



# **Jiffy Lube Brakes & Services National Warranty Program**

**Deployment Materials  
Nov 2013**

# National Warranty - Benefits

## Customer

- Provides peace of mind when selecting a repair facility
- Easy issue resolution regardless of location
- Warranty coverage is provided nationwide from a network of 35,000 participating facilities
- Provides Jiffy Lube Brakes and Services customers with a written limited nationwide parts and labor warranty
- Terms vary based on the service purchased with some parts covered with a lifetime warranty



# National Warranty - Benefits

## Franchisee

- Elevates the brand and strengthens competitive position in the marketplace
- Provides service center employees with a selling tool to help “close” the sale
- Helps retain customer in event of a warranty issue
- Data from customers who had breakdown & made warranty claim
  - 92% said very important for repair facility to offer nationwide warranty
  - 95% said would return to the facility for future service repairs on their vehicle despite experiencing the issues
  - 99% said they would recommend the repair facility to friends and family because of the nationwide warranty
- Program Administrator pays cost of warranty service when customer is beyond 25 mile radius of original store
- Opportunity to get new customers by referrals for warranty service
- Easy to administer at low cost
- Provides comprehensive and competitive warranty coverage



# What is covered?

<b>Basic Coverage: 12 mos/12,000 miles</b>	
Engine Performance, drivability services and repair	Starting and charging system
Heating and air conditioning repairs:	Alignment (excluding parts)
Emission control system	CV Joints, Half shafts and drive shafts
Electronic engine management system and other on-board computer systems (engine, body, brake and suspension computers)	Miscellaneous minor repairs
<b>Extended Coverage</b>	
Brake system: Parts: <b>24 mos/24,000 miles</b> Labor: <b>12 mos/12,000 miles</b>	Brake system: (with calipers, wheel cylinders replaced or overhauled) Parts: <b>Lifetime</b> Labor: <b>12 mos/12,000 miles</b>
Shocks & Struts: Parts: <b>Lifetime</b> Labor: <b>12 mos/12,000 miles</b>	Steering Suspension systems (excluding alignment): <b>24 mos/24,000 miles</b>
<b>Commercial Vehicles</b>	
Alignment: <b>3 mos/3,000 miles</b>	Other covered services: Parts and Labor: <b>12 mos/12,000 miles</b>

**Commercial vehicles** include taxis, shuttle vans and those vehicles used for delivery and hauling of heavy loads.

# What is not covered

Excluded Services	
Engine	<ul style="list-style-type: none"><li>• Internal repairs</li><li>• Engine rebuild or replacement</li></ul>
Transmission & Transaxles	<ul style="list-style-type: none"><li>• Internal repair, rebuild or component replacement</li><li>• Clutch repair or replacement</li></ul>
Drive Axle/Differential	<ul style="list-style-type: none"><li>• Any repair requiring removal of internally lubricated components including replacement of:<ul style="list-style-type: none"><li>• Drive axle assembly</li><li>• Ring gear, pinion shaft and related gears</li><li>• Associated bearing</li><li>• Pinion seal</li></ul></li></ul>
Tires, Batteries	<ul style="list-style-type: none"><li>• Covered by separate warranty provided by the manufacturer including road hazard warranty when applicable</li></ul>
SSOC and related preventive maintenance services	<ul style="list-style-type: none"><li>• Covered by warranty on back on customers invoice (3 mos/3,000 miles)</li></ul>
Auto body, paint molding repair	<ul style="list-style-type: none"><li>• Including glass related repairs and paintless dent repair</li></ul>

- Extended only to the original purchaser and is not transferrable
- Repair costs shall not exceed the costs of the original related repair or service.
- The customer must pay for any non-warranty service they authorize to be performed at the same time as warranty service
- Used or salvaged parts are not covered

# What customers need to do

- Customers must present a copy of the original repair invoice when requesting warranty service
- If less than 25 miles away from the service center that performed the original repair the customer is directed to that service center for warranty service
- If more than 25 miles away from the original repairing service center then prior to any warranty work being performed they must call the **Program Administrator** at **1-866-330-9183**.
  - Program Administrator refers customer to a convenient network provider



# Warranty Procedures

## When your customer returns to your service center

- The original facility is expected to stand behind and uphold the terms of the national warranty

## Warranty Procedures

- Obtain or print a copy of the customer's original invoice
- Verify the vehicle is still covered under the warranty terms and conditions
  - Based on review of time and mileage elapsed as documented on the original invoice
- Perform the proper inspection and diagnostic procedures
  - Verify that a defect or warranty issue exists with the original repair
- Proceed with the necessary warranty repair of the vehicle
- Generate an invoice in POS that lists the specific parts and repair performed to resolve the warranty claim
  - Warranty the item or service in POS as appropriate
- Return the defective part back to your parts store for credit

# Warranty Procedures - Referrals

## Customer referred to your service center

- Your service center may receive customers for warranty repairs based on referrals by the Program Administrator

## Warranty Claim Procedures

- Request a copy of the original repair invoice from the customer
  - Customers must have a copy of the original invoice to take advantage of warranty coverage
- Verify:
  - Vehicle is the same as the vehicle listed on the original receipt
  - Vehicle is still covered under the warranty terms and conditions based on elapsed time/mileage and as documented on the original invoice
  - The original repair facility is more than 25 miles away from your service center
    - If within 25 miles direct the customer to the original repair facility
    - Program Administrator can assist with verification if necessary



# Warranty Procedures - Referrals

## Procedures cont.

- If all conditions are met confirm that warranty service is necessary
  - Inspect the vehicle using test procedures found in Nationwide Warranty Procedures Manual and the appendix of this document
- Generate an estimate for warranty service
- Prior to beginning warranty service call the Program Administrator at 1-866-330-9183
  - Provide the administrator with an estimate to perform warranty service
- If appropriate, based on the opinion of the Program Administrator, a work claim number will be provided
  - If the Program Administrator denies the claim an explanation will be provided
- Once claim number is provided the warranty service can be performed
  - If the actual repair cost exceeds the estimate notify the Program Administrator by phone
- Generate a new invoice in POS detailing the warranty service as performed
  - Include parts and labor
  - Insert a comment as follows: “Nationwide Warranty Adjustment – No Charge”
  - Do not charge the customer for warranty service
  - The customer must sign the invoice
  - Confirm customer address on the invoice is accurate
- Send a copy of the original invoice and warranty invoice to the Program Administrator
  - Refer to slide 10 for additional details

# Warranty Referrals - Payment

- Forward copies of original service invoice and warranty invoice to Program Administrator
  - Fax using cover sheet provided in Procedures Guide
  - Program Administrator will email credit card payment information to service center

**Or**

- Mail copies of original service and warranty invoice to:
  - Jiffy Lube Program Administrator
  - PO Box 17659
  - Golden, CO 80402-6027
  - From the date the administrator receives the invoice it takes approximately 10 days to process payment
  - Payment will be processed with a check mailed to service center

**Note:** All claims must be submitted for reimbursement within 90 days

# Warranty Referrals - POS

## POS Set Up

- Set up National Warranty Method of Payment (MOP) in POS
  - Set up instructions forwarded separately

## POS Procedures for ring out

<b>Program Admin provides final authorization and Credit Card #</b>	
<b><u>Before</u> customer picks up vehicle</b>	<b><u>After</u> customer picks up vehicle</b>
<ul style="list-style-type: none"><li>• Ring out transaction using MasterCard MOP</li></ul>	<ul style="list-style-type: none"><li>• Use National Warranty MOP to process warranty referral transaction in POS</li></ul>
<ul style="list-style-type: none"><li>• Enter credit card number into credit card reader manually</li></ul>	<ul style="list-style-type: none"><li>• Provide the customer with copy of final warranty invoice</li></ul>
<ul style="list-style-type: none"><li>• Provide customer with copy of final invoice</li></ul>	<ul style="list-style-type: none"><li>• Use POS Debit Memo process when credit card # is made available</li></ul>
	<ul style="list-style-type: none"><li>• Enter credit card number manually into processor</li></ul>

# In-store Marketing Materials

- Lounge Poster
- Consumer Brochure
- OttoCare Screens

**JIFFY LUBE BRAKES & SERVICES™**  
**NATIONWIDE LIMITED  
WARRANTY PROGRAM**

No matter where you are in the United States,  
a network of 35,000 participating facilities  
has you and your vehicle covered.

Ask your Customer Service Advisor for details.

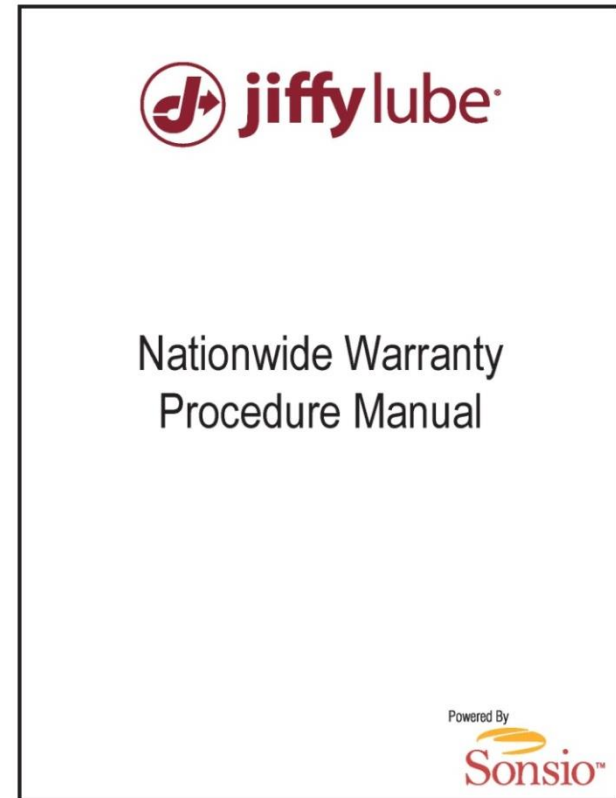
See store for limited warranty terms and conditions.  
Excludes Jiffy Lube Signature Service® oil change.

**jiffylube**  
Brakes & Services™

# Franchisee Tool Kit

## Nationwide Warranty Procedure Manual

- Warranty Coverage details
  - Services covered and limitations
- Customer handout with program details
  - Must be provided to all JL B&S customers
- How to obtain authorization for warranty service
  - For repairs performed at your store and referrals from Program Administrator
- How to submit claims to Program Administrator for payment
- Eligible services and required test procedures



# Appendix

# Test Procedures for Warranty Claims

- Brake Components
  - Detailed and accurate description of failed part and basis for recommendation
  - Include OEM specifications and actual measurements where applicable
- Tune up related parts and service
  - Proper diagnosis may include results of:
    - Scope analysis
    - Fuel pump pressure reading
    - Exhaust emission reading
    - Voltage input and output
- Steering and Suspension
  - Detailed and accurate description of failed part and basis for recommendation
  - Include OEM specifications and actual measurements where applicable
- Cooling Systems
  - Detailed and accurate description of failed part and basis for recommendation
- AC Components
  - High and Low side pressure readings
  - Results for leak detection test

# Test Procedures for Warranty Claims

- Starters
  - Voltage drops across positive and negative circuits
  - Voltage at B+ terminal
  - Amperage draw
  - Battery load test and voltage when cranking engine
- Alternators
  - Voltage drops across positive and negative circuits
  - Amperage and voltage reading at idle and high idle
    - Output readings from B+ terminal on back of alternator
- Electrical components
  - Voltage drops across positive and negative circuits
  - Voltage at B+ terminal of failed component
- Computer Control Components
  - Proper diagnosis may include results of voltage and resistance readings where applicable
- Other test results may be required by the Program Administrator based on circumstances
- For complete test procedures refer to Nationwide Warranty Procedures Guide