



10V110 Safety Recall Processing and Reimbursement Guidelines

General Information:

All 10V110 Safety Recall claims will be submitted and processed through the Braun Ability Dealer Depot Website. Two electronic forms have been designed for your usage. The first form, titled “10V110 Safety Recall Processing” will allow for easy claim submission with no additional documentation required to be submitted and will result in credits issued within 20 days of your submission. The second form, titled “10V110 Safety Recall Sublet Review Requested” will require a Braun Corporation technician review and will required additional information to be submitted in addition to increased credit reimbursement times.

The “**10V110 Safety Recall Processing**” form can be used when the recalled vehicle required an Inspection Only, Inspection and Repair by Dealer, or an Outside Welding Repair of up to \$150.00 (US Currency).

Reimbursements applicable on this form are as follows:

- **Inspection Only** – 1 hour labor reimbursement at your Braun labor rate
- **Inspection and Repair by Dealer** – 1 hour inspection reimbursement and 2 hours repair reimbursement. 3 total hours of reimbursement at your Braun Labor Rate
- **Outside Welding Required** – 1 hour inspection reimbursement at your Braun Labor rate and sublet reimbursement up to \$150.00 (US Currency)

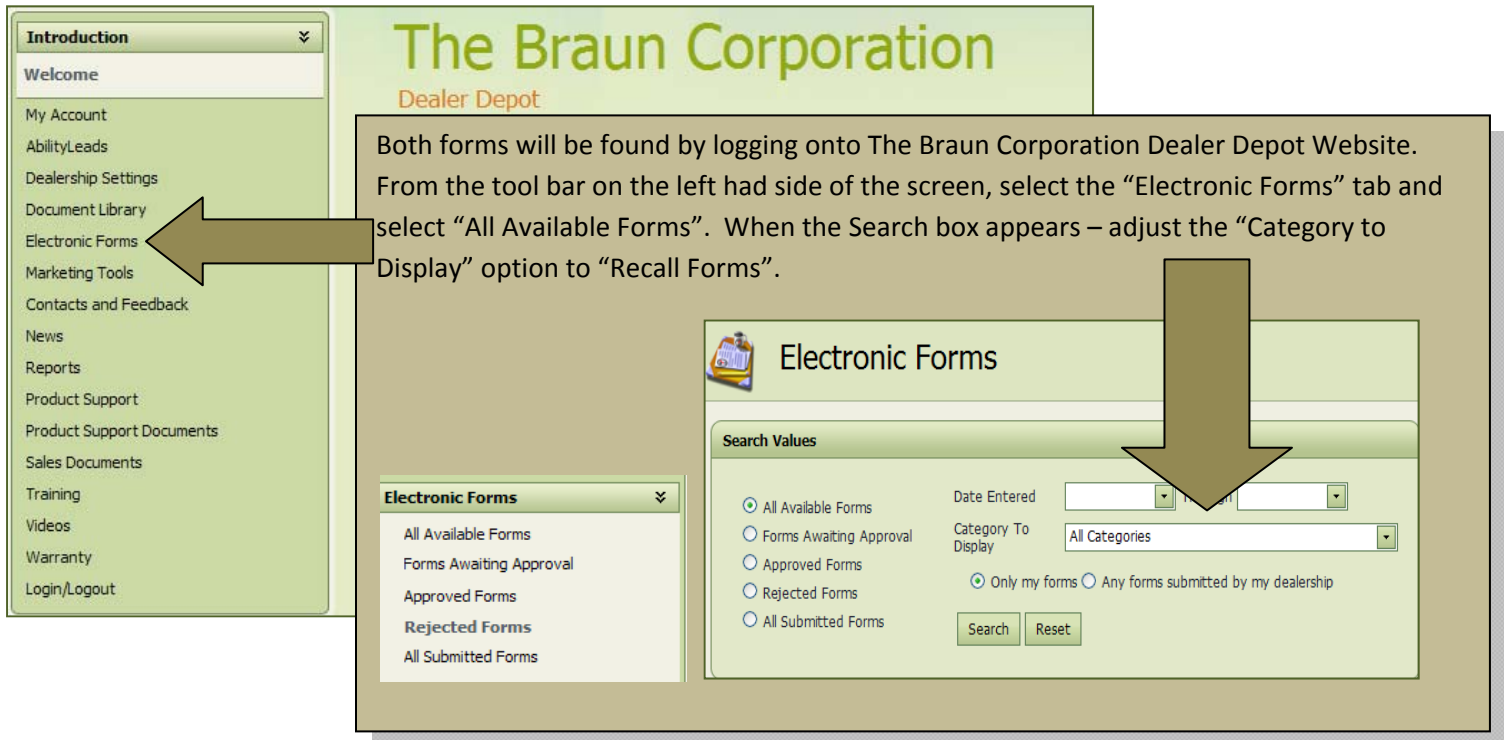
The “**10V110 Safety Recall Sublet Review Requested**” must be used when reimbursement for an Outside Welding Repair in excess of \$150.00 (US Currency) is being requested. This form will require additional information to be submitted in the form of a sublet billing copy for review by a Braun Corporation technician. Once reviewed by the technician, the approved amount will be communicated to your location via the e-mail address supplied and the form will be forwarded by our technician to the processing center for approved reimbursement. Reimbursements applicable on this form are as follows:

- **Outside Welding Required – In excess of \$150.00** (US Currency) – 1 hour inspection reimbursement at your Braun labor rate and sublet reimbursement of amount approved by The Braun Corporation technician after review of submitted documents

Allowing Access to the Forms:

The privilege to use Electronic Forms is granted by the Master Account Administrator (your employee) at your location. This individual will edit the sub-accounts as needed to allow access to the Electronic Forms area. The Braun Corporation does not grant access to individual sub-accounts please contact your Master Account Administrator to gain access to the forms.

Locating the Forms:



The screenshot shows the Braun Corporation Dealer Depot website. The main header reads "The Braun Corporation Dealer Depot". Below this, a text box states: "Both forms will be found by logging onto The Braun Corporation Dealer Depot Website. From the tool bar on the left hand side of the screen, select the 'Electronic Forms' tab and select 'All Available Forms'. When the Search box appears – adjust the 'Category to Display' option to 'Recall Forms'." The left sidebar contains a menu with "Electronic Forms" highlighted. A sub-menu for "Electronic Forms" is open, showing options: "All Available Forms", "Forms Awaiting Approval", "Approved Forms", "Rejected Forms", and "All Submitted Forms". The main content area is titled "Electronic Forms" and features a "Search Values" section with radio buttons for "All Available Forms", "Forms Awaiting Approval", "Approved Forms", "Rejected Forms", and "All Submitted Forms". There are also dropdown menus for "Date Entered" and "Category To Display" (set to "All Categories"), and radio buttons for "Only my forms" and "Any forms submitted by my dealership". "Search" and "Reset" buttons are at the bottom.

Completing the Forms:

Select the required form based on your need and fill in the necessary information. It is strongly encouraged to supply a PO number reference on the form for your ease in finding the corresponding credit memo once issued. The last 8 digits of the VIN number plus "RECALL" will be used as a PO if nothing is supplied on the form. Only vehicles affected by the recall can be submitted. The system will complete a security check of the VIN number entered to ensure that the unit is a valid Braun VIN number associated with the 10V110 Safety Recall. In addition, the form security will allow only one submission for each VIN number involved. Any invalid VIN numbers or duplicate submission attempts will result in a warning error messaging being displayed. The section indicated as "Braun Inventory Information – Braun Use Only" will not need to be filled, but will auto-populate upon your completion and submission of the form. All other areas must be completed in full for submission to be accomplished.



Form Appearance:

Both forms will be similar in appearance with the exception of the form title and descriptions located at the top of each document, the Work Performed on Unit section, and the Processing Instructions.

FORM TITLE AND DESCRIPTION

Dealer Account # : <input type="text"/>		Dealer Name: <input type="text"/>		Ship To # : <input type="text"/>	
Dealer City: <input type="text"/>		Technician Name: <input type="text"/>		Service Date: <input type="text"/>	
PO Number Reference: <input type="text"/> (Will appear on your credit memo - VIN + "RECALL" will appear if left blank)					
Last 8 digits of VIN: <input type="text"/>		Braun Inventory Information -- Braun Use Only --			
Mileage at time of service: <input type="text"/>		Year: <input type="text"/>			
Work Performed On Unit:		Make: <input type="text"/>			
<p>Form 10V110 – “Safety Recall Processing” will display 3 options for Inspection Only, Inspection and Repair by Dealer, and Outside Welding Required (up to \$150.00).</p> <p>Form 10V110 – “Safety Recall Sublet Review Requested” will display one option for Outside Welding Required (in excess of \$150.00)</p>		Model: <input type="text"/>			
		Source: <input type="text"/>			
		Work Order: <input type="text"/>			
		Recall Id: <input type="text" value="2010-010"/>			
		Form Id: <input type="text" value="Recall2010-010C1"/>			

Processing Instructions area will vary based on the form selected.

Record Maintenance:

Customer records are required to be maintained at your location for a period of 6 years from the date of service. It is required that each record includes the following information:

1. VIN number and Mileage
2. Date of Service
3. Customer Signature or Signature of Representative
4. Service Technician Signature
5. Complete Repair Description
6. All related shop notes/work order documents