Lubricar Inc. Protocol

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| Title  | Steps for resolving a Mishap – Access to Vehicle  |
| Objective  | Proper steps for resolving a claim by a customer or vendor.  |
| Responsibility  | Store Manager with Assistance from District Manager  |
| Steps  | 1. Take complaint from customer – get as many details as possible.
2. Take notes while talking to customer as many as possible whether you deem them relevant or not.
3. Print Invoice and check for anything unusual. Check the comments, check oil quantity, check OPS etc. Attempt to gain some insight moving forward with the claim.
4. Call your DM and inform him of the claim status.
5. Investigate as thoroughly as possible. Speak to the customer at length, have them take it to a repair facility and speak to the mechanic and the owner/manager on duty.
6. Gather as much information as possible and document everything.
7. Speak to the customer and find out when the problem occurred, the course of events that transpired from the time the vehicle left Jiffy Lube until the problem actually happened. Find out what the customer did during this time as well.
8. If a mechanic/technician was involved speak to them and find out their opinion on the matter.
9. Get contact information of all parties involved including the mechanic, the customer, and anyone else involved in the claim.
10. Fill out the Potential Mishap Report (PMR) and send it to your DM
11. **If a repair/refund is deemed appropriate, obtain permission from your District Manager responsible (written email approval) if over $200.00.** If the repair/refund is under $200.00 come to an understanding with the customer on a mutually agreeable repair facility. If the repair facility is a Jiffy Lube Brakes and Services store, please see the instruction at the end of this protocol.
12. **Determine what procedures were broken to cause the mishap. In the body of the PMR email explain what happened, how it happened and why it happened.**
13. **Inform your DM of what additional training and/or corrective action will be taking place.**
14. **If the mishap is a result of willful neglect on behalf of the employee with primary responsibility that results in catastrophic failure of a major drivetrain component, the employee with this responsibility will be terminated. All employees with secondary responsibility including the manager will receive a corrective action.**
15. **Stay involved in the repair with both the repair facility and the customer. Make sure the repair is timely and the customer is being taken care of properly. Update the DO and SM by email daily until the issue is completely resolved.**
16. If a rental car is involved, make sure the customer realizes that insurance is extra that the customer will have to pay for themselves.
17. If a rental car is involved, make sure it gets turned back in at the proper time.
18. If the claim is denied, be as friendly as possible with the customer and explain it in such a way that we are able to keep the customer and they are fully informed of the reason why we are denying the claim. (i.e. say the hard things in the
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|  | nicest/friendliest way).19. Follow up with a phone call in any case to ensure the customer is happy with the outcome or explanation. 20. Obtain a signed release. **Brakes and Services Store Repair Instructions** 1. After getting repair approval from your District Manager you will need to contact the Brakes & Services store to arrange the repair.
2. The Brakes and Services store manager will need to contact me for authorization to do the repair.
3. The store with the mishap will need to send the PMR to the Brakes and Services store before work can begin.
4. All parts will be billed at cost.
5. The DM will determine of the labor is billed at full of half cost. The amount of negligence in the mishap will be the determining factor.
6. The Brakes and Services Manager will ring the ticket through as a warranty and update the PMR with the cost from the JL invoice.
7. The Brakes & Services Manager will send the DM the updated PMR and a .PDF of the warrantied JL invoice. This information will be used to credit the B&S stores sales and debit the offending stores mishap GL line.
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| Revision Date  | 10/1/23 |