



RETAILER CLAIMS REIMBURSEMENT GUIDE

PRE-PAID OIL CHANGE PLANS ONLY (Plan Codes IMBR1 & IMBE1)

Applies to all Model Years

Service Visit	Service Description ²	Op Code/Flat Rate Time ¹			Parts/Fluids Allowed
		Primary Operation Code ³			
		Conventional Oil	Ester Oil	FRT*	
1	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
2	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
3	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
4	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
5	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
6	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
7	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
8	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
9	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
10	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
11	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
12	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
13	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil
14	Oil Change & Rotate Tires	YW15AA	YW16AA	0.6	Oil Filter, Drain Plug, Oil

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 IMBR1 = Conventional oil only; IMBE1 = Ester 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" (ServiceClaim "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 Details: use the 2 op. codes listed above @ each service interval. Enter the primary op. code first.

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

Expense Details: Expense Code 201 for engine oil

*****To claim ester oil for applicable plans, please use part number 999MP5W30EP. Do not use expense code 001 when claiming for ester oil.**