

**MODEL: MY18 Karma Revero****DATE: 06/27/2017****TITLE: Covered Maintenance Claim Procedure****Revised: 12/6/17**

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**APPLICABILITY:** MY2018 Revero**MARKET REGIONS:** North America**PURPOSE:** Maintenance for 2018 Model Year Karma Revero will be covered for three (3) years from the in-service date, regardless of mileage. This bulletin outlines what is covered under this program and reimbursement claim instructions.

## What is Covered:

Normal maintenance prompted by the vehicle is covered by Karma Automotive for three years from the in-service date. (See Table)

Maintenance is only covered if vehicle prompts on the Driver Information System (DIS).

The following message will appear on the Infotainment screen in conjunction with this icon:

***“Vehicle Service Due. Contact Karma Service Provider.”***

Parts and labor may be claimed as necessary. Parts and labor beyond the normal recommended maintenance guidelines will be reviewed case by case. Photographs and/or Repair Order documentation may be requested to verify additional parts and labor.

## What is Not Covered:

Any service requested during this period when not prompted by the vehicle messaging system is not covered by this program.

Exclusions from coverage include repairs covered under the New Vehicle Limited Warranty, brake shoes/linings, tires and wheels/rims, alignment, wear and tear of soft trim items such as: seats, carpets, moldings, headliner, door panels and all chrome trim, damage which results from negligence, improper operation of the vehicle, wear and tear or deterioration due to driving habits or conditions, improper repair, environmental influences, flood, accident or fire damage, road salt corrosion, alteration, installation of non-genuine Karma accessories, or use of improper, poor quality or contaminated fuel.

**NOTE:** A TSS case is required for ALL maintenance services. Pictures of the touch panel showing the percentage of oil life as well as any other items to be replaced must be attached to the case for review.

The information contained in the Karma Bulletin is accurate at the date of publication. However, Karma Automotive regularly updates technical information. Please verify that you have the most current version of this document by searching on the Karma Retailer Portal.

## Service Types and Required Procedures

Service	Service Type
Engine Oil (When Prompted by Vehicle messaging)	R
Engine Oil Filter (Always replaced with engine oil change)	R
Power steering fluid	I
Cooling system (hoses & coolant)	I
All fluid levels	I
Engine air filter	I
Cabin filter	I
Brake Fluid	I
Brake pads - front	I
Brake pads - rear	I
Brake shoes - parking mechanism	I
Drive axles (halfshafts)	I
Shocks - front	I
Shocks - rear	I
Steering, suspension, alignment	I
Tire inflation	P
Lubricate body components	I
Inspect fuel system	I
Inspect exhaust system	I
Run diagnostics	P
Tire wear	I
Wheel / Hub	I/C

R= Replace

P= Perform task

I= Inspect

I/C=Inspect and Clean Component or System

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## Reimbursement Instructions

The following parts and labor codes may be claimed as necessary. Claims for parts and labor not required at the time of maintenance are subject to partial or full debit. These additional services are listed below and designated by \*.

<b>Claim Type</b>
Maintenance Claim

Causal Part	Description	Defect code
C161110109500	OIL - ENGINE - 5W-30 1QT	10-10-80-98

## Labor:

Labor Code	Description	Time
10-10-10-02	Oil and Filter change	1.3
10-10-05-03*	Key Fob Battery Replacement	0.1
12-70-03-00*	Air Filter Remove & Refit	0.2
30-70-01-00*	Pollen Filter Remove & Refit	0.1
50-01-01-02*	Brake Fluid Flush	0.9
12-40-14-05*	Spark Plugs Remove & Refit	0.6
90-90-04-09*	Wiper Blade Set Remove & Refit	0.1

## Parts:

Part Number	Description	Max Qty
C161110109500	OIL - ENGINE - 5W-30 1QT	5
C161110106200	Engine Oil Filter	1
C131114101002*	Air Filter	1
C131132802000*	Pollen Filter	1
C161125113001*	Front Brake Pad Kit	1
C161125124001*	Rear Brake Pad Kit	1
C131178204000*	Wiper Blade (Dr Side)	1
C131178202001*	Wiper Blade (Pass Side)	1

## Sublet

Service	Description	Amount
FLU - FLU002*	Brake Fluid	As needed
MSC*	Key Fob Battery	As needed

**\*Only to be claimed if required at the time of maintenance.**

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