

VOXX Automotive WARRANTY PROCESS – U.S.

Feb 4, 2021

Dealers should use the following warranty process for all accessory security and remote start components manufactured by Voxx Automotive (formerly Code Alarm/Code Systems). This process should not be used for original factory key fobs that contain the “2X” remote start button or any component associated with FordPass Connect. Key notice for dealers – the process includes the requirement that dealers call Voxx Technical Support (1-800-FORDKEY) for assistance prior to submitting for a part replacement.

Process for warranty replacement:

- a) The Dealer technician should call VOXX AUTOMOTIVE Technical Support (1-800-FORDKEY) when a defective part is suspected. *The dealer technician must provide the VIN.* If the issue cannot be resolved via technical support, the VOXX AUTOMOTIVE technician will approve the VIN for Voxx part replacement
- b) After VIN approval, the dealer will be transferred to the Voxx Warranty Department or the dealer can again call 1-800-FORDKEY and follow prompts for the Warranty Department
- c) VOXX AUTOMOTIVE will use the VIN# to verify that a call has been logged into Tech Service database verifying an approval for part(s) replacement
- d) Dealer must fill out the Claim Form (attached)
 - Please use one form per vehicle – you can submit multiple parts per vehicle
 - DO NOT list the kit/system part number, list individual parts only
 - ALL required fields must be completed or claim will be rejected
 - Please keep the form in Excel format, do not PDF
 - Email to: fordwarranty@voxxintl.com
- e) VOXX AUTOMOTIVE will process an order for an advance exchange and a replacement component will be shipped to the Dealer via UPS ground
- f) If requested service parts are in stock, parts will be shipped UPS Ground within 24 hours of Claim Form receipt
- g) Parts not in stock or obsolete will be replaced with upgraded parts, Voxx Warranty Dept. will contact dealer to inform
- h) VOXX AUTOMOTIVE will return by e-mail the Claim Form with a Claim Number
- i) Dealer will return the defective component, copy of the claim form, and clearly write the assigned Claim Number on the outside of the shipping box
- j) You can return multiple claim forms with each shipment
- k) If returning multiple claim forms, write the claim # on each component - use masking tape and permanent marker
- l) Dealer will return the defective item(s) to the following address:

**VOXX AUTOMOTIVE
2351 J. LAWSON BLVD
ORLANDO, FL 32824**

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Notes:

- Make sure that return packages to VOXX AUTOMOTIVE contain only items listed on submitted claim form(s)
- Packages sent without completed claim form or claim number is not visible on the outside of the package will be refused and returned to sender
- If dealer orders incorrect item, they may return the new/unused product, using original claim number and their account will be credited
- In order for a dealer to continue to receive PRE-EXCHANGE product privileges, defective product must be returned to VOXX AUTOMOTIVE within 60 days of dealer receipt of replacement product
- Dealers who do not return defective components within the 60-day period will be placed on the delinquent account list and charged directly for the core at new product value
- VOXX AUTOMOTIVE will mail a parts-due reminder letter to all Dealers who have not returned defective parts. The letter will be mailed 30 days after shipment of the pre-exchanged replacement parts
- Dealers who appear on the delinquent account list should contact the VOXX AUTOMOTIVE Customer Care dept. at 1-800-FORDKEY (1-800-367-3539) for assistance
- Dealers who do not reconcile their account will lose their PRE-EXCHANGE privilege and replacement component will be sent only after receipt of the defective product
- Dealers who consistently do not call Voxx Technical Support prior to filing a warranty claim, and returned parts are found to be NTF (No Trouble Found), may lose their PRE-EXCHANGE privilege and replacement component will be sent only after receipt of the returned product and actual failure is verified