

# WARRANTY CLAIMS / ORDER PLACEMENT

COLLINS CUSTOMER PORTAL USER GUIDE



**Collins Aerospace**

An **RTX** Business

# LOGIN

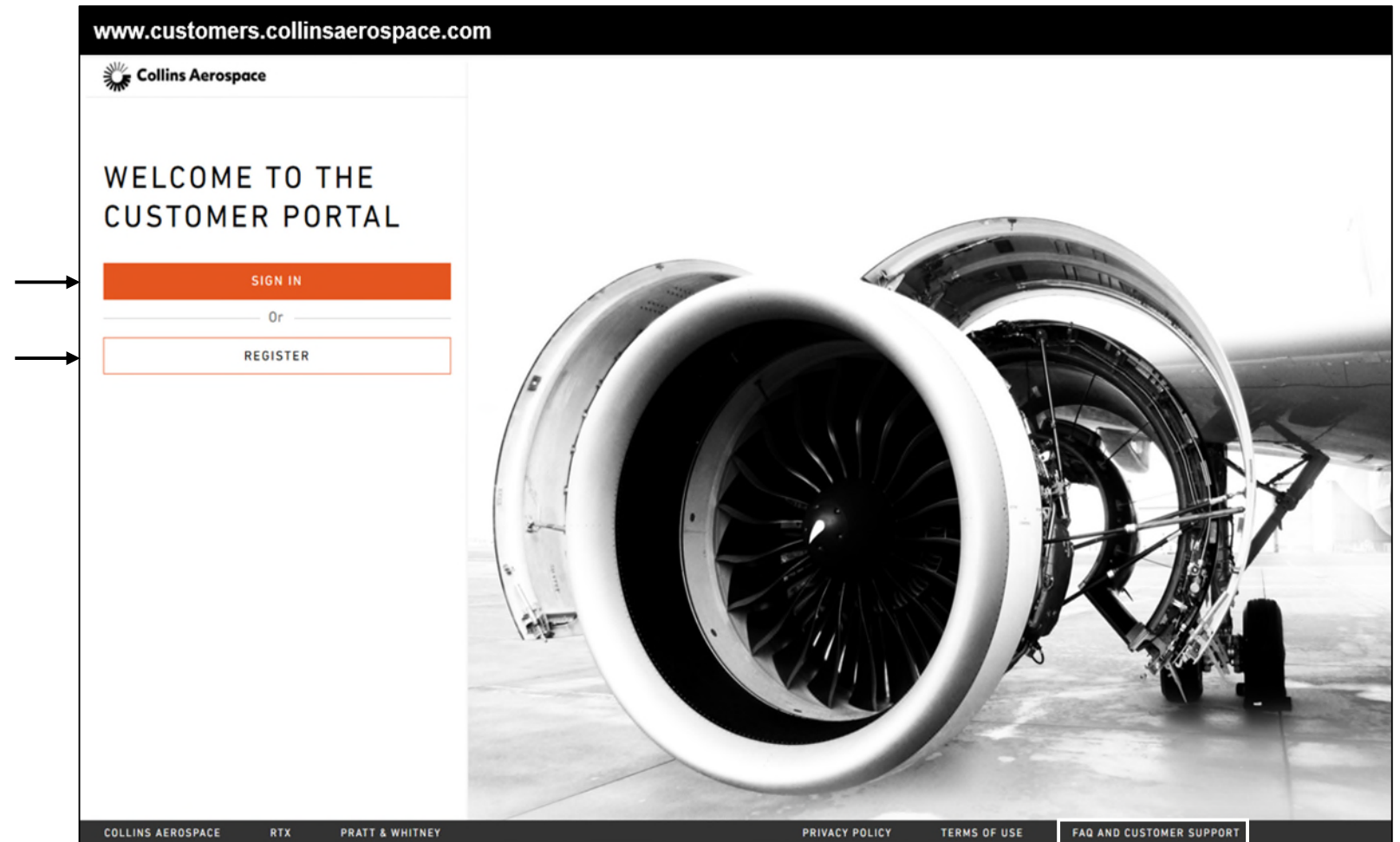
## Warranty Claims / Order Placement

This website is intended for the use of our established customers.

**Login to your Collins Portal account** to see more information tailored to your company.

If you do not have an account, click the **Register** button to gain access.

Instructions can be found here or in the **[FAQ and Customer Support](#)** page.



# NAVIGATION

## Warranty Claims / Order Placement

**Collins Aerospace**  
An RTX Business

Spare Parts Search Enter up to 5 part #'s separated by commas

Low technical Data / Information Only / US and Non-US Persons Dashboard Spares Spares Repairs Quotes Tech Requests My Publications

**WARRANTY CLAIM CLAIM STATUS**

**Warranty Claims Requests**

Find all the information related to Warranty here \*Fields are mandatory

**WARRANTY FORM**

Customer PO/Claim Number\* AD-9485690-TRX Cage Code\* Cage Code Account\* -- Select account --

Part Number\* 1382938231 Qty\* Removal Reason\* Removal Date\* MM/DD/YYYY

Serial Number\* 123456789 Aircraft MSN\* 123456789 Aircraft Tail Number\* 123456789 Technical Publication Reference SB 123-465-789

Hours/Cycles on the Unit Eg : 9Hrs In Service Date MM/DD/YYYY Date of Manufacture MM/DD/YYYY Operator Name Operator Name

Next Higher Assembly PN 123456789 Next Higher Assembly SN 123456789

Notes

+ Add More Serial Numbers +Add More Part Numbers

**SUBMIT**

← Access additional information with the Welcome dropdown menu under your name.

← Click here to **submit a warrant claim/FOC warrant order**.

**Note:** This function is only available for our Aircraft Wheels and Brakes and Landing Systems' customers only.

# WARRANTY CLAIM ORDER ENTRY

## Warranty Claims / Order Placement

Click on **Warranty Claim** tab to submit a claim.

### Mandatory Fields (\*):

1. Enter **Customer PO/Claim Number**
2. Select **Cage Code**
3. Select **Account**
4. Enter **Part Number**
5. Enter **Qty**
6. Select **Removal**
7. Enter **Removal Date**
8. Enter **Serial Number**  
(For non-serialized parts enter N/A)
9. Enter **Aircraft MSN**
10. Enter **Aircraft Tail Number**

The screenshot shows the 'Warranty Claims Requests' form. At the top, there are two tabs: 'WARRANTY CLAIM' (highlighted in blue) and 'CLAIM STATUS'. Below the tabs is the title 'Warranty Claims Requests' and a note 'Find all the information related to Warranty here'. A red box highlights the 'WARRANTY FORM' section, which contains the following fields:

- Customer PO/Claim Number\***: Text input with value 'AD-9485690-TRX'.
- Cage Code\***: Dropdown menu with value 'Cage Code'.
- Account\***: Dropdown menu with value '-- Select account --'.
- Part Number\***: Text input with value '1382938231'.
- Qty\***: Text input with value '1'.
- Removal Reason\***: Dropdown menu with value 'Removal Reason'.
- Removal Date\***: Date input with value 'MM/DD/YYYY'.
- Serial Number\***: Text input with value '123456789'.
- Aircraft MSN\***: Text input with value '123456789'.
- Aircraft Tail Number\***: Text input with value '123456789'.
- Technical Publication Reference**: Text input with value 'SB 123-465-789'.
- Hours/Cycles on the Unit**: Text input with value 'Eg : 9Hrs'.
- In Service Date**: Date input with value 'MM/DD/YYYY'.
- Date of Manufacture**: Date input with value 'MM/DD/YYYY'.
- Operator Name**: Text input with value 'Operator Name'.
- Next Higher Assembly PN**: Text input with value '123456789'.
- Next Higher Assembly SN**: Text input with value '123456789'.
- Notes**: Text area with value '0/250'.

At the bottom of the form, there are two links: '+Add More Serial Numbers' and '+Add More Part Numbers'. A blue 'SUBMIT' button is located at the bottom right of the form.

**Optional Fields:** Providing this information would assist in efficient processing.

11. Enter **Technical Publication Reference**  
(SB, AD, SIL)
12. Enter **Hours/Cycles on Unit**  
(TSN, CSN)
13. Enter **In-Service Date**
14. Enter **Date of Manufacture**
15. Enter **Operator Name**
16. Enter **NHA Part Number**
17. Enter **NHA Serial Number**
18. Enter **Notes**  
(Available for free text with 250 characters limit)

# WARRANTY CLAIM ORDER ENTRY

## Warranty Claims / Order Placement

### Additional:

19. For multiple Serial Numbers click **Add More Serial Numbers**. (Qty ordered should match the Serial Numbers entered)
20. For multiple Part Numbers click **Add More Part Numbers**
21. Once all the information is completed, Click **Submit**
22. After you click **Submit**, a message appears confirming order was submitted

The screenshot shows a web form for entering warranty claims. At the top, there are two input fields: "Next Higher Assembly PN" and "Next Higher Assembly SN", both containing the value "123456789". Below these is a "Notes" section with a large text area and a character count "0/250". At the bottom left of the form is a blue "SUBMIT" button. Below the form, there is a confirmation message box that reads: "You have successfully submitted a warranty claim for the PO number # [redacted]. Use PO number to know the status of your claim." with an "OK" button. To the left of the confirmation message, there are two links: "+ Add More Serial Numbers" and "+ Add More Part Numbers".

# WARRANTY CLAIM EMAIL

## Warranty Claims / Order Placement

23. Once, your order is submitted, **an email** is sent confirming order details and requesting copy of PO and any supporting documents to be emailed to **landingsystemswarranty@collins.com** for processing



Collins Aerospace Warranty Claim - Order Submitted-PO# [redacted]

Collins Aerospace Customer Portal Claims Team <landingsystemswarranty@collins.com>

Retention Policy: RTI-Inbox (60 days)

Dear Customer,

Thank you for submitting your request.

Please send the necessary supporting documents (PO Copy, Photos, Shop Report and any additional documents as needed) to Collins Warranty Landing Systems email at [landingsystemswarranty@collins.com](mailto:landingsystemswarranty@collins.com) for your request to be processed.

**Landing Systems Warranty Claim**

View your order details online at: <https://customers.collinsaerospace.com/ngp-my-account/warrantyClaims>

Customer PO/Claim Number	Status	Cage Code	Account	Claim Submission Date
[redacted]	Submitted	02121 - Mechanical - Landing Gear - Oakville	[redacted]	[redacted]

Part Number	QTY	Removal Reason	Removal Date
49315-3	1	[redacted]	[redacted]

Serial Number	Aircraft MSN	Aircraft Tail Number	Technical Publication Reference
N/A	[redacted]	[redacted]	[redacted]

Hours/ Cycle on the Unit	In Service Date	Date of Manufacture	Operator Name	Next Higher Assembly PN	Next Higher Assembly SN
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

24. When the order is processed by warranty team, **an email** is sent showing the updated status



Collins Aerospace Warranty Claim - In Process (Replacement Order) - PO# [redacted]

Collins Aerospace Customer Portal Team <customer.portal@collins.com>

Retention Policy: RTI-Inbox (60 days)

Expires: [redacted]

Dear Customer,

We are pleased to inform you that your warranty claim request was either fully or partially approved. Please do not hesitate to contact the Landing Systems Warranty Team at [landingsystemswarranty@collins.com](mailto:landingsystemswarranty@collins.com) for further details as needed.

**Landing Systems Warranty Claim**

View your order details online at: <https://customers.collinsaerospace.com/ngp-my-account/warrantyClaims>

Customer PO/Claim Number	Claim Status	Order Number	Order Type	Claim Submission Date
[redacted]	COMPLETE	0121207234	Replacement Order	[redacted]

Sold To: [redacted]

Line#	Part Number	QTY	Removal Reason	Scheduled Ship Date	Ship To
Line#10	49315-3	1	SIL/Campaign	[redacted]	[redacted]



# WARRANTY CLAIM STATUS

## Warranty Claims / Order Placement

Click on **Claim Status** tab to review claims.

- 1. Search filters available to search by **PO#, PN#, Claim Date, Order Type, Status**. Click **Search**
- 2. Status of the submitted order appears as displayed
- 3. For In Process requests, Click on **PO #** to see **Order Status**

WARRANTY CLAIM

CLAIM STATUS

ADVANCED FILTERS

Search

Claim Date

Order Type

Status

Search

Reset

PO # or Part #

Claim Date

Select Order Type

Select Status

Visible Columns

Show 10

Claim Submission Date	Order Type	PO#	Part#	Line#	Status
	Pending Review	PO24-08961	49315-3		Submitted

<

Spare Order PO:

Reorder

Email Order

DETAILS

ORDER STATUS

Order Number  
121207155

Order Total  
Pending Pricing Review

In Process

PROGRESS TRACKER - SPARES

Order Submitted

In Process

On Hold - Credit

Cancelled

Ready For Pickup

Partially Shipped

Shipped

Line Item Details

Order Details

Documents

Line #	Part Description	Price Per Unit	Qty Ordered	Ship To	Rqst. Ship	Sched/Shipped	Status	Sub-Total	Tracking/Shipped Qty
10	23416-1 Bushings summing lever elev. co	€0.00	1 EA				In Process	€0.00	

# THANK YOU

## CONTACTS

Landing Systems Warranty Team Contact:  
[landingsystemswarranty@collins.com](mailto:landingsystemswarranty@collins.com)

Customer Portal Support Team Email:  
[customer.portal@collins.com](mailto:customer.portal@collins.com)

For 24/7 Global AOG please contact:  
1-877-808-7575 (within U.S.)  
1-860-654-2500 (outside U.S.)

Collins Business Contacts:  
<https://www.collinsaerospace.com/support>

Collins Customer Portal FAQ and Support:  
<https://www.collinsaerospace.com/support/help/Customer-portal-help>