



Nationwide Warranty Procedure Manual

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Introduction

This Warranty Procedure Manual is designed to help you to easily review the important aspects of the Jiffy Lube Nationwide Warranty Program. This will allow you to gain the maximum possible benefit from the program and provide optimum customer satisfaction.

- The importance of a nationwide repair guarantee is clear. Customer surveys conducted by major automotive aftermarket groups consistently show that consumers will choose a repair facility that issues a written, nationwide guarantee over one that does not.
- The Jiffy Lube Nationwide Warranty will give your customers the security and confidence they are looking for when choosing a repair facility.

We are pleased that you have elected to be a part of the Jiffy Lube Program and to provide your customers with the opportunity to have the finest Nationwide Warranty available.

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

1.866.330.9183

Your Enrollment in the Program

The Enrollment Authorization (“Authorization”) is a contract between you and Sonsio Management, Inc., and applies to your use of the Jiffy Lube Nationwide Warranty (hereinafter the “Program”). You must read, agree with, and accept all of the terms and conditions contained in the Authorization, the Warranty, and the Procedure Guide. By your participation in this Program you agree to be bound by the terms and conditions of Authorization, the Warranty, and Procedure Guide. Your participation in the Program is evidenced by your submittal of the completed Enrollment Authorization to Sonsio for processing and enrollment in the Program.

Each Facility or Facility Group Corporate Office must enroll and complete an electronic funds transfer (“EFT”) or credit card authorization form (the “Enrollment Authorization Form”) in order to have warranty coverage. The Enrollment Authorization Form must be submitted by the 25th of the month for warranty coverage to begin in the following month. The Enrollment Authorization Form must be approved by Sonsio before the Facility will be eligible for coverage. Warranty coverage for new Facilities will begin the 1st of the month following approval of the Enrollment Form.

Program Requirements

- A) Program fees shall be paid by each Facility or Facility Group Corporate Office.
- B) Program fees shall be paid in U.S. dollars .
- C) Fees may be paid using a credit card or EFT from the bank account designated on the Enrollment Form.
- D) Fees are invoiced in three-month increments or annually, and will be charged to the designated credit card or debited from the account designated for EFT on the first (1st) day of the month preceding the beginning of the Warranty coverage term or the first business day thereafter if the 1st is not a normal business day.
- E) Upon cancellation of enrollment in the Warranty, a Facility which makes payment annually shall be issued a prorated refund for any subsequent three-month periods for which payment has already been made so long as no claims have been paid on behalf of the cancelling Facility. There are no refunds upon cancellation for Facilities which make payment by three-month period.
- F) Jiffy Lube Facilities shall pay the following Program Fees:
 - i. \$21.00 per three-month period (or \$84.00 annually) per Facility.
- G) Electronic Fund Transfers. Facilities electing to authorize electronic fund transfers (“EFT”) for payment must complete the EFT portion of Enrollment Form.
 - i. Debits to designated EFT accounts shall post within two (2) business days after the 1st day of the month in which your Program Fees are debited.
 - ii. Non-Sufficient Funds (NSF) Fee. If a NSF occurs, the bank will make three attempts within 10 days to process the payment. In addition to the amounts invoiced by Sonsio for Program Fees, you will be charged a NSF fee for each NSF that is charged to Sonsio. The current NSF Fee is \$50. This fee is subject to change based on the amount charged to Sonsio or as bank fees

increase. Upon our notification of a NSF, we will notify you by phone, fax and/or email and ask that the situation be rectified. If we are unable to process your payment successfully within one (1) business day, your Warranty coverage will be terminated until your outstanding balances, and associated fees are resolved. If your Warranty coverage is terminated, we will send an email to you notifying you of the current status and the steps required to reinstate the Program.

- H) Credit Card. Facilities electing to utilize a credit card (Visa or Mastercard) for payment must complete the credit card portion of the Enrollment Form.
 - i. If your credit card is rejected or declined, we will make one attempt to reach the billing contact person by telephone to get the correct credit card information before we make a second attempt to process your payment.
 - ii. If we are unable to process your payment successfully within one (1) business day, your Warranty coverage will be terminated until the payment issue is resolved and all past due balances and any associated fees are paid in full. If your Warranty coverage is terminated, we will send an email to you notifying you of the current status and the steps required to reinstate the Program.
- I) Reinstatement Fee. If your Warranty coverage is terminated, reinstatement will occur once the outstanding balances, and associated fees are resolved. You will be charged a \$100 reinstatement fee prior to reinstating your Warranty coverage.
- J) In the event that payment is not received by the first day of the Warranty coverage period, whether three-months or annual, Warranty coverage will cease immediately.
- K) In the event that it becomes necessary for Sonsio to take legal action to collect unpaid amounts, Sonsio shall be entitled to collect, in addition to the amounts owed, interest on the unpaid balance at the rate of twelve percent (12%) per annum, and all costs of collection, including reasonable attorney's fees.

Program Implementation Tip Sheet

HERE ARE SOME POINTERS ON IMPLEMENTING
THE WARRANTY PROGRAM SUCCESSFULLY:

1. Make sure the customer is aware of your new warranty program. This is accomplished by making sure every customer has received a printed copy of the warranty statement.
2. Explain the warranty in your sales approach. Knowing you are willing to stand behind your work with a written warranty may be the deciding factor on a sale. The warranty provides the customer with a “Peace of Mind” in knowing they are receiving a quality repair or service.
3. Ensure all of your employees have adequate knowledge of the warranty and its parameters. Everyone should read the warranty statement thoroughly. Perhaps a short meeting is the most effective method of getting everyone acquainted.

Who Makes the Warranty?

The warranty is made by the Independent Repair Facility named on the repair invoice and that performed the service/repairs on the vehicle. The warranty may be honored by any facility participating in this program or other authorized facility anywhere in the United States. Sonsio Management, Inc. serves as the administrator (“Warranty Administrator”) and the warrantor under certain limited circumstances as defined in the Warranty Statement on page 8.

This means that the Independent Repair Facility performing the repairs is the issuer of the warranty and, as such, is responsible to uphold the terms and conditions described within the warranty for any services it performs. Sonsio will act as the administrator on behalf of the original facility and the warrantor when the customer experiences a failure and is more than the specified miles from the original facility (see the Warranty Statement on page 8 for complete details).

Nationwide Warranty General Summary

SERVICES COVERED INCLUDE:

- Engine performance, drivability services and repairs: 12 mos/12,000 miles
- Heating and Air Conditioning: 12 mos/12,000 miles
- Emission control system(s): 12 mos/12,000 miles
- Electronic engine management system and other on-board computer systems, (engine, body, brake and suspension computers): 12 mos/12,000 miles
- Shocks & Struts:
Parts: Lifetime
Labor: 12 mos/12,000 miles
- CV joints, Half-Shafts and Drive Shafts: 12 mos/12,000 miles
- Starting and Charging systems: 12 mos/12,000 miles
- Steering/suspension systems (excluding alignment): 24 mos/24,000 miles
- Alignment (excluding parts): 12 mos/12,000 miles
- Brake System(s) (excluding overhaul):
Parts: 24 mos/24,000 miles
Labor: 12 mos/12,000 miles
- Brake System(s) Overhaul (calipers/wheel cylinders replaced or overhauled):
Parts: Lifetime
Labor: 12 mos/12,000 miles
- Miscellaneous minor repairs: 12 mos/12,000 miles

SERVICES AND VEHICLES NOT COVERED BY THIS WARRANTY:

- ENGINE
Any internal repairs or replacement of internal components, or replacement of engine assembly.
- TRANSMISSION, TRANSAXLES
 - Automatic - any internal repair or component replacement.
 - Manual - any internal repair or component replacement.
 - 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.
 - Ring gear, pinion shaft and related gears
 - Associated bearing with above
 - Pinion seal
- BODY, PAINT, MOLDING REPAIR
 - Any repair or materials related to auto body repair work.
 - Glass related repairs
- A/C EVACUATION & RECHARGE SERVICES
- TIRES, BATTERIES
- USED OR SALVAGED PARTS
- PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
 - Oil changes, fluid changes and flushes, wiper blades, filters.

JIFFY LUBE NATIONWIDE LIMITED REPAIR WARRANTY

WHO MAKES THIS LIMITED WARRANTY (“WARRANTY”): This Warranty is made by the Independent Repair Facility (“Facility”) who is so named on the original repair order, and whom performed the service/repairs on your vehicle. This Warranty is extended only to you, the original purchaser, and not to anyone who may purchase your vehicle from you during the term of the warranty. This Warranty will be honored by any Facility participating in this program, or any other authorized repair facility anywhere in the United States. Sonsio Management, Inc. serves as the administrator (“Warranty Administrator”) and the warrantor under certain limited circumstances as stated below.

WHAT IS COVERED BY THE WARRANTY: This Warranty covers the following types of repairs and services:

- A. Engine performance, drivability services and repairs: **12 mos/12,000 miles**
- B. Heating and Air Conditioning: **12 mos/12,000 miles**
- C. Emission control system(s): **12 mos/12,000 miles**
- D. Electronic engine management system and other on-board computer systems, (engine, body, brake and suspension computers): **12 mos/12,000 miles**
- E. Shocks & Struts:
Parts: **Lifetime**
Labor: **12 mos/12,000 miles**
- F. CV joints, Half-Shafts and Drive Shafts: **12 mos/12,000 miles**
- G. Starting and Charging systems: **12 mos/12,000 miles**
- H. Steering/suspension systems (excluding alignment): **24 mos/24,000 miles**
- I. Alignment (excluding parts): **12 mos/12,000 miles**
- J. Brake System(s) (excluding overhaul):
Parts: **24 mos/24,000 miles**
Labor: **12 mos/12,000 miles**
- K. Brake System(s) Overhaul (calipers/wheel cylinders replaced or overhauled):
Parts: **Lifetime**
Labor: **12 mos/12,000 miles**
- L. Miscellaneous minor repairs: **12 mos/12,000 miles**

The Independent Repair Facility warrants that the above repairs and services performed at their location will be free from defects in materials and workmanship for the terms listed above, whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair order (“Warranty Period”). This Warranty is conditioned on the vehicle being subjected only to normal use, and receiving reasonable and necessary maintenance during the Warranty Period. **Warranty repair costs shall in no case exceed the costs of the original related repair or service.** If there is a defect in either materials or workmanship within the Warranty Period, the Facility shall have the option to either perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund to you the entire charge for the warranted repairs, minus any previous refunds or credits.

STATE OF CALIFORNIA ONLY: A buyer of covered products or services has the right to have Warranty service performed during the Warranty Period. The Warranty Period will be extended for the number of whole days that the vehicle has been out of the buyer’s hands for Warranty repairs. If a defect exists within the Warranty Period, the Warranty will not expire until the defect has been fixed. The Warranty Period will also be extended if the Warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the Warranty repairs did not remedy the defect, and the buyer notifies the Warranty Administrator of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return his vehicle for a replacement of parts, if applicable, or a refund, in either case, subject to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under any law.

WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE: You must keep a copy of the original repair invoice and present it when seeking service under this warranty. If warranty work is performed, you must temporarily surrender possession of the original repair invoice, or a legible copy of the same. If you are less than 25 miles away from the original repairing Facility location, you must return your vehicle to that Facility and present your copy of the original repair invoice to the Facility.

If you are more than 25 miles from the original repairing Facility location and you are unable to reasonably return your vehicle to the that facility, then prior to any warranty repair work being performed you must call the Warranty Administrator, at 1-866-330-9183, from 8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time), Saturday from 8:00 a.m. to 5:30 p.m., excluding holidays. The Warranty Administrator will direct you to the nearest participating Facility location. If there are no participating Facility locations in your area, you may take your vehicle to a non-participating repair facility in your area. If the non-participating repair facility will not accept payment from the Warranty Administrator, you must pay for the warranty service and submit your original repair invoice and subsequent warranty repair invoice to the Warranty Administrator for reimbursement. In all cases, these original document(s) will be returned to you as soon as practicable.

WHAT IS NOT COVERED BY THIS WARRANTY: You must pay for any non-warranty service you order to be performed at the same time as the Warranty service. This Warranty will not apply to your repaired vehicle if it has been damaged by abnormal use, misuse, neglect, accident, alteration or “tampering with” (by other than the Facility or Facility employees). The Facility’s employees and/or agents do not have authority to modify the terms of this Warranty nor to make any promises in addition to those contained in this Warranty. This Warranty does not in any way include INCIDENTAL OR CONSEQUENTIAL DAMAGES (additional expenses which you may incur as the result of faulty repair or service). Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Warranty gives you specific rights, and you may also have other rights, which vary from state to state.

AUTOMOTIVE REPAIRS EXCLUDED FROM WARRANTY: This Warranty does not cover repair(s) or replacement(s) except as listed in the section, “What is Covered by this Warranty,” even though the Facility may offer other services. Specifically excluded are any repairs involving replacement or removal of internally lubricated parts and other such repairs as listed below. Automotive repairs excluded from the Nationwide Limited Warranty include:

- I. ENGINE
 - A. Any internal repairs or replacement of internal components, or replacement of engine assembly.
- II. TRANSMISSION, TRANSAXLES
 - A. Automatic – any internal repair or component replacement.
 - B. Manual – any internal repair or component replacement.
 - C. Clutches – clutch component or assembly repair and replacement.
- III. DRIVE AXLE/DIFFERENTIAL ASSEMBLY
 - A. Any repair or component replacement requiring the removal of internally lubricated components or replacement of the drive axle/differential assembly.
 - 1. Ring gear, pinion shaft and related gears
 - 2. Associated bearing with above
 - 3. Pinion seal
- IV. AUTO BODY, PAINT, MOLDING REPAIR
 - A. Any repair or materials related to auto body repair work.
 - B. Glass related repairs.
- V. A/C EVACUATION and RECHARGE SERVICE
- VI. TIRES, BATTERIES
- VII. USED OR SALVAGED PARTS
- VIII. PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
 - A. Oil changes, fluid changes and flushes, wiper blades, filters.

COMMERCIAL VEHICLES: The Warranty Period on commercial vehicles for alignments is 3 months or 3,000 miles, and 12 months or 12,000 miles for all other covered repairs and services, whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair order. A commercial vehicle is any type of motor vehicle used for transporting goods and/or passengers including, but not limited to, taxis, shuttle vans and those vehicles used for delivery and hauling of heavy loads. A passenger car either owned corporately or corporately subsidized for the purposes of being in used in connection with an individual’s employment, such as commonly used by sales employees, does not fall into the definition of commercial vehicle for the purposes of this warranty program.

**JIFFY LUBE NATIONWIDE WARRANTY CENTER
P.O. BOX 17659, GOLDEN, CO 80402-6027
1-866-330-9183**

How to Obtain Authorization for Repairs

WHAT TO DO WHEN YOUR CUSTOMER RETURNS TO YOUR FACILITY FOR WARRANTY SERVICE

As a participant of the Jiffy Lube Nationwide Warranty Program you are responsible to stand behind and uphold the terms of the nationwide limited warranty for any customer who returns to your facility for warranty service work.

1. Obtain a copy of the customer's original invoice.
2. Verify that less than the specified warranted time or miles have elapsed since the date and mileage documented on the original invoice. (If either parameter has elapsed, the warranty is expired.)
3. Perform the proper diagnostic procedures and verify whether a defect exists with the original repair or replacement of part(s).
4. Proceed with the necessary re-repair of the customer vehicle and issue a written repair order that lists the specific repair that was performed to resolve the customer warranty claim.
5. File a copy of the repair invoice with the related copy of the original repair invoice in your customer file.
6. If the warranty repair involved the replacement of a defective part, return the defective part back to your parts store.

How to Obtain Authorization for Repairs

WHAT TO DO WHEN A CUSTOMER IS REFERRED TO YOU FROM ANOTHER FACILITY FOR WARRANTY RELATED REPAIRS

1. Obtain a copy of the original invoice from the customer. The customer must have a copy of the original invoice in order to exercise their warranty privileges.
 - a. Verify the vehicle presented for warranty service work is the same vehicle on which the warranted repairs in question were performed.
 - b. Verify that less than the specified warranted time or miles have elapsed since the date and mileage documented on the original invoice. (If either parameter has elapsed, the warranty is expired.)
 - c. Verify that the original repair facility is further than 25 miles from your facility.
 - d. If the claim satisfies each of the conditions listed above, you may then continue with the processing of a potential warranty claim.
 - e. If the customer's claim fails to satisfy any of the conditions above, you should advise the customer that the claim is not eligible for adjustment under the nationwide warranty program and provide the customer with the reasons for this determination.
2. Once you have determined the warranty service claim satisfies the aforementioned conditions, diagnose the problem and confirm that the warranty repairs in question have proven to be defective, either in the parts or the labor. You should then assemble an estimate for the cost necessary to correct any such deficiency in the warranted repairs.
3. Prior to beginning any warranty service work, you shall call the Warranty Administrator at 866-330-9183 and discuss the situation in sufficient technical detail to allow the Administrator to make an informed decision on the merit of the claim. You should also provide the Administrator an estimate for the cost of the repairs necessary to remedy the condition.

(continued on next page)

How to Obtain Authorization for Repairs (continued)

4. The Administrator will advise you whether the customer's claim is meritorious. If the Administrator determines the claim is meritorious, and therefore entitled to adjustment under the nationwide warranty, the Administrator shall so advise you and provide you with a work claim number. Similarly, if the Administrator determines that the claim is not meritorious, they shall so advise you and provide an explanation as to why the claim is ineligible for adjustment.
5. Once you've been advised by the Administrator that the claim is meritorious, and you have been provided with a claim number, you can perform the warranty service work. If, during the course of performing this work, you determine that the cost (parts & labor) necessary to remedy the defect in the warranted repairs exceeds the estimate approved by the Administrator, telephone the Administrator and advise them of this fact.
6. You shall complete a new repair order detailing the nature and charges for the warranty service work performed (parts & labor). On the face of the invoice, legibly write "Nationwide Warranty Adjustment - No Charge." Do not charge the customer for any authorized warranty service work. You should also write the claim number on the face of the invoice. The customer must sign the repair invoice.
7. The copy of the original repair invoice, along with the subsequent invoice reflecting the warranty repair, shall be sent to the Administrator for review. You should confirm with the customer that your invoice correctly shows their current address.

Submitting Claims for Payment

For fastest payment use the enclosed FAX cover sheet and fax a copy of the customer's original invoice and a signed copy of your repair invoice to the fax number provided by the technician who assisted you during your call for prior authorization.

Once the claim is processed and approved, the Program Administrator will email credit card payment information to you. You can process the credit card for immediate payment using the information provided in the email.

----- or -----

You may mail the original repair invoice and the new repair invoice to the Warranty Administrator at the following address:

Jiffy Lube Program Administrator
P.O. Box 17659
Golden, CO 80402-6027

Failure to submit any or all of the required documents will result in a delay of payment or non-payment of the claim.

ALL CLAIMS MUST BE SUBMITTED FOR REIMBURSEMENT WITHIN 90 DAYS OF THE DATE THE CLAIM NUMBER WAS ISSUED. Failure to submit the required invoices within 90 days will void the claim. No reimbursement will be issued for claims that exceed this time limit.

From the date the Warranty Administrator receives the invoices, it will take approximately 10 working days for the claim to be processed and payment to be issued.

Samples

The following three pages are examples of the claims fax cover sheet and the letters that will be sent to the customer and to the original repair facility.

The purpose of these letters are to follow up with the customer and provide them the opportunity to contact the warranty administrator if they are still experiencing any problems or require any additional assistance.

A letter is also sent to the original repair facility notifying them that their customer had a claim that was handled through the nationwide warranty program. It is highly recommended that you call your customer to be sure everything was handled to their satisfaction. By taking the time to show your concern, you will take a big step towards retaining your customer in the future.



Warranty Administrator for Jiffy Lube
P.O. Box 17659
Golden, CO 80402-6027
1.866.330.9183

Fax Cover Sheet

To:		From:	
Fax:		Pages:	
Phone:		Date:	
RE:			

- Urgent For Review Please Comment Please Pay by Credit Card

We need the following documents in order to pay your claim by credit card:

- A copy of the invoice from the original repair facility
- A copy of your invoice today showing the corrective repairs

Comments:



Sonsio Management, Inc.
P.O. Box 17659
Golden, CO 80402-6027

August 23, 2013

SENT VIA ELECTRONIC MAIL TO MIKE@MIKESAUTOREPAIR.COM

Mike's Auto Repair
1212 First Street
Denver, CO 80011

Re: 2140905555

Dear Mike's Auto Repair:

As a special service we provide, we want to inform you that a valued customer of yours experienced a problem requiring further repairs, which were covered by the Jiffy Lube Nationwide Warranty.

Jennifer Jones
123 Main Street
Denver, CO. 80123
(303) 123-4567
Alternator

08/21/2013
Invoice # 125478
Joe's Auto Repair

In the interest of customer satisfaction, we recommend that you contact Jennifer Jones at your convenience.

If you have any questions or if we may be of further assistance please contact us Monday through Friday 8A.M. to 5 P.M. Mountain Standard Time.

Sincerely,

Warranty Administrator for Jiffy Lube



Sonsio Management, Inc.
P.O. Box 17659
Golden, CO 80402-6027

August 23, 2013

Jennifer Jones
123 Main Street
Denver, CO 80123

Dear Jennifer Jones:

We are aware of the recent problems you have incurred with your vehicle. We realize that any vehicular problem poses an inconvenience. We trust that we were able to get your vehicle repaired and back on the road quickly. Our objective is to do everything within our power to ensure that your repair experience is a good one.

Your patronage is very important to us. We want to make certain that your situation was resolved to your satisfaction and that you are happy with the warranty services you received.

If you have any questions or need further assistance, we invite you to visit or call Mike's Auto Repair at (303) 555-1212 or contact us at the corporate warranty center at 1-866-330-9183 Monday through Friday 8 A.M. to 5 P.M. Mountain Standard Time.

Sincerely,

Corporate Warranty Center for Jiffy Lube

Eligible Services and Testing Procedures

The following is a list of some of the components that are eligible for reimbursement in the event that a failure occurs. There is also a description of some of the tests that should be completed prior to contacting the Warranty Administrator. Performing these tests and providing the diagnostic data will ensure the expeditious handling of your claim.

1. **ELECTRICAL COMPONENTS:** When replacing electrical components, we will ask for the results of specific tests. These tests will include voltage drops across the positive and negative circuits, and available voltage at the B+ terminal of the failed component.
 - a. **STARTERS:** You should have available the voltage drop readings from both positive and negative circuits and available voltage at the B+ terminal, amperage draw, battery voltage reading while the engine is cranking, and results of a battery load test. Some or all of these tests may be required before a claim number is issued. Additional tests may be required if it is deemed necessary.
 - b. **ALTERNATORS:** You should have available the voltage drop readings from both the positive and negative circuits, and output readings at idle and high idle (amperage and voltage). Output readings should be taken from the B+ terminal on the back of the alternator, not at the battery. Externally regulated models will require these readings with the alternator in full field. Additional tests may be required if it is deemed necessary.
2. **A.C. COMPONENTS:** High and low side pressure readings, results of a leak test, or other tests as required. The appropriateness and necessity for additional testing will be determined by the Warranty Administrator.
3. **BRAKE COMPONENTS:** You should have a detailed and accurate description as to the condition of the failed part and the necessity for replacement.
4. **COOLING SYSTEMS:** You should have a detailed and accurate description as to the condition of the failed part and the necessity for replacement.
5. **STEERING & SUSPENSION:** You should have a detailed and accurate description as to the condition of the failed part and the necessity for replacement.
6. **TUNE-UP RELATED SERVICES:** Proper diagnosis must be performed in order to condemn the failed component. This may include tests such as: scope analysis; fuel pump pressure reading; exhaust emission reading; and voltage input and output readings, where applicable. Some diagnostic time may be reimbursed depending upon the type of failure. The decision as to whether diagnostic time will or will not be allowed and how much time will be allowed will be that of the Warranty Administrator.
7. **COMPUTER CONTROL COMPONENTS:** Proper diagnosis must be performed in order to condemn the failed component. This would include tests such as voltage and resistance readings, where applicable. Other tests may be required. Some diagnostic time may be reimbursed. The decision as to whether diagnostic time will or will not be allowed and how much time will be allowed will be that of the Warranty Administrator.
8. **ALL OTHER ADDITIONAL SERVICES NOT LISTED:** A detailed and accurate description as to the condition of the failed part and the necessity for replacement.

Frequently Asked Questions

1. What benefits do I receive?

As a participant of the Jiffy Lube Nationwide Warranty Program, you will receive the following benefits.

- a. The Warranty Center will pay the cost of repairing the customer's vehicle when he or she experiences a warranty related failure and are beyond the 25 mile radius from your facility during the warranty period.
- b. As a member of a 35,000 shop nationwide warranty network, you will receive referrals of customers from other service facilities when those customers experience a warranty related failure and are in need of repair while located in the vicinity of your service center.

2. When my customer has a warranty claim that is handled by another location, will the Warranty Center bill me for the cost of the re-repair?

No. The cost of the re-repair is covered by the Warranty Center. There will be absolutely no cost to you for such repairs.

3. How will I know if one of my customers has a warranty claim while traveling away from my facility?

The Warranty Center will send a letter to you informing you of the customer's name, address, telephone number, the nature of the repair, and the date of the failure. This will allow you to contact your customer and make sure that he/she is satisfied with the service they received.

4. During what hours can my customers contact the Warranty Center?

The Warranty Center is open Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time, and Saturday from 8:00 a.m. to 5:30 p.m. Eastern Time, excluding the six primary holidays (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day).

5. If my customer goes out of the United States (Mexico, Canada, etc.), are they still covered under the warranty?

Yes. The customer is covered anytime or anywhere within the warranty parameters. Claims outside the country will be handled on a reimbursement basis.

6. What are the warranty parameters?

Please refer to the Warranty Statement for details.

7. If a customer goes elsewhere and has repairs performed and then returns to the original facility seeking a refund, what should the original facility do?

If the claim meets the warranty parameters, contact the Warranty Administrator. They will open a file and the claim will be processed in the normal manner. Any reimbursement will be made directly to the customer.

8. If a customer has a repair redone under the warranty, are they then given a new warranty or does the warranty go back to the date of the original repair?

A new warranty will be given on the repair that is performed.

9. What if the customer loses his repair order?

The customer should contact the original facility to see if a copy of the invoice can be reproduced. The Warranty Center can assist with this process and attempt to have the original facility fax a copy of the repair invoice. In a worst-case scenario, the customer would pay for any necessary repairs and seek a reimbursement after the fact by submitting copies of the documentation (once the missing repair order is located) to the Warranty Center.