



RETAILER CLAIMS REIMBURSEMENT GUIDE
PREMIUM PRE-PAID MAINTENANCE PLANS ONLY (Plan Codes IMPR1, IMPE1 & IMPS1)

Effective MY14 Models

Service Visit	Service Description ²	Service Interval		Op Code/Flat Rate Time ¹				Parts/Fluids Allowed	
				Primary Operation Code ³		Secondary Op code	FRT*		
		Months	Kilometres	Conventional Oil	Ester Oil				
1	8,000 kms or 6 mos Oil Change, Rotate Tires & Inspection	6	8,000	YW15AA	YW16AA	0.6	YW40AA	0.3	Oil Filter, Drain Plug, Conventional Oil
2	16,000 kms or 12 mos Oil Change, Tire Rotation, Brake Fluid Change & Inspection	12	16,000	YW15AA	YW16AA	0.6	YW27AA	0.8	Oil Filter, Drain Plug, Conventional Oil, Brake Fluid + 1 day Car Rental
3	24,000 kms or 18 mos Oil Change, Tire Rotation, In-cabin Micro filter change& Inspection	18	24,000	YW15AA	YW16AA	0.6	YW55AA	0.5	Oil Filter, Drain Plug, Conventional Oil, In Cabin Filter
4	32,000 kms or 24 mos Oil Change, Tire Rotation, Brake Fluid change & Inspection	24	32,000	YW15AA	YW16AA	0.6	YW27AA	0.8	Oil Filter, Drain Plug, Conventional Oil, Brake Fluid + 1 day Car Rental
5	40,000 kms or 30 mos Oil Change & Tire Rotation	30	40,000	YW15AA	YW16AA	0.6	YW40AA	0.3	Oil Filter, Drain Plug, Conventional Oil
6	48,000 kms or 36 mos Oil Change, Tire Rotation, In-cabin and Engine air filter change & Inspection	36	48,000	YW15AA	YW16AA	0.6	YW50AA	1.6	Oil Filter, Drain Plug, Conventional Oil, Brake Fluid, In-Cabin filter, Air Filter + 1 day Car Rental
7	56,000 kms or 42 mos Oil Change & Inspection	42	56,000	YW15AA	YW16AA	0.6	YW40AA	0.3	Oil Filter, Drain Plug, Conventional Oil
8	64,000 kms or 48 mos Oil Change, Tire Rotation, Brake fluid Change & Inspection	48	64,000	YW15AA	YW16AA	0.6	YW27AA	0.8	Oil Filter, Drain Plug, Conventional Oil, Brake Fluid, Manual Transmission Fluid + 1 day Car Rental
9	72,000 kms 54 mos Oil Change, Tire Rotation, In-cabin Micro filter change & Inspection	54	72,000	YW15AA	YW16AA	0.6	YW55AA	0.5	Oil Filter, Drain Plug, Conventional Oil, In Cabin Filter
10	80,000 kms or 54 mos Oil Change, Tire Rotation, Brake Fluid change & Inspection	60	80,000	YW15AA	YW16AA	0.6	YW27AA	0.8	Oil Filter, Drain Plug, Conventional Oil, Brake Fluid + 1 day Car Rental
11	88,000 kms or 66 mos Oil Change, Rotate Tires & Inspection	66	88,000	YW15AA	YW16AA	0.6	YW40AA	0.3	Oil Filter, Drain Plug, Conventional Oil
12	96,000 kms or 72 mos Oil Change, Tire Rotation, In-cabin and Engine air filter change & Inspection	72	96,000	YW15AA	YW16AA	0.6	YW50AA	1.6	Oil Filter, Drain Plug, Conventional Oil, Brake Fluid, In-Cabin filter, Air Filter + 1 day Car Rental
13	88,000 kms or 78 mos Oil Change, Rotate Tires & Inspection	78	104,000	YW15AA	YW16AA	0.6	YW40AA	0.3	Oil Filter, Drain Plug, Conventional Oil
14	112,000 kms or 12 mos Oil Change, Tire Rotation, Brake Fluid Change & Inspection	84	112,000	YW15AA	YW16AA	0.6	YW27AA	0.8	Oil Filter, Drain Plug, Conventional Oil, Brake Fluid + 1 day Car Rental

Notes:

¹Maintenance services covered are based on the Service and Maintenance Guide. Refer to Exhibit A for more details.

²The Service Descriptions listed above @ each service interval must appear on the RO in order for the claim to get paid promptly. Also, in order for Inner Circle program reminders to get properly sent to plan holders.

³Always check the Customer's Pre-paid Maintenance Plan Code in eNOA to find out which oil is applicable and how many service visits remaining. Plan Code IMPR1 = Conventional oil only; IMPE1 = Ester oil; IMPS1 = Synthetic oil

*MY14 Flat Rate times apply to all models. Claims are reimbursed @ 70% of warranty labour rate. Parts are reimbursed at retail rate.

When claiming for Pre-paid Maintenance services please use the following:

Claim "SC" (Service Contract) coverage

Line Type: PO (Primary Operation) using the Primary Op Code listed above @ each service interval.

Always use Cs: ZZ; Ct: 99

Labour Detail/Labour Details: use the 2 ops: use the 2 op. codes listed above @ each service interval/each service interval. Enter the primary op/primary op. code first.

Part/s Details: Please refer to Exhibit A for replacement/s covered @ each service interval.

Expense Details: Please refer to Exhibit A for fluid replacement/s covered @ each interval. 1 day car rental is allowed on specified visits above up to \$60.00 per day. ***To claim ester oil for applicable plans, please use part number 999MP5W30EP. Do not use expense code 001 when claiming for ester oil.