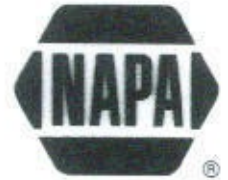


# NAPA Quick Steps for Labor Reimbursement

## Claims up to \$250



*Follow these simple steps for quick resolution of labor claims*

- 1.** Approved dealers and all NAPA AutoCare Centers (serviced by your store) contact the store with a possible part failure within the first 6-months or 6,000-miles (whichever comes first). Make sure to ask if the part is within this timeframe prior to proceeding to the next step. If not, then forward the alleged defective part and associated paperwork to the appropriate manufacturer for consideration.
- 2.** If the part failure is within this timeframe, a replacement part, along with the Warranty Claim Request Form should be delivered to the dealer. Should a Starter, Alternator or NAPA Temp Air Conditioning Compressor be involved, a copy of the appropriate Diagnostic Sheet should also be provided to the dealer.
- 3.** The dealer will contact Sonsio for approval **PRIOR** to the beginning of the re-repair. For authorized claims, the dealer will complete the required information as indicated on the form(s).
- 4.** Upon approval from Sonsio, the dealer can complete the re-repair.
- 5.** Upon completion of the re-repair, the dealer returns the failed component, along with a copy of the original work order, all forms, and a copy of the new work order indicating that the re-repair has been completed. You should verify that all paperwork has been provided.
- 6.** The paper work should then be handed over to the store manager or owner for verification of all information and processing.
- 7.** Upon verification of complete paper work, **the store should immediately credit the failed part, along with the approved amount as indicated on the Warranty Claim Request Form.** The store should compare the faxed confirmation as provided by Sonsio to also verify the approved amount prior to crediting the account.
- 8.** The Storeowner / Manager should follow RGN procedures for proper credit from the Distribution Center.
- 9.** **The Distribution Center will immediately credit the failed part and their portion of the approved amount of the valid claim,** as long as all paperwork has been properly submitted by the store.

### *Please Note:*

- **Up to \$50** – If a claim can be handled for up to \$50 credit to the dealer (up to \$66.67 original labor charged to consumer), then the store can authorize this credit.
- **\$50 to \$250** – From possible credits to the dealer from \$50 up to \$250 (\$66.67 to \$333.34 original labor charged to consumer), the dealer must contact Sonsio using the number as indicated on the Warranty Claim Request Form).
- **Claims over \$250** must be submitted directly to the appropriate manufacturer for consideration.
- For NAPA AutoCare Centers, this cost shared labor reimbursement program is not connected in any way to the NAPA AutoCare Peace of Mind warranty, which is a national warranty for all NAPA AutoCare Centers. Procedures for these national claims can be found within the Warranty Procedures Guide included in the NAPA AutoCare Program Business Builder Binder.
- Should a re-repair occur without the involvement of Sonsio prior to the completion of the re-repair, the part, along with the required documentation is to be sent to the manufacturer via the Distribution Center. Sonsio will authorize no labor claims if the re-repair has already been completed.
- NAPA Carburetors (TOMCO) is not eligible for labor reimbursement. The dealer should be instructed to contact Mr. Carburetor at 1-800-858-3458 and should not contact Sonsio.