

FREQUENTLY ASKED QUESTIONS

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 a.m. to 6 p.m. Mountain Time and 7 a.m. to 4 p.m. on Saturdays, excluding holidays.

Q. How will I know if one of my customer's 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, Parts Plus Car Care Center Headquarters, off our website and available to print 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 set up 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 \$75 and rental benefits are limited to two 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.