



Elite™

RETAILER CLAIMS REIMBURSEMENT GUIDE

**PREMIUM PREPAID MAINTENANCE PLANS ONLY (PLATINUM PRE-PAID MAINTENANCE PLANS ONLY)**  
**(Plan Code: IMPS5)**

**Effective Q50 MY15 and older, Q60 MY15 and older, QX50, QX60, Q70, QX70, QX80**

Service Visit	Service Description <sup>2</sup>	Service Interval		Op Code/Flat Rate Time <sup>1</sup>				Parts/Fluids Allowed
		Months	Kilometres	Primary Operation Code	FRT	Secondary Op code	FRT*	
1	8,000 kms or 6 mos Oil Change, Rotate Tires & Inspection	6	8,000	YW14AA	0.6	YW40AA	0.3	Oil Filter, Drain Plug, Mobil 1 Synthetic Oil
2	16,000 kms or 12 mos Oil Change, Tire Rotation, Brake Fluid Change & Inspection	12	16,000	YW14AA	0.6	YW27AA	0.8	Oil Filter, Drain Plug, Mobil 1 Synthetic 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	YW14AA	0.6	YW55AA	0.5	Oil Filter, Drain Plug, Mobil 1 Synthetic Oil, In Cabin Filter
4	32,000 kms or 24 mos Oil Change, Tire Rotation, Brake Fluid change & Inspection	24	32,000	YW14AA	0.6	YW27AA	0.8	Oil Filter, Drain Plug, Mobil 1 Synthetic Oil, Brake Fluid + 1 day Car Rental
5	40,000 kms or 30 mos Oil Change & Tire Rotation	30	40,000	YW14AA	0.6	YW40AA	0.3	Oil Filter, Drain Plug, Mobil 1 Synthetic Oil
6	48,000 kms or 36 mos Oil Change, Tire Rotation, In-cabin and Engine air filter change & Inspection	36	48,000	YW14AA	0.6	YW50AA	1.6	Oil Filter, Drain Plug, Mobil 1 Synthetic 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	YW14AA	0.6	YW40AA	0.3	Oil Filter, Drain Plug, Mobil 1 Synthetic Oil
8	64,000 kms or 48 mos Oil Change, Tire Rotation, Brake fluid Change & Inspection	48	64,000	YW14AA	0.6	YW27AA	0.8	Oil Filter, Drain Plug, Mobil 1 Synthetic 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	YW14AA	0.6	YW55AA	0.5	Oil Filter, Drain Plug, Mobil 1 Synthetic Oil, In Cabin Filter
10	80,000 kms or 54 mos Oil Change, Tire Rotation, Brake Fluid change & Inspection	60	80,000	YW14AA	0.6	YW27AA	0.8	Oil Filter, Drain Plug, Mobil 1 Synthetic Oil, Brake Fluid + 1 day Car Rental
11	88,000 kms or 66 mos Oil Change, Rotate Tires & Inspection	66	88,000	YW14AA	0.6	YW40AA	0.3	Oil Filter, Drain Plug, Mobil 1 Synthetic Oil
12	96,000 kms or 72 mos Oil Change, Tire Rotation, In-cabin and Engine air filter change & Inspection	72	96,000	YW14AA	0.6	YW50AA	1.6	Oil Filter, Drain Plug, Mobil 1 Synthetic 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	YW14AA	0.6	YW40AA	0.3	Oil Filter, Drain Plug, Mobil 1 Synthetic Oil
14	112,000 kms or 12 mos Oil Change, Tire Rotation, Brake Fluid Change & Inspection	84	112,000	YW14AA	0.6	YW27AA	0.8	Oil Filter, Drain Plug, Mobil 1 Synthetic Oil, Brake Fluid + 1 day Car Rental

**Notes:**

1: Maintenance services covered are based on the Service and Maintenance Guide.

2: The Service Descriptions listed above @ each service interval must appear on the RO in order for the claim to get paid promptly.

\* 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 Details: use the code listed above @ each service interval. Enter the primary op. code.

Expense Detail: Use code 203 for Mobil 1 Synthetic Oil.