

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 35,000 shops across the country to handle customers no matter where they are.

Q. Will the shop ever get a referral from another shop?

A. Yes. If that shop does not have an outlet in your market and their customer has a problem.

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 the local market average 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.