

Returns and Restocking Fee Bulletin

TO: All VO Customers / Parts Managers
 FROM: Vincent Bain & George Bell
 DATE: October 18, 2009
 SUBJECT: VO ADI Parts Returns Revisions / Restocking Fee

We are writing in reference to enhancements to our parts return and 15% Restocking Fee procedures for parts which VO Dealers order and later determine they do not want.

To handle your returns more expeditiously VO has made the following changes in the way it coordinates the returns process;

- A Return Request will be initiated by Jaime Chofey, VO's Customer Service Manager, Jaime can be reached directly by dialing VO Customer Service
- Each Return Request will be forwarded (via email) to the appropriate VO Regional Account Manager
 - ◊ Regional Account Manager will inspect each item at dealership and either accept or reject the Return Request based on the return policy criteria below
 - ◊ Regional Account Manager will email Customer Service of their observations and as and if appropriate a Return Authorization will be processed
- VO/WSAP drivers will automatically be given a copy of the RA for pickup during the next delivery to your dealership
- Federal Express call tags for return shipment will be sent to you for RA's which are not picked up within one week

VO's current parts return policy allows the return of parts ordered from VO within the past 90 days, except for the following exclusions;

- Special Ordered parts
- Parts requested and shipped from another ADI
- Electronic Parts
- Parts in damaged packaging (unless noted on initial delivery)
- Parts which have been installed or used

VO will waive the 15% Restocking Fee for the following occurrences;

- Parts which VO back ordered then shipped after 10 days
- Mis-Shipped Parts
- Damaged Parts /Items missing for which a re-order is generated

VO Retains the right to change the classification or even refuse to accept returns based on re-inspection upon return to the warehouse.

VO hopes these changes will expedite the timely return of your parts and appreciates your understanding of the need to be reimbursed for the additional expenses involved in the return of unwanted parts. As managers of your dealership's parts department I am sure you have been forced to institute similar measures.

Thank you for your continued patronage and support.



144 Sturbridge Road
 Charlton MA 01507

www.vehicle-outfitters.com

Phone: (800) 656-2042 Fax: (508) 248-9559

Dealer News

SERVICE - ALL GM DEALERS

Subject: GM Accessories: Warranty Administration Overview

GM Accessories: Warranty Administration Overview

In response to feedback received at the October 29, 2007 ADI Best Practices Meeting, the following information is being provided to clarify various aspects of warranty and material returns associated with Dealer or ADI-installed GM Accessories:

- **Material Return Claims:** If a GM Accessories product (purchased through an ADI) is found to be defective prior to or during installation, the Dealer should exchange the part for a new one through the ADI. The ADI has the ability to file a New Defective Material Return Claim. Further, reference ADI Bulletin ADI05-036 (Enhancement to Material Return Process), which calls-out the ability for ADIs to file New Defective Material Returns associated with issues that are not evident without first installing the product. Examples include headrest DVD monitors found to be inoperative during the initial power-up or wheel vibrations identified immediately following installation.
- **Warranty Claims:** If a previously installed GM Accessory is being replaced (under warranty), the Dealer would perform the repair or sublet the repair to the ADI. The Dealer would then submit the Warranty Claim to General Motors – as ADIs do not have the ability to file a Warranty Claim.
- **Warranty Coverage:** All GM Accessories sold and permanently installed on a GM vehicle by a GM Dealer or GM-approved Accessory Distributor / Installer (ADI) prior to delivery will be covered under the applicable portion (Bumper to Bumper, Powertrain, etc) of the New Vehicle Limited Warranty. In the event GM Accessories are installed after vehicle delivery, or are replaced under the New Vehicle Limited Warranty, they will be covered (parts and labor) for the balance of the applicable portion of the New Vehicle Limited Warranty, but in no event less than 12 months / 12,000 miles. GM Accessories sold over-the-counter, or those not requiring installation, will continue to receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase (parts only).
- **Warranty Claim Types:** No claim type designation is required when Dealers file warranty claims under the New Vehicle Limited Warranty. However, Claim Type "B" should be used for warranty claims filed under the GM Dealer Parts Warranty. NOTE: Claim Type "C" (Lifetime Service Guarantee) and Claim Type "N" (Extended Warranty) should not be used when filing warranty claims against GM Accessories. These claims are reserved specifically for GM service parts.
- **Labor Operation Codes:** Dealers should reference Service Bulletin 02-00-89-014 (Dealer-Installed GM Accessories Labor Operation Codes) when filing warranty claims against GM Accessories.
- **Dealer Analysis Reports:** Warranty claims filed against GM Accessories are not excluded from dealership Dealer Analysis (DA) warranty reports, regardless if the claim filed is against a Dealer-Installed GM Accessories labor operation code (such as R9395 – Wheels / Wheel Covers / Locks) or a platform-related labor operation code (such as E0420 – Wheel).



144 Sturbridge Road
Charlton MA 01507

www.vehicle-outfitters.com

Phone: (800) 656-2042 Fax: (508) 248-9559



RETURN AUTHORIZATION DENIAL DISPOSITION

RA NUMBER: _____

DEALERSHIP: _____

CONTACT: _____

THE FOLLOWING ITEMS HAVE BEEN RETURNED TO YOUR DEALERSHIP

PART#: _____ QTY: _____ REASON: _____

PART#: _____ QTY: _____ REASON: _____

PART#: _____ QTY: _____ REASON: _____

PART#: _____ QTY: _____ REASON: _____

PART#: _____ QTY: _____ REASON: _____

DENIAL CODE:

01 – SPECIAL ORDER PARTS

02 – PARTS REQUESTED AND SHIPPED FROM ANOTHER ADI

03 – ELECTRONIC PARTS

04 – PARTS IN DAMAGED PACKAGING (UNLESS NOTED ON INITIAL DELIVERY)

05 – PARTS WHICH HAVE BEEN INSTALLED OR USED



A U T H O R I Z E D
■ Accessories Distributor Installer



Toyota
Accessory
Installation
Services

