

Before you buy, compare!!!

BUS SERVICE

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Special points of interest:

- Differences between rebuilt & reman
- As good as new?
- Who are the rebuilders?
- Defective product
- "Defect" scenarios

Differences between rebuilt and remanufactured

Everyone knows that all things are not created equal. That is especially true when you are discussing rebuilt vs. remanufactured components. We all want the highest quality product at the cheapest price. Few rebuilders take the time to explain that the difference in price is, in fact, reflective of the dependability of the product being offered.

As a rule, rebuilt implies that only a few parts have been replaced and the unit has been cleaned.

Remanufactured is when a unit is completely disassembled, components are thoroughly inspected and the unit is reassembled using OE quality parts. In addition, the unit is tested to make sure that it meets or exceeds manufacturer performance.



Pie-shaped High –Temp Oil Cooled 50DN Alternator

You can ask your rebuilder some critical questions about that product you are buying. Some important ones are:

1. Are their replacement components of OE quality?
2. Are bearings replaced with new or are they re-used?
3. Are they tested to insure that they meet the original manufacturer's specifications?

Some questions you should be asking yourself are things like:

1. Do they appear willing to stand behind their product?
2. Do they seem competent within the scope of what they are servicing? (Trust us when we say that is not always true.)
3. Are they selling based on price or quality?

So, before you buy, compare. Compare product quality, vendor reputation and of course, know what you are buying.

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How BUS SERVICE remanufactures

At Bus Service, we begin by keeping our library up to date on the latest manufacturer upgrades and changes to any given product. We maintain special tools that are necessary for an OE quality work.

We start our remanufacturing process by locating high quality cores. A quality core is critical to overall unit performance. Once

the unit is disassembled, we thoroughly clean both the inside and outside of the unit. We test all essential components for serviceability. All bearings and wear intensive parts are automatically replaced. All parts used must be within manufacturer's specifications.

The unit is then reassembled. All

units are tested - for example - alternators are load tested for output using an industry accepted machine.

Serial number and critical values are logged in our computer system for future tracking.

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Is remanufactured product as good as new?



Remanufactured clutch assembly

Many remanufactured parts are as good as new and, in some cases, they are even better. Where does the difference lie? The difference lies in whether the part is called remanufactured but is, in fact, rebuilt or "reconditioned". A true remanufactured part will have new wear parts to exacting OEM standards. Often times, the new wear parts are even more durable than the original because of advances in technology over time. These parts perform better than the original.

When we look at quality, it often changes from one rebuilder to another. Every rebuilder knows the importance of quality and strive to provide the best possible product. But, quality costs money. It costs money in buying high quality components and the extra labor to remanufacture the part correctly.

The true difference lies in whether the rebuilder painstakingly re-manufactures their products to OEM specs or takes as many shortcuts as possible just to keep

the price down.

So is remanufactured product as good as new? The answer is YES as long as the rebuilder does a true remanufacture of the part and not just a rebuild where bad parts are replaced or a reconditioned (which is a clean-up and repaint).

When price is the bottom line, a cheap price usually means a cheap product. Higher prices usually indicate a better rebuild. Remember that more often than not, you get what you pay for.

Who are these rebuilders?

Using the word rebuilder is an open ended type of concept. Rebuilders are a very diverse group of technicians that, frankly, do not have a set of agreed upon standards which can be used as a basis for comparison between products and from one rebuilder to another. They all have their own ways of doing things and their own ideas as to what actually constitutes a good rebuild. To some, a rebuilt part is one that has been restored to functional capacity while others do not consider it

rebuilt until it is reconditioned to the OE designed specs.

Regardless of their philosophical differences, rebuilders are often grouped into categories by size or their market share. Some are small "custom" shops that work one-on-one with their customers. Often, the customer brings in or ships the part to the rebuilder for exchange. The next group is the regional rebuilder who may sell direct to installers and jobbers. Then there is the national re-

builder. This type of rebuilder is all about volume. They process parts in batches so parts are often inter-mixed essentially like the original manufacturer.

The bigger the manufacturer does not necessarily equate to a better or less expensive product. They often have quality control departments but many times when there is a component part problem it is often difficult to stop their processing quickly.

"These parts perform better than the original"



Remanufactured pressure regulator valve

What about warranty coverage?

Many rebuilt parts today carry a 90-day warranty. You may even find some that carry a longer warranty but that is often not the case of electrical components. That warranty often is left up to the discretion of the rebuilder.

Labor is the often the largest part of the repair Job, which the warranty may or may not cover.

In addition, some warranties change based on who does the installation. Is the technician certified? Is the company an author-

ized dealer?

When considering your rebuilt product purchase, it is well worth your time to evaluate the quality of the warranty and what it covers.

Is it really a defective part?

Rebuilders often have a high percentage of “defective” parts that are returned under warranty that have absolutely nothing wrong with them. They are bench tested and found to be within specs. So what is the reason for the returns?

Installers often blame “defective” replacement parts for their own mistakes. Many times if the part is

damaged during installation, was not installed correctly or does not “fix” the problem, the installer will often claim the part is defective. Of course, this is to cover up his mistake or lack of expertise as to the origins of the problem.

The actual rate of return on defective rebuilt parts is less than 2%. That is very similar to the

return rate on new parts. Some parts, such as clutches, can be easily damaged during installation if the installer uses the wrong procedure or is careless. For that reason it is important to know both the reputation of the rebuilder and that of the installer so that in the event of a “defective” part, blame can be placed only where it is due.



Examples of “defect” scenarios

In this section we would like to provide examples of “defective” parts scenarios. Hopefully, none will sound too familiar to you.

Your mechanic has installed a rebuilt alternator. Within a relatively short period of time the alternator fails. Is it defective? Probably not. Alternators can be easily ruined by failing to recharge or replace a weak or bad battery. The alternator is designed to maintain battery charge, not to recharge weak or dead batteries. The added strain of being used to function in a way it was not designed to, may cause the alternator to overheat and eventually fail.

Starters are sometimes said to be “defective” when they won’t crank an engine any better the one it is replacing. Instead of it being a defective rebuilt unit the real problem can be anything from a discharged battery to bad connections. Without correcting the real

problem the replacement starter will not work to its full potential and may ultimately fail.

Similar problems can occur in items as large and expensive as a rebuilt engine. Something like not adjusting the timing accurately or properly priming the system for lubrication and fuel can spell disaster for a rebuilt engine. Also, don’t discount the havoc that an incompletely filled and cleaned coolant system and improperly routed hoses and wires can cause your new engine.

As we mentioned earlier, clutches are often damaged during installation. It is possible to damage the clutch if the proper pilot installation tool is not used or if installer fails to adjust it properly. Allowing the clutch to “hang up” as a result of poor adjustment, can damage the bearings and result in premature failure.

Air conditioning compressors can

also fail or be considered “defective” due to a variety of installer errors. Deteriorated hoses, improper lubrication levels or “slugging” the system can have a catastrophic effect on a rebuilt replacement compressor.

These types of failures are not limited to standard “hard” parts. The same is true in terms of “defective” parts for such high tech components as an engine ECM. An engine performance problem may be blamed on the computer because a technician does not know what else to do to solve his problem. He then replaces the VERY expensive computer only to find that it does not resolve the original problem. In a case such as this, proper diagnosis is essential when replacing these expensive, high-tech and often non-returnable components.

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Bus Parts Specialists



The end result is this: Remanufactured parts can and do provide a reasonable alternative to buying expensive new parts. You should expect to pay between 25 to 40% less than new on most rebuilt components. But knowing both your rebuilder's and your installer's reputation is essential. More often than not, "defective" replacement parts claims are actually installer errors due to carelessness or lack of knowledge. So, before you buy, compare!

COMING SOON!!!!

Look for our future newsletters and catalogs. We will cover a variety of topics but if there is something you are particularly interested in, please feel free to send us an e-mail and let us know. We will research your topic and post a newsletter based on that research.

We are continuing to do maintenance on our web-store, uploading items which are available for immediate purchase. If you don't find the product you are looking for there, please contact us by phone, fax or e-mail and we will be happy to assist you.

Until we hear from you, stay safe and enjoy your trip.

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