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Congratulations!

As an Auto Service Expert, you don't have to worry about your customers being on the road and having a repair problem. With the North American Warranty, your customers can travel with confidence and you build customer loyalty and goodwill.

The ASE North American Warranty protects your customers from unexpected repairs on most services performed by your shop for 24 months or 24,000 miles, no matter where their travels take them. When your customer is more than 25 miles from your shop, they simply call 1-877-252-4609 (toll-free) if they have a problem with a covered repair performed by your shop. The Warranty Administrator will direct them to an ASE location in that market for repairs. If there is no ASE in the market, they will direct your customer to one of more than 35,000 participating repair facilities for service. The repair facility will obtain authorization from the Warranty Administrator and perform the repair on your customer's vehicle. Once the repair is completed, the shop will contact the Warranty Administrator and receive payment via credit card. The customer pays nothing for covered repairs and there are no charge backs to the original repair facility. The Warranty Administrator assumes full financial responsibility for the parts and labor on the warranty claim.

The Administrator will send a follow-up letter to the customer and provide an opportunity for them to provide feedback on the warranty repair experience and contact information if they require additional assistance. A copy of the letter is also sent to the original repair facility notifying you that a customer has had a claim. This is a perfect opportunity to follow-up with your customer to ensure everything was handled to their satisfaction.

If the customer is within 25 miles of your shop and calls the Warranty Administrator, they will be directed back to your shop.

Please note that you are not obligated to offer this 24/24 Warranty to every customer. The poster that you display states "Ask me about our 24/24 Warranty." This gives you the option, for whatever reason you may determine, that you do not offer that warranty to every customer. It may be that that this is an odd repair requiring a recycled part, or something that you are doing that has a customer supplied part. Whatever the reason you state, remember, you are NOT obligated to offer every customer this warranty!

## SERVICES COVERED

- Air conditioning, heating and climate control systems
- Brake systems
- Engine cooling systems
- Electrical system, including starting and charging systems
- Engine performance, drivability service and repair
- Exhaust systems
- Fuel systems
- Ignition systems
- Electronic engine management system and on-board computer systems (engine, body, brake and suspension computers)
- Steering/suspension system, wheel bearings, CV joints/U-joints, half-shafts and drive shafts
- Towing\*
- Rental car\*
- Other minor repairs

\* If the customer's vehicle is inoperable, and they are further than 25 miles away from the original facility, they may be eligible for certain towing benefits, to a maximum of \$60.00, as determined by the Warranty Administrator. The customer may also be eligible for Rental Car benefits if the vehicle cannot be repaired the same day due to circumstances beyond their control. The maximum benefit would be for 2 days at a maximum of \$40.00 per day, as determined by the Warranty Administrator. These benefits do not apply to vehicles that have returned to the original facility.

## **SERVICES NOT COVERED\***

- Engines
- Transmission, transaxle
- Drive axle/differential assembly
- Body, paint, molding repair
- Commercial vehicles
- Tires
- Incidental Damages

\* See Procedures for full explanation

To assist you in promoting the fact that your shop provides a 24 month, 24,000 mile parts and labor warranty, we have developed materials to assist you in communicating this service. The materials include the following:

- 1 24" x 36" Poster – which should be displayed in your sales or customer waiting area promoting the fact that your shop offers a 24 month, 24,000 mile warranty.
- 1 Pad of Warranty Statements – a copy **MUST** be given to each customer that you offer the warranty to let them know the repair is covered for 24 months, 24,000 miles. It is very important that each customer receive a copy of this statement. A space has been left at the bottom left hand side for you to stamp your shop name, address, etc. Additional pads can be purchased from Auto Service Experts Headquarters, or you can simply make copies. You might also want to consider having this statement printed on the back of your work orders.

**By participating in the North American Warranty program, your facility becomes a part of our nationwide referral network. When a consumer is looking for a repair shop in your area, they will be referred to your facility for service. This is an additional benefit that helps you grow your business.**

If we can be of service or assistance, please contact the Warranty Administrator at:

**(877) 252-4609**

### **Who Makes the Warranty?**

**YOU, the original repair facility, make the warranty**

You (The Independent Repair Facility) are the issuer of the warranty and, as such, are responsible to uphold the terms and conditions described within the warranty for any services you perform. This means that if you offered the 24/24 Warranty to your customer, YOU are obligated to honor the warranty for all covered repairs that fall within the warranty parameters as long as the customer is within 25 miles of your facility. If the customer is further than 25 miles from your facility, the customer will be directed to another participating facility in the program and the warranty administrator will act on your behalf to take care of the customer's warranty needs and pay to redo any repairs that are covered by the North American Warranty!

### **What This Means To You!**

The warranty administrator will pay for the parts and labor up to the amount the customer paid for the original repair...**with no charge back to you!** All repairs are subject to the terms and conditions of the North American Warranty.

If your customer should contact you before they contact the administrator, make sure they have a copy of the original invoice and have them contact the warranty center directly. The warranty center will direct them to the nearest participating facility where the vehicle can be repaired. If they don't have a participating facility in the immediate area the warranty center will do all they can to work directly with a local repair shop to accommodate your customer with the least amount of inconvenience as possible.

Should your customer fail to follow the warranty procedures and return to you after the fact seeking a reimbursement for a covered repair, **contact the Warranty Administrator**. They will setup a claim and reimburse the customer directly for any eligible repairs, once they have received the proper documentation.

# Nationwide Warranty Coverage

The North American Warranty covers parts and labor for a period of 24 months or 24,000 miles, whichever comes first.

## Warranty Coverage includes

- Air conditioning, heating and climate control systems. Engine cooling system(s).
- Engine performance or drivability services and repair.
- Fuel system(s).
- Electronic engine management system and other on-board computer systems (engine, body, brake and suspension computers), cruise control systems.
- Brake system(s).
- Starting and charging systems.
- Electrical system(s).
- Exhaust system(s).
- Ignition system(s).
- Steering/suspension systems, wheel bearings, CV joints, half-shafts and driveshafts.
- Other minor repairs.
- \*Towing & Rental Car.

## Services and Vehicles NOT Covered by the Warranty

### ENGINE

Any internal repairs or replacement of internal components, or replacement of engine assembly.

### TRANSMISSION, TRANSAXLES

**Automatic** - any internal repair or component replacement requiring the removal of the automatic transmission or transaxle from the vehicle or disassembly of the same.

**Manual** - any internal repair or component replacement requiring the removal of the transmission or transaxle from the vehicle or disassembly of the same.

**Clutches** - Clutch component or assembly repair or replacement.

### DRIVE AXLE/DIFFERENTIAL ASSEMBLY

Any repair or component replacement requiring the removal of internally lubricated components or replacement of the drive/axle differential assembly.

### BODY, PAINT, MOLDING REPAIR

### COMMERCIAL VEHICLES

### TIRES

# Quick Reference Guide

## WHAT TO DO WHEN A CUSTOMER COMES TO YOU FROM ANOTHER FACILITY FOR WARRANTY RELATED REPAIRS

Use this checklist to ensure quick and efficient handling of the claim.

- Obtain a copy of the customer's original invoice.
- Verify less than the specified warranted time or miles have elapsed since the date and mileage documented on the original repair invoice.
- Confirm the original repair facility is further than 25 miles from your facility.
- Perform the proper diagnostic procedures and document any defects found with the original repair or service. Assemble an estimate for the corrective repairs.
- Call the Warranty Administrator at **(877) 252-4609** prior to performing any **warranty repairs** and advise the Administrator of your findings.
- If the claim is deemed valid, obtain a claim number from the Administrator for the repairs.
- Upon completion of the repairs, fax (preferred) or mail a copy of the customer's original repair invoice and the new repair invoice to the Warranty Administrator.

**Warranty Center Fax Number: (303) 457-1994**

**Warranty Center Mailing Address: Warranty Administrator  
P.O. Box 33535  
Denver, CO. 80233**

### **Warranty Center Hours:**

8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time)  
Saturdays 9:00 a.m. to 6:00 p.m. (Eastern Time). Closed on Holidays.

## How to Submit a Claim for Payment

Once you have received a claim number, you will need to fax the customer's original repair invoice and a copy of the new repair invoice to the Warranty Administrator: **(303) 457-1994**

Once received, the administrator will call you back with a credit card number with which to apply the charge for your service.

Or you may mail the invoices to the Warranty Administrator at the address above.

**Payment by Credit Card** (preferred method) – Once the Warranty Administrator receives the invoices, payment will be made to you immediately by credit card. *The average wait time for claim payment is an unheard of 10 minutes!*

**Payment by Check** – Once the Warranty Administrator receives the invoices, it will take approximately 5 working days for the claim to be processed and a check sent by mail.

\*All claims must be submitted for reimbursement within 90 days of the date the claim number was received.

# Frequently Asked Questions

**Q. Who makes this warranty?**

A. The facility that performed the original repairs.

**Q. Who handles the administration of the program?**

A. Automotive Business Solutions, Inc. (ABS) in Denver, CO.

**Q. Can the shop charge for this warranty?**

A. Legally, yes. However, we recommend that shops do not charge separately for this customer retention and loyalty program.

**Q. Is this a vehicle extended warranty?**

A. No, it is a specific service warranty. It only covers the service performed at that time.

**Q. How is the 25 miles determined?**

A. ABS uses one of many internet based mapping programs to determine distance.

**Q. What if the customer is within the 25 miles?**

A. ABS will inform the customer that the warranty will be handled by the original repair facility and direct them back to the original repair shop.

**Q. How many shops will be participating in the program?**

A. ABS has a relationship with over 30,000 shops across the country to handle customers no matter where they are.

**Q. Will my shop ever get a referral from another shop?**

A. Yes, if that shop's customer has a problem more than 25 miles from their shop and the customer is in your market.

**Q. How will a shop be reimbursed for a repair covered by ABS?**

A. ABS will provide payment via credit card at the conclusion of the repair.

**Q. At what rate will the shop be reimbursed?**

A. ABS reimburses the shop at their normal shop labor rate using Alldata book time up to the cost of the original repair.

**Q. What happens if the customer does not have the original invoice for the repair?**

A. If they call ABS and cannot provide the original invoice, ABS will work with the customer to get a copy of the invoice from the original repair shop. In a last case scenario, ABS would advise the customer to pay for the repair and then forward a copy of the original repair order to ABS for reimbursement after the customer returns home.

**Q. Does ABS cover incidental or consequential damages?**

A. No, the warranty specifically explains what is covered and what is not covered.

**Q. Will ABS track warranty claims for each shop?**

A. Yes. They will provide Headquarters with monthly reports showing the claims processed for the month. They will also contact the shop if they see a pattern in warranty claims from that shop.

**Q. What happens after hours?**

A. The customer will get a recording asking them to call back during normal business hours. ABS normal business hours are M-F 6:00am to 6:00pm Mountain Time and 7:00am to 4:00pm on Saturdays, excluding holidays.

**Q. How will I know if one of my customers has a problem and uses ABS?**

A. ABS follows up with the customer after the re-repair is completed. The original shop is copied on the communication piece allowing them to follow up with the customer

**Q. Does a customer ever have to wait for ABS to send an investigator out to examine the vehicle before authorization is given to repair the vehicle?**

A. No.

**Q. How will the customer know if they are covered by this warranty?**

A. Each shop will receive a wall poster and a pad of Warranty Statements. It is the shop's responsibility to provide each customer with the Warranty Statement. Extra Warranty Statements will be available from: your representative, Car Care Center Headquarters and the Parts Plus website. The warranty can also be printed on the back of your work orders.

**Q. What happens if the customer comes back to my shop for the repair, will ABS reimburse me?**

A. No. The warranty only applies when the customer is more than 25 miles from the original repair facility.

**Q. What happens if a customer has their vehicle fixed and brings me the bills to reimburse them?**

A. Should your customer fail to follow the warranty procedures and returns to you after the fact seeking a reimbursement for a covered repair, contact the Warranty Administrator. They will setup a claim and reimburse the customer directly for any eligible repairs, once they have received the proper documentation.

**Q. Are all services covered by this warranty?**

A. No. Exclusions are specifically listed on the Warranty Statement.

**Q. Does ABS cover towing and rental car expenses?**

A. Yes, under certain circumstances. The towing coverage is limited to \$60 and rental benefits are limited to 2 days at a maximum of \$40 a day when the repair cannot be completed the same day. Both have to be pre-approved by ABS.