

Introducing Automotive Parts Associates'
**Professionals' Choice
Service Center Program**



**Offer Your Customers
A Worry Free Warranty**

PROFESSIONALS' CHOICE
Auto Service
Center®



NATIONWIDE WARRANTY
24 MONTH OR 24,000 MILES



Features

- ◇ Nationwide 24 Month 24,000 mile warranty piece of mind for the car owner customer.
- ◇ Local Labor Reimbursement Program for when the car owner returns to the original repair shop within the warranty period.
- ◇ Roadside Assistance for the car owner.
- ◇ Road Hazard Warranty for the car owner.
- ◇ ASE Certification Reimbursement for Technicians and /o r the shop owner.

What is it?

The Professionals' Choice Service Center Program offers programs to help grow the shop customer base, increase customer loyalty for the shop and assists in all aspects of the service center business.

What Does the Shop Receive?

The shop will receive a Welcome to the Program Kit which includes:

Identification signage to show membership in the Professionals' Choice Service Program

Enrollment for the shop as a 24 Month 24,000 mile Warranty provider

Supporting Material for the Nationwide Warranty Program



Professionals' Choice Nationwide Warranty

The Professionals' Choice Service Facility warrants that the repairs and services performed at their location will be free from defects in materials and workmanship for 24 months or 24,000 miles (40,000 km), whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair invoice.

- Covers repairs for 24 months or 24,000 miles from the date of the initial repair.
- Covers parts and labor (with limits).
- The 24 month / 24,000 mile warranty covers all new and remanufactured parts installed by a participating Professionals' Choice Service Center. The warranty company, Sonsio, reimburses the shop up to the charges on the original work order.
- Warranty Program includes towing (up to \$100) and rental car benefit. Car owner pays these and submits for reimbursement or shop adds to invoice. Must use approved tow provider.



What is covered?

- Air conditioning, heating and climate control systems.
- Brake system(s).
- Electrical system(s).
- Electronic engine management system and other on-board computer systems (engine, body, brake and suspension computers), cruise control systems.
- Emission control system(s).
- Engine cooling system(s).
- Engine performance or drivability services and repair.
- Exhaust system(s).
- Fuel system(s).
- Ignition system(s).
- Other minor repairs.
- Starting and charging systems.
- Steering/suspension systems, wheel bearings, CV axles and joints, half-shafts and drive shafts.

**Please refer to the
Professionals' Choice Service Center
consumer handout for
complete details.**



Code of Ethics



As a member of the Professionals' Choice Auto Service Center program we agree to:

- ◇ Recommend corrective and maintenance services and explain to the customer which of these is required now to correct existing problems and which are for preventive maintenance.
- ◇ Maintain the highest quality of repair and service work at a fair price.
- ◇ Offer customers a price estimate for work to be performed.
- ◇ Obtain prior authorization for all work done, in writing or by other means satisfactory to the customer.
- ◇ Make every effort to keep the customer informed about appointments and completion deadlines.
- ◇ Furnish an itemized invoice for parts and services, priced fairly, which clearly identifies any used or remanufactured parts. Replaced parts may be inspected upon request.
- ◇ Furnish or post copies of any warranties covering parts or service. Use quality auto parts, guaranteed coast to coast.
- ◇ Provide and honor Professionals' Choice Auto Service Center manufacturer warranties.
- ◇ Maintain the integrity of the Professionals' Choice Auto Service Center Program and all of its members.
- ◇ Exercise reasonable care for the customer's property while it is being serviced and reasonable care of the customer's vehicle while it is in the shop's possession.
- ◇ Make every effort to fix the customer's vehicle right the "first time".
- ◇ Maintain a system for fair settlement of customer's complaints and cooperate with established consumer complaint mediation activities.
- ◇ Uphold the high standards of the profession and seek to correct any or all abuses within the automotive industry.
- ◇ Be devoted to customer satisfaction.

Local Shop Labor Program

The Professionals' Choice Service Center Program offers Local Labor Warranty which is optional for the shop owner for a small fee.

To be eligible for Local Labor Reimbursement option, the service center must be a member of the Professionals' Choice Service Center Program.

Each service ticket (at the shop's discretion) may be charged a small fee to provide coverage for the job for the In Shop Labor Reimbursement. The service ticket must be registered with the warranty company for the job to be covered by the In Shop Labor Reimbursement Program.

The In Shop Labor Reimbursement Program will cover the labor required to perform a warranty repair in the original shop, when the car is covered under the Nationwide Warranty. The In Shop Labor Reimbursement Program is used if the original repair has a mechanical failure and 1) the customer returns to the original repair facility within the covered time and mileage (25 miles) and 2) the failure is the result of a defective part that was installed.

Breakdowns that happen more than 25 mile from the original shop location are covered by the Nationwide Warranty.

Features & Benefits

- ◇ As a member of a 35,000 shop nationwide warranty network, you will receive referrals of customers from other service facilities when those customers experience a warranty related failure and are in need of repair while located in the vicinity of your service center.
- ◇ Protection for you and your customers in case of part failure.
- ◇ Parts coverage extended on all approved product lines purchased from your Professionals' Choice Supplier.
- ◇ Extends parts and labor warranty for approved products to 2 years or 24,000 miles.
- ◇ Competitive labor rate. Your shop will be reimbursed by the warranty company at the rate of \$75 per hour for the Mitchell Labor Time allotted. The warranty part should be return to the Professionals' Choice parts supplier for warranty credit on the part.
- ◇ Timely reimbursement of labor costs by check or credit card.



PROFESSIONALS' CHOICE SERVICE CENTER
WORRY FREE WARRANTY

NATIONWIDE WARRANTY
24 MONTH OR 24,000 MILES

HONORED AT
35,000 SHOPS NATIONWIDE

Road Side Assistance & Road Hazard options also available

ASK YOUR SERVICE ADVISOR
ABOUT OUR NATIONWIDE WARRANTY



Local Labor Program Cost

The beauty of this program is each individual shop decides which repairs should be registered for the local labor warranty.

The cost to insure a service ticket or work order is \$6 per work order. This fee can simply be added to your shop materials fee for all jobs that the shop wants covered with the Local Labor Program. It is the choice of the service

writer to register the job with the warranty company or to not register the job.

When signing up for the Local Labor Program, your Service Center kit will include warranty instructions for your customers. We also supply a framed poster you can put in your waiting room as well as a bay banner that advertises the warranty programs.



These features and services help you better compete with OE dealers and national chains.

It also is an opportunity for additional profitability, and customer loyalty

Additional Assurances

The Professionals' Choice Service Center Program also offers Roadside Assistance to the car owner and is included with the Nationwide Warranty. The Road Hazard Warranty option is available to the shop for a small monthly fee.

Roadside Assistance

Should the Professionals' Choice Service Center customer's car break down for any reason, the car owner can call the toll free number you provide them for:

- ◇ Towing
- ◇ Battery jump-start
- ◇ Lock Out Assistance
- ◇ Flat Tire Assistance
- ◇ Fuel, Oil and Water delivery service (fluids are not covered and will be paid for by the car owner)
- ◇ During the Benefit Period of 24 months, this Program provides reimbursement of two (2) claims per 12-month period for covered roadside assistance service of up to \$100 per Covered Vehicle ("Benefit Limit").
- ◇ Car owner will pay provider of service for services provided. Car owner will submit to warranty company a claim for service provided and will be reimbursed by check for up to the \$100 limit per occurrence.

Road Hazard Warranty

The Road Hazard Warranty covers tire repair or replacement for a period of 36 months from the date of purchase of new passenger or light truck tires.

This warranty is good when a tire fails during the course of driving in a legal manner on a road maintained by state or local authority due to cuts, punctures, or impact damage ("Road Hazard Damage.")

Nails, glass and potholes are the most common examples of road hazards.

This additional assurance is available for a small fee per month for the shop.

TO YOUR RESCUE
COMPLIMENTARY ROADSIDE ASSISTANCE



ASE Certification Reimbursement

ASE Certification

Reimbursement will be paid to qualified technicians, or shops, if the shop paid the test fee. Proper documentation is to be sent to Program Headquarters:

Reimbursement includes:

- ◇ Regular tests successfully completed at \$35 each.
- ◇ Advanced Tests Successfully Completed at \$70 each.
- ◇ There is a maximum reimbursement of \$105 for any combination of recertification tests.



PROFESSIONALS' CHOICE SERVICE CENTER
IS ADMINISTERED BY:

AUTOMOTIVE PARTS ASSOCIATES

10551 LACKMAN RD
LENEXA, KS 66219

CONTACT: **PAUL BROKAW** or **RICK CAIELLO**

PAUL BROKAW 913-310-9250 EXT. 5
PBROKAW@PROFESSIONALSCHOICE.COM

RICK CAIELLO 913-310-9250 EXT. 2
RCAIELLO@PROFESSIONALSCHOICE.COM

visit our website
WWW.PROFESSIONALSCHOICE.COM

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