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If you have questions on a warranty claim call: 877-FMP-6144 (877-367-6144)

If you have questions on the FMP Partners Network website or need to reorder supplies call 855-367-7500

If you would like to join the Tire Hazard program call: 866-830-4189

Introduction

The Nationwide Repair Warranty is a proven, effective marketing tool that can increase your business by building greater customer acquisition and loyalty. In order to receive the greatest possible benefit from this program it is important that you become familiar with the program details. This manual outlines many specifics about the nationwide warranty. Please carefully review this information with your staff. You can then determine how to make the best possible use of this popular marketing tool for your shop.

It is common knowledge in our industry that consumers will generally choose a repair facility that offers a printed, nationwide warranty over one that does not. You also have the benefit of having the warranty administrator take care of traveling customers for you when you cannot. Again, take full advantage of this nationwide repair warranty opportunity – it will help you obtain new customers and create life-long relationships with your current customers.

Here's what a few government agencies offer for advice to a consumer when choosing a repair shop:

“Shop around for the best deal and compare warranty policies on repairs.” ~Federal Trade Commission (FTC) July 1996

“Ask the repair shop if it guarantees its work (labor, parts or both).” ~Michigan Secretary of State August 2001

“Ask about the repair warranty. The American Automobile Association (AAA) recommends minimum parts-and-labor warranties of 12 months or 12,000 miles, whichever comes first.” ~Columbia Daily Tribune, September 25, 2004

The Nationwide Warranty will give your customers the security and confidence they are looking for when choosing a repair facility.

By participating in the Nationwide Warranty program, your facility becomes a part of the nationwide referral network. When a consumer is looking for a repair shop in your area, they will be referred to your facility for service. This is an additional benefit that helps you grow your business.

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

877-FMP-6144 (877-367-6144)

The Three Most Important Things You Do

If you and your people will consistently follow three simple steps, you will receive thousands of dollars of marketing impact from the nationwide repair warranty each month. These simple, but important steps are:

1. Use the Nationwide Repair Warranty in your sales presentation!
 - Mentioning the fact that you stand behind your work anywhere in the country just might be the deciding factor in closing the sale.
2. Give every customer a copy of the Warranty Statement!
 - This step is the most important of all! Make sure every customer receives a copy of the statement. You can then reinforce the fact that they made a wise buying decision by mentioning the coverage again.
3. Register the customer's warranty
 - This allows FMP Partners Network to drive repeat business back to your shop. It also adds the connection of the warranty to your shop.

*You may want to hold a short meeting with your people to make sure everyone understands how to utilize these three steps and understands the nationwide warranty details.

Who Makes the Warranty?

You, the original repair facility, make the warranty

You (The Independent Repair Facility) are the issuer of the warranty and, as such, are responsible to uphold the terms and conditions described within the warranty for any services you perform. This means you are obligated to honor the warranty for all covered repairs that fall within the warranty parameters as long as the customer is within 25 miles of your facility. If the customer is further than 25 miles from your facility, the customer will be directed to another participating facility in this program and the warranty administrator will act on your behalf to take care of the customer's warranty needs.

If your customer is further than 25 miles from your facility and experiences a failure due to a defect in the part or labor...

...The administrator will act on your behalf and pay to redo any repairs that are covered by the Nationwide Warranty!

What This Means To You!

If your customer is further than 25 miles from your facility, and experiences a breakdown with a repair that still falls within the parameters of the warranty, the administrator will pay for the parts and labor to redo the repair up to the amount the customer paid for the original repair, **with no charge back to you!**

All repairs are subject to the terms and conditions of the Nationwide Warranty.

If your customer should contact you before they contact the administrator, make sure they have a copy of the original invoice and have them contact the administrator directly. They will direct them to the nearest participating facility where the vehicle can be repaired. If there isn't a participating facility in the immediate area the administrator will do all they can to work directly with a local repair shop to accommodate your customer with the least amount of inconvenience.

Should your customer fail to follow the warranty procedures and return to you after the fact, seeking a reimbursement for a covered repair, **contact the administrator.** They will set up a claim and reimburse the customer directly for any eligible repairs, once they have received the proper documentation.

Nationwide Warranty Coverage?

The Nationwide Warranty covers parts and labor for a period of 12 months or 12,000 miles (24 months/24,000 miles or 36 months/36,000 miles), whichever comes first.

Warranty Coverage includes

- Air Conditioning, heating and climate control systems
- Brake system
- Engine cooling system
- Electrical system, including the starting and charging systems (up to 12-volt systems)
- Engine performance, drivability services and repair
- Exhaust system
- Fuel system
- Ignition system
- Electronic engine management system and on-board computer systems, (engine, body, brake and suspension computers)
- Cruise control system
- Steering/suspension system, wheel bearings, CV joints/U-joints, Half-shafts and drive-shafts
- Other minor repairs
- *Towing & Rental Car.

* If the customer's vehicle is inoperable, and they are further than 25 miles away from the original facility, they may be eligible for certain towing benefits, to a maximum of \$100.00, as determined by the Warranty Administrator. The customer may also be eligible for Rental Car benefits if the vehicle cannot be repaired the same day due to circumstances beyond their control. The maximum benefit would be for 2 days at a maximum of \$40.00 per day, as determined by the Warranty Administrator. These benefits do not apply to vehicles that have returned to the original facility.

Services and Vehicles NOT Covered by the Warranty

- Engine
- Transmission, Transaxles
- Any component within the engine or transmission
- Clutches and torque converters
- Drive Axles/Differential Assembly
- Body, Paint, Molding Repair
- Commercial Vehicles
- Used parts
- Hybrid and EV Systems/Batteries
- High-Tech Devices
- Tires

Specifically excluded are any Engine, Transmission, Supercharger, Transfer Case, Clutch, or Differential repairs, Associated Gaskets and Seals, or Assembly replacement of the same. Removal and/or replacement of components within the engine or transmission assembly. any part(s) listed under vehicle manufacturer recall or Technical Service Bulletin, Vehicle and/or Performance modifications and associated parts, Auto Body, Paint, Molding, Glass repairs, Tires, Used Parts, Hybrid Systems, Hybrid Batteries, Electric Vehicle Batteries, and High-Voltage Batteries. High-Tech devices such as Video systems, Display screens, GPS and Navigation Systems, Blind Spot Detectors, and Anti-theft systems. Safety Restraint Systems such as airbags, seatbelts, and collision sensors. Odometers that are inaccurate, have been inoperative, or have been altered in such a way that the vehicle's true mileage cannot be verified. Commercial Vehicles are excluded.

Quick Reference Guide

WHAT TO DO WHEN A CUSTOMER COMES TO YOU FROM ANOTHER FACILITY FOR WARRANTY RELATED REPAIRS.

Use this checklist to ensure quick and efficient handling of the claim.

- Obtain a copy of the customer's original invoice.
- Verify that the date and mileage fall within their warranty timing.
- Confirm the original repair facility is further than 25 miles from your facility.
- Perform the proper diagnostic procedures and document any defects found with the original repair or service. Assemble an estimate for the corrective repairs.
- Call the Warranty Administrator at **877-FMP-6144 (877-367-6144)** prior to **performing any warranty repairs** and advise the Administrator of your findings.
- If the claim is deemed valid, obtain a claim number from the Administrator for the repairs.
- Upon completion of the repairs, fax a copy of the customer's original repair invoice and the new repair invoice to the Warranty Administrator.

Warranty Center Fax Number: 866-658-1246

Warranty Center Email: fax@abswarranty.net

**Warranty Center Mailing Address: Partners Network Warranty Administrator
P.O. Box 33535
Denver, CO. 80233**

Warranty Center hours:

8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time)

Saturdays 9:00 a.m. to 6:00 p.m. (Eastern Time). Closed on Sundays and Holidays.

How to Submit a Claim for Payment

Once you have received a claim number, you will need to fax (or email) the customer's original repair invoice and a copy of the new repair invoice to the Warranty Administrator.

Warranty Center Fax Number: 866-658-1246
Warranty Center Email: fax@abswarranty.net

Once received, the administrator will call you back with a credit card number with which to apply the charge for your service.

Or you may mail the invoices to the Warranty Administrator at the following address:

Partners Network Warranty Administrator
P.O. Box 33535
Denver, CO. 80233

Payment by Credit Card (preferred method)

Once the Warranty Administrator receives the invoices, payment will be made to you immediately by credit card. *The average time to pay claims by this method is an unheard of 30 minutes!*

*All claims must be submitted for reimbursement within 90 days of the date the claim number was received.

Warranty Follow-up Letters

The warranty administrator provides you with yet another opportunity to build customer loyalty and goodwill. The administrator sends follow-up letters to both the customer and the original repair facility.

- **Letter to the Customer** - The purpose of this letter is to follow up with the customer and provide them the opportunity to contact the Warranty Administrator if they require any additional assistance. It also provides them with a vehicle to give feedback concerning their warranty repair experience.
- **Letter to the Original Repair Facility** - A letter is also sent to the original repair facility (you) notifying you that a customer had a claim that was handled through the nationwide warranty program. It is highly recommended that you call the customer to make sure everything was handled to their satisfaction. By taking the time to show your concern, you will take a big step towards making a life-long, loyal customer.



7/25/2006

Mitch Patin
5505 Hidden Pine
McKinney TX 75070-

To Our Valued Customer,

We apologize for the inconvenience you incurred as a result of a warranty breakdown from the services originally performed by:

Burdick Auto Solutions
109 E. Lamar St.
McKinney TX 75069

We trust the Nationwide Warranty Program minimized this inconvenience and that your vehicle was subsequently repaired to your satisfaction. If for any reason you were not satisfied, or if you have any questions or concerns, please feel free to call us at (800) 457-0019 during our normal business hours, Monday thru Friday 8:00 a.m. to 8:00 p.m., Saturday 9:00 a.m. to 6:00 p.m. Eastern time. We thank you for your continued business.

Sincerely,
Richard Ruel
Program Administrator



7/25/2006

Burdick Auto Solutions
109 E. Lamar St.
McKinney TX 75069-

Dear Nationwide Warranty Participant,

A customer of yours had a Warranty adjustment performed, which was handled through the "Certified Auto Repair" Nationwide Warranty program. This is not an invoice. This letter is to simply inform you that your customer had a warranty repair performed. The customer name and original repair information is as follows:

Customer Name: Mitch Patin
Original Invoice #: 0010469
Original Repair Date: 7/12/2006
Component Group: Cooling System
Component: Water Pump

The subsequent repair information is as follows:

Repair Date: 7/14/2006
Repair City: Checotah
Repair State: OK
Claim #: 20032308
Amount of Claim: \$341.66

We would strongly suggest you contact the customer to ensure everything was handled to their satisfaction. If you have any questions regarding this information, or if we can be of any assistance to you, please call us at (800) 457-0019 during our normal business hours.

Sincerely,
Richard Ruel
Program Administrator

The following are examples of letters that will be sent to the customer and original facility.



The Nationwide Repair Warranty

7/25/2006

Mitch Patin
5505 Hidden Pine
McKinney TX 75070-

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7/25/2006

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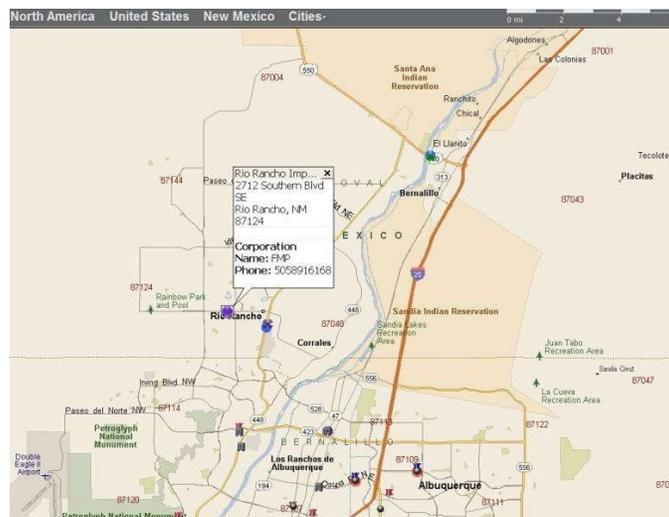
Sincerely,

Richard Ruel

Program Administrator

Claims Process Summary

- Claims calls are taken by ASE Certified Technicians.
- The administrator uses their computerized shop locator (images shown below) to refer traveling customers to the nearest repair shop.
 - Customers are always referred to your affiliated facilities first. Alternate facilities are utilized only when your affiliates are not available.
- Customer information is entered into the claim database file.
- Original repair facility and subsequent repair facility information are pulled up from the database into the claim file.
- Warranty parameters are verified to ensure the subsequent repair is eligible for repair under the warranty.
- Subsequent repair facility faxes a copy of the original and new repair invoices to the warranty administrator.
- Upon receipt of the repair invoices the claims technician will contact the subsequent repair outlet and provide them a credit card number for immediate payment of the warranty claim.
- The warranty administrator sends letters to the original repair facility and the customer.



Frequently Asked Questions

Q. What are the hours of the Warranty Center?

A. The Warranty Center is open from 8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time) and Saturdays 9:00 a.m. to 6:00 p.m. (Eastern Time), excluding Sundays and holidays.

Q. Is this an extended vehicle warranty program?

A. No, it is a specific service warranty. It only covers the service performed at that time.

Q. What if the customer is within 25 miles of the original repair facility?

A. The administrator will inform the customer that the warranty will be handled by the original repair facility and direct them back to the original repair shop.

Q. What benefits do I receive as a Nationwide Repair Warranty participant?

A. Because you participate in the Nationwide Repair Warranty, potential customers will be more likely to choose your shop for professional auto repair and service – driving new customer acquisition.

Your customers will know that, should they experience difficulties with a part you installed or the service you supplied, they can count on the warranty protection to quickly get their vehicle back on the road again. They'll have a greater appreciation for you as their premier service provider - building customer loyalty!

As a member of the nationwide warranty network, you will receive referrals of customers from other service facilities when those customers are in need of repair and are in your area.

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

A. No! The warranty repair cost is the responsibility of the Warranty Center.

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

A. The Warranty Center will send you a letter 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 they were satisfied with the service they received.

Q. If I elect to terminate participation in the program, will my customers who have received warranty statements still be covered?

A. Yes. If you elect to terminate participation in the program, both you and the administrator will cover all customers who receive services during the period that you participated in the program for the full term of their warranties.

Q. If my customer drives outside of the United States (Canada, etc.), are they still covered under the warranty?

A. Yes. The customer is covered anytime or anywhere within the warranty parameters. We will even reimburse customers traveling in Mexico directly for covered warranty repairs.

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

A. 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.

Q. Does this program cover consequential and incidental damage?

A. No, the coverage is limited to the original repair and eligible components under the terms of the Warranty. Unlike most warranty administrators however, the administrator (ABS) will go the extra mile and assist the customer by calling the original repair facility and notifying them of the event. This allows the original shop to take care of the customer, as they deem appropriate.

Q. Does a customer ever have to wait for the administrator to send an investigator out to examine the vehicle before authorization is given to repair the vehicle?

A. No. Claims calls are handled by ASE Certified Master Technicians who adjudicate claims and authorize valid repairs.

Q. What happens if the customer comes back to my shop for the repair, will the administrator reimburse me?

A. No. The warranty administrator is only involved when the customer is more than 25 miles from the original repair facility. You should handle the warranty for customers that return to you. This is an opportunity to create a life-long customer by taking care of any problems within the parameters of the warranty.

Q. What do I need from the customer to ensure that I get paid for warranty repairs?

A. You should obtain a copy of the original repair invoice from the customer. The administrator will let you know if that customer is eligible for warranty coverage. The administrator will ask you to fax them a copy of the original repair invoice and your subsequent repair invoice. That is it! Once the invoice copies are received the administrator will pay you immediately by credit card (or mail a check if you prefer). It is a quick and simple process.

Q. What if the customer loses their original repair invoice?

A. 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 required documents to the Warranty Center.

Q. How long does it normally take for me to receive payment on a claim?

A. Once the Warranty Center receives copies of the original repair invoice and subsequent repair invoice you will be paid immediately! The technicians will call you back and make payment immediately by credit card (you still have the option of having a check mailed if you would like). *The average time to pay claims is an unheard of 30 minutes!*

Q. What do I do if I process the credit card wrong or lost the credit card number?

A. Call the Warranty Center at 877-FMP-6144 (877-367-6144) with the claim number and the credit card number will be given again.

Q. Is towing covered under this program?

A. Yes, under certain circumstances. If the consumer is more than 25 miles from the original repair facility and a covered repair fails, the consumer will be reimbursed for towing to the nearest repair facility. The towing reimbursement is limited to \$100 per occurrence. Also, rental car reimbursement is available if the warranty repair cannot be completed the same day. Rental cars are reimbursed up to 2 days at a maximum of \$40 a day.