



An Oshkosh Corporation Company

Service Information Bulletin: SIB 17-40

Date: October 19, 2017

To: JLG Service Managers and Service Providers

Subject: Relocation of the Warranty Service Part Return Department

INFORMATION ONLY

To further serve JLG customers, JLG will be relocating our North American Warranty Service Part Return Department from the Orrville, Ohio facility to our location in McConnellsburg, Pennsylvania.

Starting Monday, October 16, 2017, for any warranty claims submitted through the Service Bench application **requiring parts to be returned to JLG**, the address that will appear on the return form will be as follows:

JLG Industries, Inc.
1 JLG Drive - Attn: Warranty Part Return Department
McConnellsburg, PA 17233

When preparing warranty part return shipments, the following details are required to avoid delays in claim processing:

- McConnellsburg, PA address used on your return shipping label
- Service Bench warranty claim form included **inside** the box/packaging
- Claim number written on outside of the packaging – clearly visible
- “Warranty” written on outside of the packaging – clearly visible

Warranty Service Part Returns which are in route to Orrville, Ohio prior to this date will be redirected to the McConnellsburg facility for processing.

This relocation applies **only to warranty-related returns.**

If you have questions or concerns regarding the relocation or process for Warranty Service Part Returns, please contact the JLG North America Customer Support – Warranty team at 877-554-5438 or jlgwarranty@jlg.com