

G-CLAIM WARRANTY CLAIM SYSTEM

User Guide



Overview

This guide provides step-by-step instructions to submit a warranty claim on Hitachi Wheel Loader parts.

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G-Claim is Hitachi's universal system for warranty claims all over the world. G-Claim allows quick and easy access to HCM warranty system within a simple application.

- 1 Login to Global eService (GeS)
https://www.globaleservice.com/authentication/nin001_login.aspx.

If you forgot your User ID or password, please contact the GeS Administrator, gesadmin@hitachicm.us.

- 2 If you don't have **G-Claim** listed as a menu item, please contact Takashi (Ozzy) Ozawa, tozawa@hitachicm.us.

- 3 If you don't have **Entry** listed as a menu item, please contact Takashi (Ozzy) Ozawa, tozawa@hitachicm.us.

ENTRY - Standard

Follow these steps to enter a standard warranty claim if the machine is still within the warranty period. All fields marked with * are required.

[CLAIM] ENTRY HIDE MENU

*REFERENCE NO. DEALER001 **1**

SUBMIT DATE (DD-MM-YYYY) CATEGORY ORIGINAL STATUS

2 FIR NO. SET REF. CLEAR

SERVICE BULLETIN NO. S/B

CLAIM BASIC INFORMATION

DEALER CODE	4229654000	DEALER NAME	[REDACTED]		
BRANCH CODE		BRANCH NAME			
COUNTRY/REGION	UNITED STATES	JOB SITE			
BRAND NAME	KCM	*MODEL CODE 3	NUA70 REF.	MODEL NAME	85Z7B
4 *SERIAL NO.	005012	WARRANTY START DATE (DD-MM-YYYY)	02-02-2018	COMMISSIONING DATE (DD-MM-YYYY)	26-04-2017
5 *FAILURE DATE (DD-MM-YYYY)	07 - 01 - 2020	*REPAIR DATE (DD-MM-YYYY)	07 - 01 - 2020	*HOUR METER	1,465
6 *CLAIM TYPE	<input checked="" type="radio"/> FIELD <input type="radio"/> PARTS				
	<input checked="" type="radio"/> NO <input type="radio"/> POLICY 7 POLICY REASON				
*POLICY REQUEST	[TEXT AREA]				

8 FIX CLAIM

1. Enter the reference number to populate the Dealer Code and Dealer Name in the Claim Basic Information section.
2. Enter the FIR No. (if available) and click “Set”. Claim Basic information will automatically be updated.
3. Enter the Model Code. If you don’t know the model code, click the “REF.” button to search.
4. Input the machine’s Serial Number.
5. Input the Failure Date, Repair Date and Hour Meter (machine hours).
6. Select the Claim Type.
7. Select ‘No’ if the reason for the claim request is still within the warranty period.
8. Click “Fix Claim” to submit.

If you receive an error message, check the **Q and A section**. Or send an email to tozawa@hitachicm.us with screen copy.

ENTRY - Policy

Follow these steps to enter a policy claim if the machine warranty period has expired. All fields marked with * are required.

[CLAIM] ENTRY
 HIDE MENU

*REFERENCE NO.	<input type="text" value="DEALER001"/> 1		
SUBMIT DATE (DD-MM-YYYY)	CATEGORY	ORIGINAL	STATUS
FIR NO.	<input type="text"/>	<input type="button" value="SET"/>	<input type="button" value="REF."/> <input type="button" value="CLEAR"/>
SERVICE BULLETIN NO.	<input type="button" value="S/B"/>		

CLAIM BASIC INFORMATION

DEALER CODE	4229654000	DEALER NAME			
BRANCH CODE		BRANCH NAME			
COUNTRY/REGION	UNITED STATES	JOB SITE			
BRAND NAME	KCM	*MODEL CODE 2	<input type="text" value="NCE60"/> <input type="button" value="REF."/>	MODEL NAME	60Z7
3 *SERIAL NO.	<input type="text" value="005032"/>	WARRANTY START DATE (DD-MM-YYYY)	17-03-2017	COMMISSIONING DATE (DD-MM-YYYY)	15-03-2017
4 *FAILURE DATE (DD-MM-YYYY)	<input type="text" value="07"/> - <input type="text" value="01"/> - <input type="text" value="2020"/>	*REPAIR DATE (DD-MM-YYYY)	<input type="text" value="07"/> - <input type="text" value="01"/> - <input type="text" value="2020"/>	*HOUR METER	<input type="text" value="4,000"/>
5 *CLAIM TYPE	<input checked="" type="radio"/> FIELD <input type="radio"/> PARTS				
6 *POLICY REQUEST	<input type="radio"/> NO <input checked="" type="radio"/> POLICY POLICY REASON Since this is well know Hitachi problem, should be covered by HCMA.				

7

1. Enter the reference number to populate the Dealer Code and Dealer Name in the Claim Basic Information section.
2. Enter the Model Code. If you don't know the model code, click the "REF." button to search.
3. Input the machine's Serial Number.
4. Input the Failure Date, Repair Date and Hour Meter (machine hours).
5. Select the Claim Type.
6. Select 'No' if the reason for the claim request is still within the warranty period.
7. Click "Fix Claim" to submit.

ENTRY – Failure Information

If the machine has an extended warranty, that information would appear in this section.

FAILURE INFORMATION			
*WARRANTY TYPE	STD : STANDARD	MONTH/HOUR	[24 / 2,000]
MACHINE STATUS	NEW	CUSTOMER	GREYSTONE CONCRETE PRODUCTS I N
SERVICE BULLETIN NO.			
1 *FAILURE TYPE	58 : ELECTRIC:WIRE CUT	*REPAIR TYPE	100 : REPLACED
PART CATALOG NO.	<input type="text"/> ISF	PAGE NO.	<input type="text"/>
2 *KEY PART NO.	YA00033643	ITEM NO.	<input type="text"/>
3 * FAILURE AND CAUSE	<div style="border: 1px solid gray; padding: 5px;"> Horn did not work due to the breaking of wireharness. Repalced with new one. </div>		
4	<input type="button" value="ATTACH FILE"/>		
*FAILED UNIT			
5	GROUP	800 : ELECTRONIC PARTS	POSITION
		805 : LIGHT/HORN & Electric Other	
	FAILED COMPONENT S/NO.		REPLACED COMPONENT S/NO.
	<input type="text"/>		<input type="text"/>

Component No. on M-Find Specification will be replaced by new input.

1. Select the Failure Type and Repair Type from the dropdown menu.
2. Enter the key part number.
3. Type the reason for the failure and cause.
4. Attach pictures if the damage is visible. Attach invoices, if there was a cost associated.
5. Select the Group and Position from the dropdown menus.

Proceed to the next section “Warranty Request”.

ENTRY – Reimbursement Information (Step 1)

If the machine has an extended warranty, that information would appear in this section.

WARRANTY REQUEST

1 LABOR

TYPE	HOURS	RATE	TOTAL [USD]
FIELD	<input type="text" value="2.0"/> Hrs	<input type="text" value="\$"/>	<input type="text" value="\$"/>

2 LABOR COMMENT

3 MILEAGE (TRAVEL DISTANCE)

TYPE	QTY	RATE	TOTAL [USD]
TRAVEL DISTANCE	<input type="text" value="3"/> Km/Mile	<input type="text" value="\$"/>	<input type="text" value="\$"/>

MILEAGE (TRAVEL HOURS)

TYPE	QTY	RATE	TOTAL [USD]
TRAVEL HOURS	<input type="text" value="0.5"/> Hrs	<input type="text" value="\$"/>	<input type="text" value="\$"/>

4 MILEAGE COMMENT

5

1. Enter the actual labor hours for repair.
2. Provide details for the labor hours requested (if applicable).
3. Enter the mileage (Travel Distance and Travel Hours). The system will calculate the rate at your dealerships standard mileage rate.
4. If the mileage exceeds 300 miles, fill out the Mileage Comment section. For example, "Departure: Branch city name, Arrive: Customer city name, Round trip x times.
5. Click the Parts button to enter the replacement parts. A new window will open.

Proceed to the next page to complete the request for reimbursement steps.

ENTRY – Reimbursement Information (Step 2)

Follow the steps below to complete the parts reimbursement section of the G-Claim entry.

PARTS

PARTS-----

PARTS TOTAL= 184.41 [USD]

No	SELECT	* JV	1 * PARTS NO.	PARTS NAME	2 * QTY	UNIT PRICE	CLAIM CURRENCY TOTAL [USD]
1	UPDATE ▼	H ▼	<input type="text" value="YA00033643"/>	HARNESS	<input type="text" value="1"/>	154.56	154.56
2	UPDATE ▼	H ▼	<input type="text" value="4190261"/>	CLIP, HOLDER	<input type="text" value="1"/>	6.45	6.45
3	UPDATE ▼	H ▼	<input type="text" value="2655542141"/>	COLLAR	<input type="text" value="2"/>	11.70	23.40
4	ENTRY ▼	H ▼	<input type="text"/>		<input type="text"/>		
5	ENTRY ▼	H ▼	<input type="text"/>		<input type="text"/>		
6	ENTRY ▼	H ▼	<input type="text"/>		<input type="text"/>		
7	ENTRY ▼	H ▼	<input type="text"/>		<input type="text"/>		
8	ENTRY ▼	H ▼	<input type="text"/>		<input type="text"/>		
9	ENTRY ▼	H ▼	<input type="text"/>		<input type="text"/>		
10	ENTRY ▼	H ▼	<input type="text"/>		<input type="text"/>		

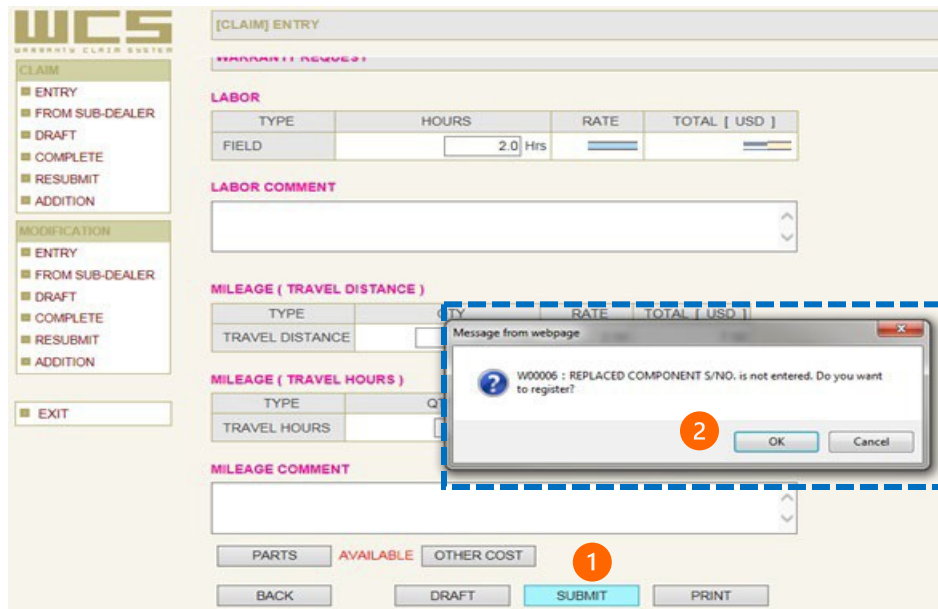
1. When the new window opens, enter the parts number.
2. Enter the quantity.
3. Click Calculate. The Parts Name, Unit Price and Total will be populated.
4. If more than 10 parts are required, click Line Add.
5. When all the parts have been added and verified, click Save and Close to return to the previous page.

7 | Page

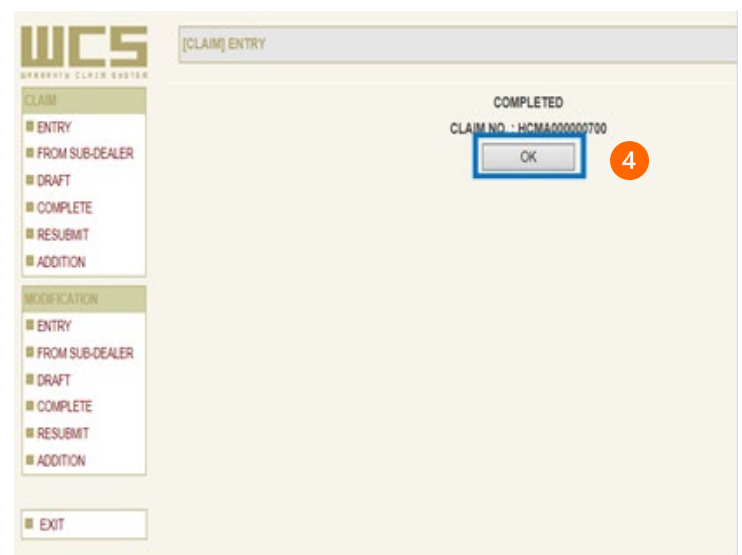
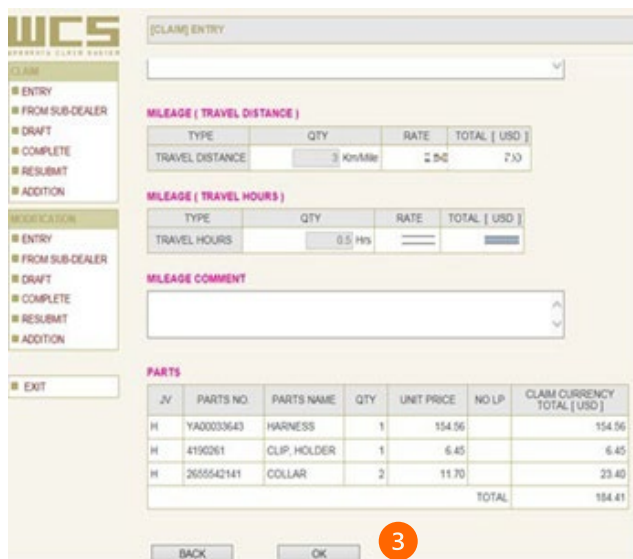
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SUBMIT

Follow the steps below to submit the G-Claim entry for processing.



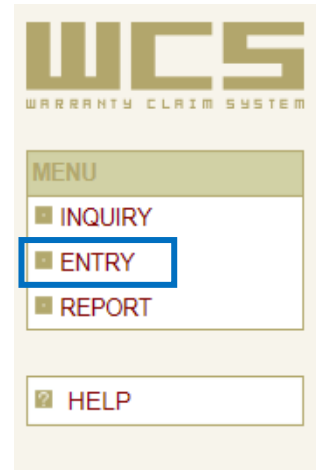
1. Click Submit.
2. Click “OK” when the popup box appears to register the request.
3. Scroll down the page and click “OK”.
4. Click “OK” to submit the entry.



ENTRY – Modification (Service Campaign)

Follow the steps below to enter a claim if HCM issued a Service Bulletin which requires machines to be repaired.

1. From the main menu, click on Entry. When the new window appears, select Entry from the Modification menu.
2. Click on the S/B button to search for the correct Service Bulletin.
3. When the new window opens, enter the S/B number and click Search.
4. Select the appropriate S/B from the list and click Select.
5. A list will appear showing all machines that require modification at your dealership. Select the machine(s) and click Edit.



[MODIFY] ENTRY

HIDE MENU HIDE SEARCH WINDOW

CLAIM

- ENTRY
- FROM SUB-DEALER
- DRAFT
- COMPLETE
- RESUBMIT
- ADDITION

MODIFICATION

- ENTRY**
- FROM SUB-DEALER
- DRAFT
- COMPLETE
- RESUBMIT
- ADDITION

EXIT

*SERVICE BULLETIN NO. [] S/B [2] LANGUAGE English

MODEL CODE [] REF. [] SERIAL NO. []

SEARCH CLEAR

EDIT

NO.	BRAND NAME	MODEL CODE	MODEL NAME	S/NO.	WARRANTY START DATE	CUSTOMER NAME
1	<input checked="" type="checkbox"/>	KCM	NCE60	60Z7	005032	17-03-2017

EDIT

SERVICE BULLETIN NO. [] LANGUAGE English

MODEL CODE [] REF. [] SERIAL NO. []

BULLETIN CATEGORY 1.MANDATORY MODIFICATION

SEARCH CLEAR

CLOSE SELECT CLEAR

<< PREVIOUS Results 1-5(5) Results per page 50 NEXT >>

NO.	ACTION	SERVICE BULLETIN NO.	TITLE	TERMINATED/ ESTIMATE DATE
1	<input type="radio"/> DETAIL TO S/B	120180002	[MANDATORY MODIFICATION] REPLACEMENT OF TURBOCHARGERS ON THE 50Z7/60Z7	202008
2	<input type="radio"/> DETAIL TO S/B	120180004	[MANDATORY MODIFICATION] 50Z7, 60Z7 FUEL SUPPLY PUMP REPLACEMENT PROCEDURE	202010
3	<input type="radio"/> DETAIL TO S/B	120180046	[MANDATORY MODIFICATION] ZW100/120-5B FUEL SUPPLY PUMP REPLACEMENT PROCEDURE	202010
4	<input checked="" type="radio"/> DETAIL TO S/B	120180050	[MANDATORY] REPLACEMENT PROCEDURE FOR STEERING LS HOSE OF ZW100/120-6	202010
5	<input type="radio"/> DETAIL TO S/B	120180090	ZX670-5G, ZX870-5G 6WG1 ENGINE INJECTION PIPE REPLACEMENT PROCESS	202104

<< PREVIOUS CLOSE SELECT CLEAR NEXT >>

ENTRY – Modification (Service Campaign)

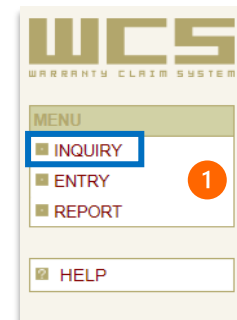
Follow the steps below to enter a claim if HCM issued a Service Bulletin which requires machines to be repaired.


1. Fill out the required information: Reference No., Repair Date, Hours, Labor Field Hours, Travel Distance and Travel Hours.
2. Click Submit to record the information.
3. Click OK to submit.
4. When the popup window appears, click OK.

INQUIRY

Follow the steps below to check the status of a submitted claim.

1. From the main menu, click on Inquiry.
2. When the new window appears, select History Apply from the History menu.
3. Enter the Submit Date range.
4. Click Search.





[HISTORY] HISTORY APPLY

HIDE MENU HIDE SEARCH WINDOW

HISTORY

HISTORY APPLY

CREDIT NOTE

CREDIT NOTE

EXIT

REFERENCE NO.

MODEL NAME

SERIAL NO.

JUDGEMENT

PARTS NO.

SUBMIT DATE(MM-YYYY) FROM - TO -

JUDGE DATE(MM-YYYY) FROM - TO -

CLAIM NO.

MODEL CODE REF.

PENDING

Results 1-2(2) Results per page

NO.	ACTION	APPLY COMPANY NAME	BRAND NAME	MODEL CODE	MODEL NAME	S/NO.	H/R	REFERENCE NO.	STATUS	CLAIM NO.	SUBMIT DATE	JU C
1	<input type="button" value="DETAIL"/>		KCM	NUA70	85Z7B	005012	1,465	TEST002	CREDIT	HCMA000000500	13-01-2020	13-01-2020
2	<input type="button" value="DETAIL"/>		KCM	NCE60	60Z7	005032	4,000	TEST006	SUBMIT	HCMA000000700	14-01-2020	14-01-2020

ENTRY – Resubmit a Rejected Claim

Follow the steps below to resubmit a claim that was previously approved.

The screenshot shows the WCS Warranty Claim System interface. The main menu on the left has 'INQUIRY' selected (1). The 'MODIFICATION' section has 'RESUBMIT' selected (2). The search section has 'REFERENCE NO.' and 'MODEL NAME' fields, with 'SEARCH' and 'CLEAR' buttons (3). The table below shows a single claim with 'EDIT' selected (4).

No	ACTION	REFERENCE NO.	CLAIM NO.	CATEGORY	BRAND NAME	MODEL CODE	MODEL NAME	S/NO.	H/R	CL
1	EDIT	TEST006	HCMA000000700	ORIGINAL	KCM	NCE60	60Z7	005032	4,000	USD

The detailed view shows the 'JUDGE COMMENT' section with the text: 'Could you please attach pictures of damaged harness? Ozzy 2020/01/13'. The '*RESUBMISSION REASON' section has the text: 'I attach the all pictures.'

1. Select Entry from the main menu.
2. When the Modification appears, select Resubmit.
3. Click Search to locate the claim.
4. Click Edit to open the next section.
5. Review the Judge Comment section and complete the Resubmission Reason section. If necessary, attach pictures or adjust the reimbursement amount.

ENTRY – Resubmit a Rejected Claim (con't)

Follow the steps below to resubmit a claim that was previously approved.

MILEAGE COMMENT

AVAILABLE

①

WCS02_ENTRY/WCS02_050_05.aspx

PARTS

JV	PARTS NO.	PARTS NAME	QTY	UNIT PRICE	NO LP	CLAIM CURRENCY TOTAL [USD]
H	YA00033643	HARNESS	1	154.56		154.56
H	4190261	CLIP, HOLDER	1	6.45		6.45
H	2655542141	COLLAR	2	11.70		23.40
TOTAL						184.41

②

COMPLETED

CLAIM NO. : HCMA000000710

③

1. Scroll down to the Mileage Comment section and click Submit.
2. Scroll down to the Parts section and click OK.
3. A popup box will appear, click OK to exit.

FREQUENTLY ASKED QUESTIONS

Q1: I don't have a Global e-Service account, or forgot ID, password...

A1: Please contact GES Administrator, gesadmin@hitachicm.us.

Q2: I don't see the G-Claim option in the Globale-Service menu.

A2: Please send email to tozawa@hitachicm.us.

Q3: I don't know the correct model code of the machine.

A3: Please click "REF" button. If ZW model, search by model with "HCM". If Z model, search with "KCM".

*MODEL CODE **REF.**

[SELECT] MODEL CODE HIDE SE

*BRAND NAME **KCM** MODEL CODE

MODEL NAME **90Z7B**

SEARCH CLEAR

CLOSE SELECT

<< PREVIOUS Results 1-1(1) Results per page 50

NO.		BRAND NAME	MODEL CODE	MODEL NAME
1	<input checked="" type="radio"/>	KCM	NFN70	90Z7B

<< PREVIOUS

CLOSE **SELECT**

If you receive the following error messages:

- Q4:** “There are difference between inputted hour meter and daily data. Please check the machine hour meter and daily data.” or “Entered Hour Meter, Failure Date of the past has been reduced from Hour Meter.”
- A4:** Confirm if the date line is DD-MM-YYYY. Confirm correct hour meter by telematics in M-Find.

The screenshot shows the M-Find web application interface. On the left is a navigation menu with options like 'Machine search', 'Target machine search', and 'Help'. The main area is titled 'Detailed search' and contains various input fields for customer code, model code, dealer code, S/N, and hour meter. Below the search fields are navigation tabs for 'Machine details', 'Product Specification', 'History', 'Daily Report', 'Alarm', and 'Comment'. The 'Daily Report' tab is active, displaying a table of operating hours for the date 2019/10/01. The table includes columns for Date, Operating Time (by hour), Operation Hours, Operation HR, Mileage (km), Low idling time (Hours), Remaining fuel (%), and DEF/AdBlue Level.

Date (yyyy/mm/dd)	Operating Time(Time)							Operation Hours (Hours)	Operation HR	Mileage (km)	Low idling time (Hours)	Remaining fuel (%)	DEF/AdBlue Level
	6	7	8	9	10	11	12						
2019/10/01								4.3	1437.8	8.0	2.3	90	
2019/09/30								3.7	1433.4	10.0	1.3	100	

Q5: "Warranty Start Date is Invalid."

A5: Please go to History Registration (H/R) and check if history (day and hour) are correctly registered.

- Delivery Date (New)
- Receiving Date (At Dealer)
- Pre-Delivery Date (At Dealer)

History registration (report)

History registration (report)

- History registration (report)
- History batch registration
- MFGEntry
- Component Tracking
- Contract service

History Information

- Upload
- Download

History error data

- History error data maintenance

Model name: ZW180-5B S/N: 030072 PIN No.: RYUNDB60C00030072 Operation Information Acquisition date (yyyy/mm/dd): 2019/12/08

<< Prev Page Results 1-7 (7) Results per page 50 Next page >>

New Registration History type Implementation Date (yyyy/mm/dd) HR during implementation (Hour meter)

Implementation Date(yyyy/mm/dd)	Hour meter	History type
2019/12/09	5	DELIVERY DATE (RENTAL)
2019/12/04	3	DELIVERY DATE (NEW)
2019/11/27	3	RECEIVING DATE (AT DEALER)
2019/11/27	3	PRE-DELIVERY DATE (AT DEALER)

Q6: "This machine is not own machine."

A6: Please send an email to tozawa@hitachicm.us.

Q7: "Standard Warranty is expired. Hour Meter and Failure Date should be confirmed."

A7: Click "Policy" and fill out the policy reason in the box.

*CLAIM TYPE FIELD PARTS

NO **POLICY**

*POLICY REQUEST

POLICY REASON

AA

FIX CLAIM

Q8: How can I submit Campaign claim?

A8: Please see page 9. Select Entry from the “MODIFICATION” menu.

Q9: How can I apply Parts reimbursement?

A9: Please see pages 6 – 7. Clicks “PARTS” BUTTON.

Q10: How can I attach pictures or invoices?

A10: Please see pages 5. Clicks “ATTACH FILE” BUTTON.

Q11: How can I apply Parts reimbursement?

A11: Please see pages 6 – 7. Clicks “PARTS” BUTTON.

Q12: How can I apply freight cost?

Q12: Please see page 6. It is already included in new parts rate.

Q13: How can I change reimbursement rate?

Q13: Please apply by letter with company stamp to: tozawa@hitachicm.us. We can update once a year if it is reasonable.

CONTACT

If you have questions or issues with G-Claim, please contact Takashi (Ozzy) Ozawa, Product support Manager, HCMA: tozawa@hitachicm.us.

To learn more about the G-Claim warranty process, request the Submitting a G-Claim Entry course in Hitachi Academy by sending an email to: hcma-training@hitachicm.us.

For assistance with retrieving or resetting your Hitachi Academy login information, please contact the Hitachi Academy Administrator: hcma-training@hitachicm.us.

