is a 'Shop by Engine' dropdown and a menu with 'Contact Us', 'About Us', 'Quick Order', 'Request Quote', and 'Saved Carts'. The main heading is 'Warranty Case Creation' with a sub-heading 'Supporting Documents'. A progress bar shows five steps: 1. Customer Details, 2. Engine Information, 3. Failure Details, 4. Add Parts to Warranty Claim, and 5. Supporting Documents. The 'Supporting Documents' section includes a 'Related Files' area with five upload buttons: 'ECM Report', 'Installation Invoice', 'Repair Invoice(s)', 'Pictures', and 'Additional Documents', each with a 'Select from your computer' button. Below the buttons, there is a note: '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, .pdf, .jpg, .bmp, .tif, .png, .txt, .rtf'. At the bottom right of the form, there are 'Back' and 'Submit' buttons. The footer contains contact information for World Headquarters, Florida, Texas, California, Nebraska, and Fuel Systems.

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 for support.



INTERSTATE-McBEE



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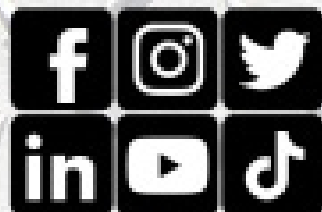
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Industries for Over 75 Years**

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