

PROFESSIONALS' CHOICE SERVICE CENTER PROGRAM

PROFESSIONALS' CHOICE
Service
Center®


NATIONWIDE WARRANTY
24 Month or 24,000 Miles



Professionals' Choice - The Best Service Center Program

The Professionals' Choice Service Center Program was created and designed with APA Member input to support APA Members – and their Professional Service Center customer owners.

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



Professionals' Choice The Best Service Center Program

Professionals' Choice Service Center Program Offers the shop owner:

- **Nationwide 24 month 24,000 mile warranty for the car owner.**
- **In shop labor reimbursement for the area near the Professionals' Choice Service Center.**
- **Roadside Assistance for the car owner.**
- **Road Hazard Warranty for the car owner.**
- **ASE Certification Reimbursement for Technicians and / or the shop owner.**



Professionals' Choice The Best Service Center Program

Professionals' Choice Offers:

- **AutoMD Shop Locator.**
- **Slip-N-Grip shop supply program**
- **In Shop Training from the best:
Delphi Auto IQ / Identifix /
Motors Information Systems /
Mitchell1 Information Systems
/ Cars OnDemand / and more**
- **Welcome ID Kit for the shop**



Professionals' Choice The Best Service Center Program

Nationwide Warranty

- **Covers repairs for 24 months or 24,000 miles from the date of the initial repair.**
- **Covers parts and labor.**
- **The 24 / 24 warranty covers all new and remanufactured parts installed by a participating Professionals' Choice Service Center.**



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Roadside Assistance

What is Covered?

- 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 car owner)
- Up to two times in 12 months





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Road Hazard Warranty What is Covered?

For a period of 36 months from the date of purchase of new passenger or light truck tires. The Road Hazard Warranty covers tire repair or replacement 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, impact breaks, or impact damage ("Road Hazard Damage").

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





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In Shop Labor Program

- **Service facility must be enrolled in Nationwide Warranty Program.**
- **Each service ticket (at shop discretion) will be charged a small fee for Shop Labor Program.**
- **Ticket must be registered with warranty company.**
- **Original Repair will be covered under the Labor Program if the customer's vehicle experiences a mechanical failure, and the customer returns to the original Shop within the covered time and mileage and the failure is the result of a defect in the installed part.**
- **Coverage is for breakdowns within 25 miles of shop.**



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ASE Certification Reimbursement

ASE Certification Reimbursement will be paid to qualified technicians, or shops (if shop paid test fee), with the proper documentation sent to Program Headquarters:

- **Program Headquarters will reimburse:**
 - Regular Tests Successfully Completed at \$35.00 ea
 - Advanced Tests Successfully Completed at \$70.00 ea
 - There is a maximum reimbursement of \$105.00 for any combination of recertification tests.



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Slip-N-Grip Shop Supply Program





Professionals' Choice The Best Service Center Program

AutoMD[®]

AutoMD Insta-Quotes & Shop Locator Program

- **Consumers Online & On AutoMD.com 7 million visitors 2014**
- **Information Consumers Want About Service Shops 24/7 Service Writer for shops.**
- **Reviews Matter / Influences Consumers buying decisions.**
- **Tracking Consumer Activity & Results.**
- **Over 3 Mil Consumers will use AutoMD to Find Service Shops.**
- **Another 1.75 Mil will use AutoMD to Research Cost of Repair.**
- **Supplying Consumers the information they want, when and how they want it.**



Professionals' Choice The Best Service Center Program

Training Program – Delphi Auto IQ

Auto IQ is a series of video clips that service advisors can use to help explain vehicle systems and components to their customers. It's included in RepairPoint and is located under the 'Service Advisor' tab. The link to Auto IQ subscription is:

<http://www.delphi-iss.com/autoiq-mindquest/>



Professionals' Choice The Best Service Center Program

Training Program – Identifix



DIRECT-HIT®

Use Direct-Hit on every job, every day to: diagnose and repair vehicles faster, reduce non-billable work time, boost customer trust and keep your shop profitable.

[READ MORE](#)

REPAIR HOTLINE

Don't have time to puzzle through a tough vehicle problem? Identifix has a friendly team of over 45 OE factory-trained, ASE Master, L1 Carline Specialists who can help.

[READ MORE](#)

TEST DRIVE

Test Drive Direct-Hit on our demo vehicle now and see for yourself how Identifix can help you be more productive on every car, every day.

[START NOW](#)

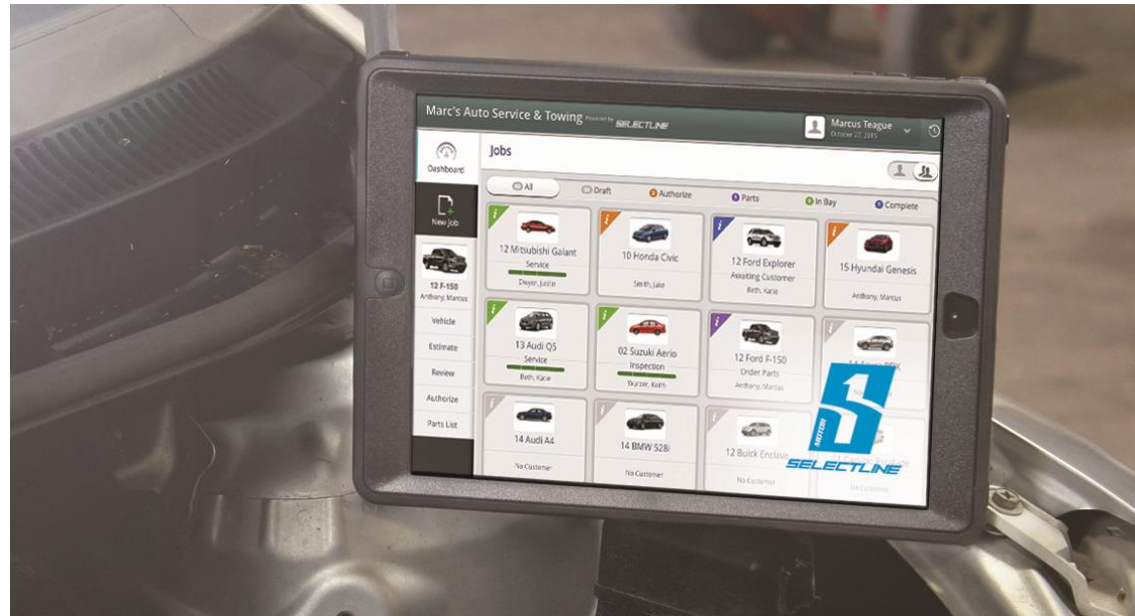
Direct Hit Offers:
Information you won't find anywhere else with short-cut tests and confirmed fixes that dramatically reduce diagnostic time

Repair Hot Line:
Staffed by over 45 O.E. factory trained ASE Master, L1 Car Line Specialists.



Professionals' Choice The Best Service Center Program

Training Program – Motors Information





Professionals' Choice The Best Service Center Program

Training Program – CARS OnDemand

CARS OnDemand provides instant access to online automotive technical and business training!

Cars OnDemand offers hundreds of technician and shop management training courses.



Professionals' Choice The Best Service Center Program

What Does A Shop Receive?

A "Welcome to the Program" kit and Identification as a Member of the Professionals' Choice Service Center Program.

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



Professionals' Choice The Best Service Center Program

Are There Additional Features

In Shop Labor Program - for a small fee each shop is charged per invoice to register a job / repair order.

Roadside Assistance - for a small fee per month shop may enroll.

Road Hazard Warranty Program - for a small fee per month shop may enroll.

These fees / programs are in addition to the 24 month 24,000 nationwide warranty.



Professionals' Choice The Best Service Center Program

In Summary – Professionals' Choice Service Shops Receive:

- **24 month 24,000 Nationwide Warranty**
- **In Shop Labor Program**
- **Roadside Assistance**
- **Road Hazard Warranty Program**
- **Shop Identification**
- **ASE Reimbursement**
- **In Shop Training**
- **Slip-N-Grip Supplies**