



# TO INFORM YOU PRODUCT SUPPORT BULLETIN # 515

TO: AUTHORIZED *portable electric tool* SERVICE STATIONS  
*factory* SERVICE / SALES SUPPORT BRANCH

DATE: August, 2010

TOOL(S) \ PRODUCT(S) AFFECTED: **48-11-1828 M18™ XC 18.0V Lithium-Ion High Capacity Battery Pack**



**SUBJECT: 5 Year Pro Rata Warranty - Authorized Service Station Pro Rata Warranty Reimbursement;**  
**45-01-0035, 45-01-0063, 45-01-0091, 45-01-0119, 45-01-0147 Pro Rata Reimbursement**

Every MILWAUKEE **M18™ XC LITHIUM-ION High Capacity Battery Pack** is warranted for five (5) years from the date of purchase. The first two (2) years of the warranty are covered through free replacement of a defective battery. This means that for the first two (2) years from the date of purchase, a replacement battery will be provided to the customer for any defective battery free of charge. Thereafter, every customer gets an additional three (3) years of pro rata warranty on the **M18™ XC LITHIUM-ION High Capacity Battery Pack**. During this additional warranty period, the customer pays for only the useable service received over and above the first 2 years, based on the date of their 'date of purchase' or from the 'date code' from the battery packs serial number.

AUTHORIZED *Portable Electric Tool* SERVICE STATION can make a **Pro Rata Warranty Extension** warranty replacement of a **48-11-1828 M18™ XC 18.0V Lithium-Ion High Capacity Battery Pack** during the Pro Rata Warranty Extension period – **Years 3, 4 & 5**. The **Pro Rata Warranty Extension** is based on the date of date of purchase or the date code from the battery packs serial number and SHOULD BE pro-rated using the following chart... chart is based on average '**street price**' of **\$125.00** for a **48-11-1828 M18™ XC 18.0V Lithium-Ion High Capacity Battery Pack**.

Battery Pack serial number contains it's date of manufacture i.e. B41BD**0840**2016S – **0840** is the year and week of manufacture – October 2008; if no 'proof of purchase' is supplied, then use the 'date of manufacture' date minus 6 months to determine the pro-rated dollar amount for the replacement battery pack - allowing for a 6 month warranty period extension for 'shelf-time' before actual purchase; i.e. if date is showing the battery pack to be 42 months old, subtracting 6 months would mean the battery packs qualifies for a 32% replacement cost / customer pays \$40.00; if the date is 29 months, subtracting 6 months would mean the customer is entitled a 'full - no-charge' warranty replacement.

**MONTHS of SERVICE**  
**Customer Replacement Cost**  
**STREET PRICE**  
**\$125.00**  
**48-11-1828 M18™**  
**Pro-Rata Reimbursement**

MONTHS of SERVICE	
25 - 30	31 - 36
16%	32%
<b>Customer Pays \$ 20.00</b>	<b>Customer Pays \$ 40.00</b>
45-01-0147 - \$147.00 – <b>net \$105.84</b>	45-01-0119 - \$119.00 – <b>net \$85.68</b>

**MONTHS of SERVICE**  
**Customer Replacement Cost**  
**STREET PRICE**  
**\$125.00**  
**48-11-1828 M18™**  
**Pro-Rata Reimbursement**

MONTHS of SERVICE	
37 - 42	43 - 48
48%	64%
<b>Customer Pays \$ 60.00</b>	<b>Customer Pays \$ 80.00</b>
45-01-0091 - \$91.00 – <b>net \$65.52</b>	45-01-0063 - \$63.00 – <b>net \$45.36</b>

**MONTHS of SERVICE**  
**Customer Replacement Cost**  
**STREET PRICE**  
**\$125.00**  
**48-11-1828 M18™**  
**Pro-Rata Reimbursement**

MONTHS of SERVICE	
49 - 60	
80%	
<b>Customer Pays \$ 100.00</b>	
45-01-0035 - \$35.00 – <b>net \$25.20</b>	

Once the free-replacement period [2 years – 24 months] has ended, the battery pack is prorated from the date of purchase; customer paying ONLY for the days / amount of use on the battery pack when they replace it with a new Milwaukee V-technology Lithium-Ion Battery Pack. REPLACEMENT Battery Pack - a battery pack replaced during the free-replacement period [2 years] will carry the balance of time remaining on the original Battery Pack; i.e. a battery pack replaced after 3 months of service would have 21 months remaining on the free-replacement period].


This bulletin is for informational purposes. PLEASE NOTE ON SERVICE PARTS LIST: 54-04-1820

## Sample e-Warranty Claim for Pro Rata Warranty Extension Reimbursement –

Catalog # – list 48-11-1828 M18™ XC 18.0V Lithium-Ion XC High Capacity Battery Pack

Serial # –Battery Pack's serial number

Repair Comments: state PRO RATA WARRANTY - number of months minus 6 = XX



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## Warranty Claim Confirmation

**Claim Information**  
Claim # EW-449707  
Status Pending Review  
Credit Memo #  
**Expense Summary**  
Warranty Labor \$0.00 USD  
Warranty Rate \$25.00 USD  
Warranty Hours 0.0  
Warranty Parts \$85.68 USD  
Freight Allowance \$0.00 USD  
**Total Warranty \$85.68 USD**

**ASC Information**  
ASC # 99999999  
ASC Name SMITH BROS. INDUSTRIAL SUPPLY  
Work Order #  
Street Address Attn: SMITH BROS. INDUSTRIAL SUPPLY  
123 MAIN STREET  
BROOKFIELD, WI 53005  
UNITED STATES  
Phone 262.781.3600

**Customer Information**  
Customer / Company Name corby garb  
Customer Order #  
Street Address Attn: corby garb  
13135 w lisbon rd  
brookfield, WI 53005  
US  
Phone  
Fax  
Email

**Repair Information**  
Date Received 07/01/2010  
Date Repaired 07/02/2010  
Date Returned 07/02/2010  
Received Via Customer Drop-Off/Pickup  
Received By  
Repaired By  
Returned Via Customer Drop-Off/Pickup

**Product Information**  
Catalog # 48-11-1815  
Serial # B41BD0701002019S

**Repair Comments**  
PRO RATA WARRANTY 42-6=36

Quantity	Item #	List Price	Unit Price	Extended Price
1	45-01-0119	119.00 USD	85.68 USD	85.68 USD

Description PRO RATA REIMBURSEMENT 0119

Total Warranty Parts: \$85.68 USD

**Total Warranty: \$85.68 USD**