

MODEL: All Karma Models**DATE:** 05/15/2017**TITLE:** Pre-Delivery Inspection Claim Procedure**First Release****APPLICABILITY:** All Karma Models**MARKET REGIONS:** All

PURPOSE: This bulletin explains the process for claiming Pre-Delivery Inspection (PDI) claims using the Karma Retailer Portal.

The dealer is responsible for submitting a claim for PDI for each vehicle allocated to them. Claims must be submitted through the Retailer Portal.

Each vehicle is eligible for one PDI claim.

CLAIM PROCEDURE

1. Access the PDI Claims application in the Karma Retailer Portal.



Note: The number of eligible VINs for PDI claims will be displayed in the bottom right corner of the tile.

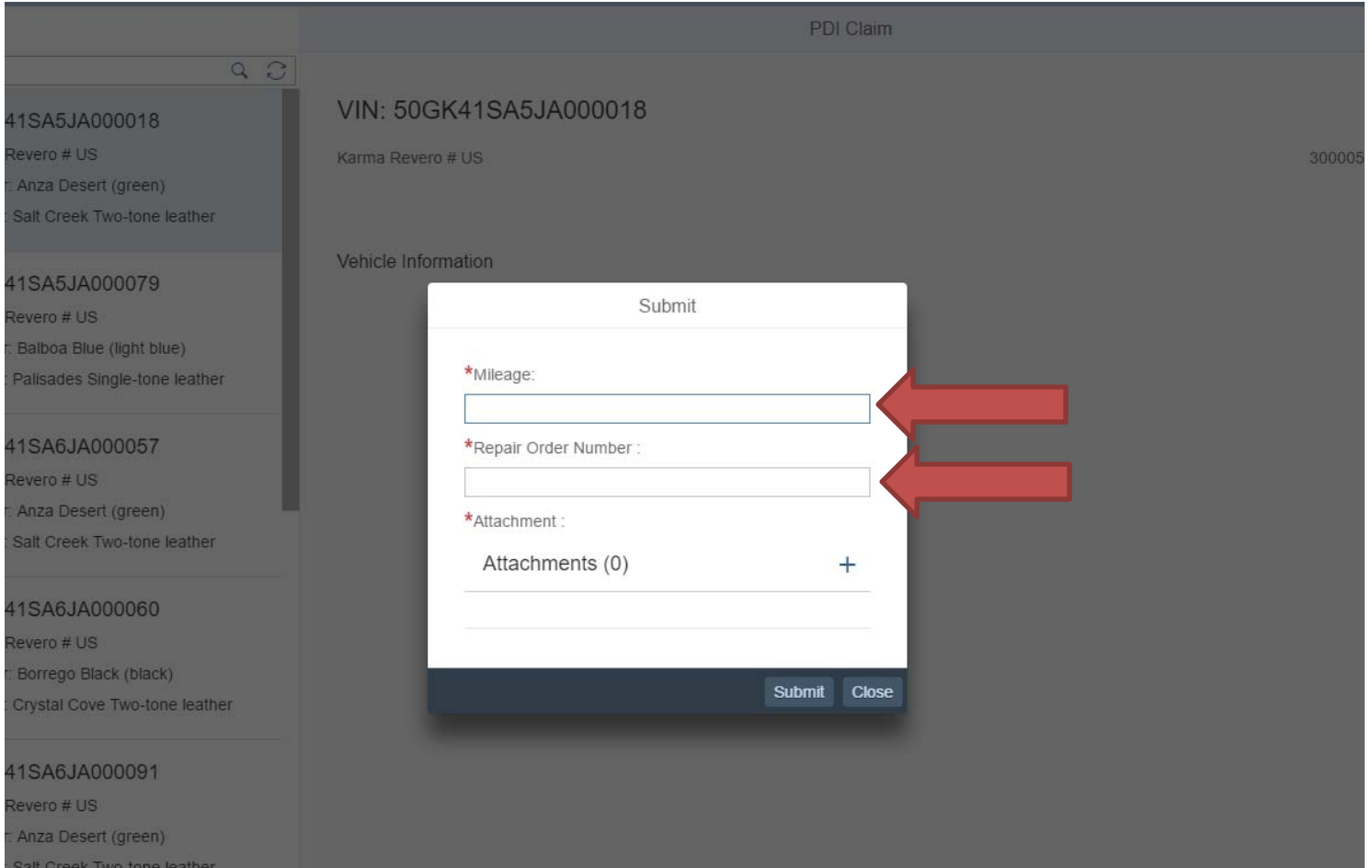
- Select the desired VIN from the list on the left (Only VINs that are allocated to your dealership will be listed.) and click "Submit PDI" at the bottom right.

The screenshot displays a web interface for submitting a PDI claim. At the top, there is a 'PDI Claim' dropdown menu. Below it, a search bar is visible. The main area is divided into two columns. The left column contains a list of vehicles with their VINs and specifications. The right column shows detailed information for the selected VIN: 50GK41SA5JA000018. A red arrow points to the first vehicle in the list, and another red arrow points to the 'Submit PDI' button at the bottom right.


Vehicle Information	Details
VIN: 50GK41SA5JA000018	300005
Karma Revero # US	
Exterior: Anza Desert (green)	
Interior: Salt Creek Two-tone leather	
Exterior: Anza Desert (green)	
Interior: Salt Creek Two-tone leather	
Brake: Silver callipers	
Wheel: 22" Multi-Spoke Forged silver	

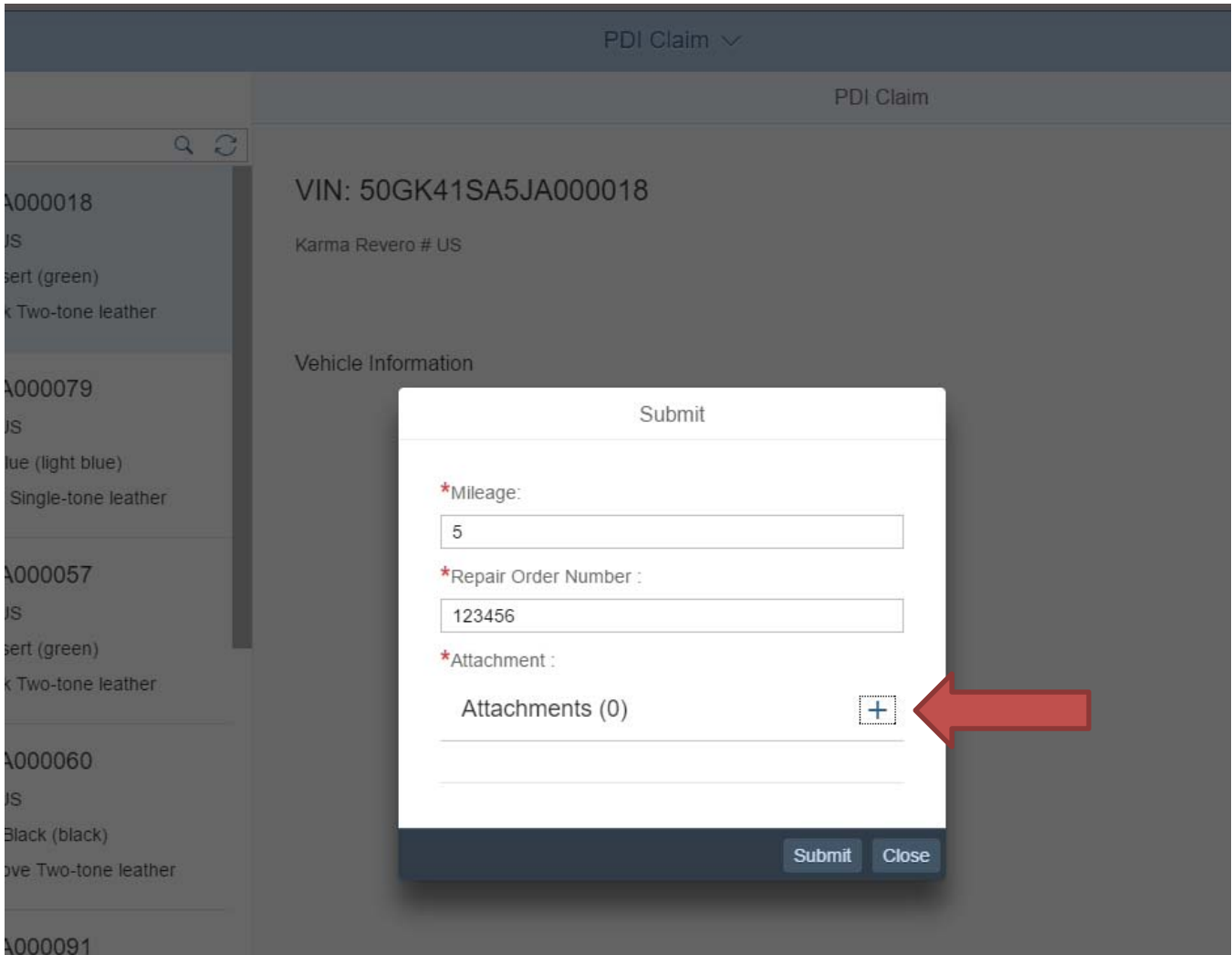
The information contained in the Karma Bulletin is accurate at the date of publication. However, Karma Automotive regularly updates technical information. Please verify that you have the most current version of this document by searching on the Karma Retailer Portal.

3. Input the Repair Order Number and Mileage at the time of the PDI.



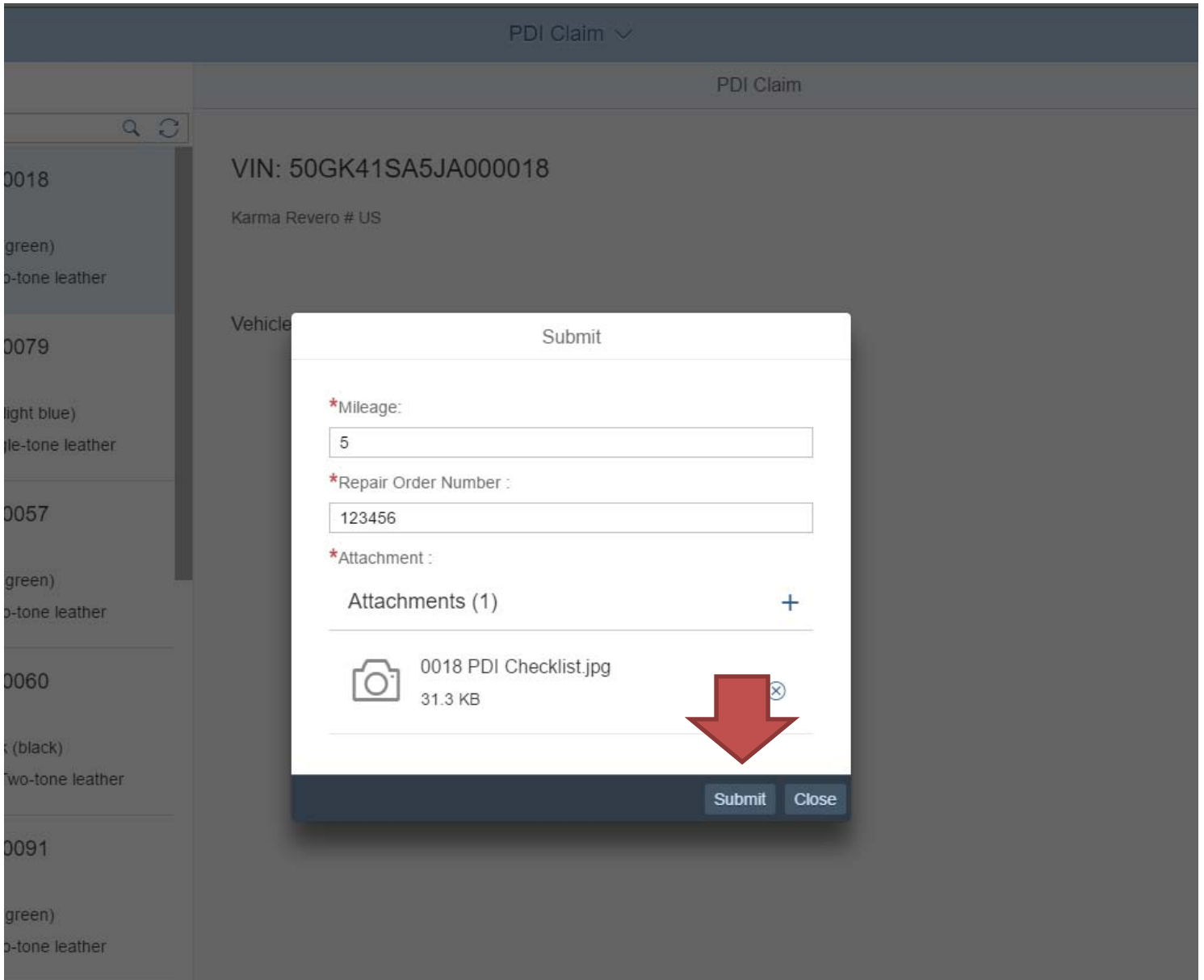
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- Click the  to attach the completed PDI checklist to the claim. You will select a file saved to your computer to attach to the claim.



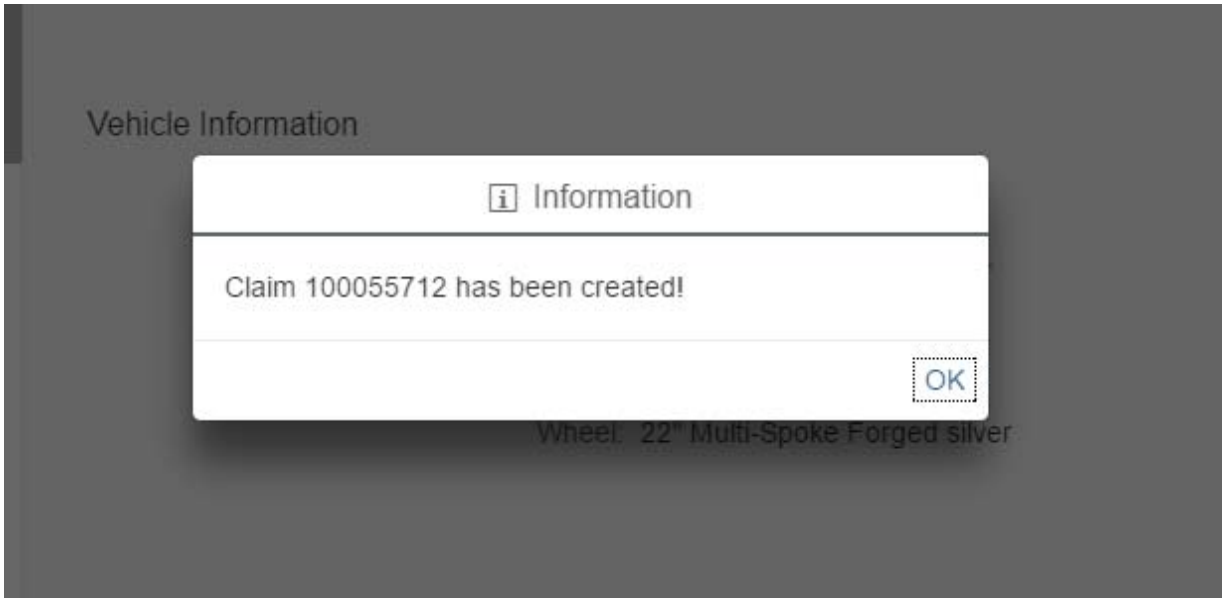
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5. Click Submit to submit the claim to Karma Automotive for review.



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You will receive a confirmation that the claim was successfully created and it will include the claim number.



The PDI claim will be sent to Karma Automotive in Pending status for review. You may reference the claim in the Claim Overview application after it is created.

The screenshot displays the 'Warranty Overview' application. At the top, there's a navigation bar with 'KARMA' and 'Warranty Overview'. Below it is a 'Claims Overview' section with several filter buttons: 'All Claims' (22), 'New' (3), 'Pending' (14), 'Returned' (0), 'Accepted' (5), 'Rejected' (0), 'Return Parts' (1), and 'Recalls/Campa...' (14). The 'Pending' filter is currently selected. Below the filters is a table of claims.

Claim No	RO No.	Repair Or...	Claim Sta...	Claim Type	Claim Total Amount	VIN	Causal Part	Defect Co...
100055712	12345	05/11/2017	05/11/2017	PDI claim	232.00	50GK41SA3JA000100		10-10-01-98

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CLAIM DETAILS

The information is provided below for reference, however it is populated by the system and you do not need to manually enter it.

CLAIM TYPE
PDI Claim

LABOR CODE	DESCRIPTION	TIME	DEFECT CODE
10-10-01-02	Pre-Delivery Inspection	2.0	10-10-01-98