

APPROVED WARRANTY ADMINISTRATION PROCEDURES

WHEN YOUR CUSTOMER RETURNS TO YOUR FACILITY FOR WARRANTY SERVICE

As a participant of the Jiffy Lube Nationwide Warranty Program you, the Original Facility, 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.

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

As a participant of the Jiffy Lube Nationwide Warranty Program you, the Repair Facility, may receive customers from other Jiffy Lube facilities referred to you for warranty related repairs or service work under the nationwide limited warranty.

1. The Repair Facility shall follow these procedures in the event that a customer of the Warranty seeks performance by a Repair Facility under the terms of the limited warranty given by another Repair Facility:
2. 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 and that the customer cannot reasonably return to the original facility.
3. If any of the conditions specified in subparagraphs "2.a." and "2.b." above are not met, the Re-Repair Facility shall advise customer of the reason(s) why the customer is not eligible for

APPROVED WARRANTY ADMINISTRATION PROCEDURES

Approved Nationwide Warranty adjustment. If Paragraph 2 c. is the only condition not met, the Re-Repair Facility shall direct the customer to present the warranty claim to the original repair Facility for evaluation.

4. If all of the conditions of Paragraph 2 are met, the Re-Repair Facility shall diagnose the automotive problem and confirm that the original repair has proven ineffective as a result of improper or incomplete labor and/or part(s) failure.
5. 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.
6. **Prior to beginning any warranty service work**, you shall call the Warranty Administrator at 1-866-330-9183 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.
7. 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.
8. Once the Administrator has advised you 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.
9. 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.
10. 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.