



K A R M A

RETAILER PORTAL OVERVIEW

Revised 04/05/2017

GETTING STARTED

- Log on to the Portal: <http://retailer.karmaautomotive.com> Input your user ID and password; created by Karma Automotive
 - *Do not share your login or password
- To reset your password, click on 'Forgot Password' and follow the prompts. You will be emailed instructions to reset your own password.



Log On

E-Mail

Password

[Forgot password?](#)

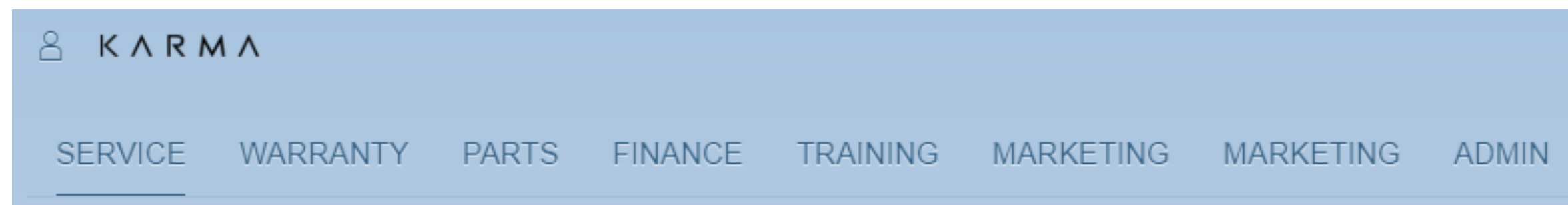
☐ Remember me

Log On

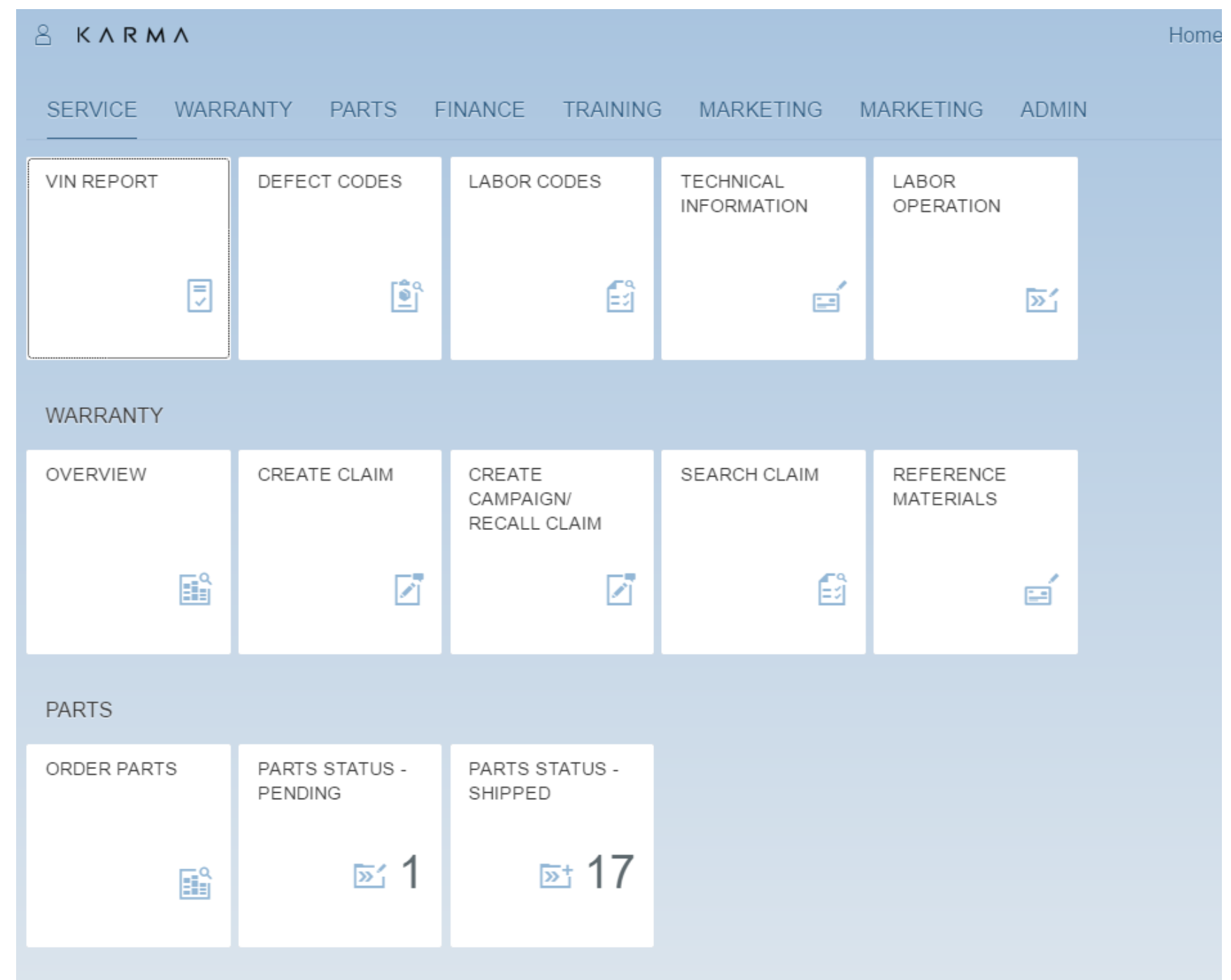


NAVIGATION

- The tool bar at the top can be used to quickly navigate to the desired section on the page



- Or you can scroll down the page and select a tile that way



SERVICE

- This is where you will find Service, Parts, and Technical information:
 - VIN Report
 - Defect Codes
 - Labor Codes
 - TSS
 - Technical Information



VIN REPORT - OVERVIEW

- In Service Date
- Warranty Eligibility
- Basic vehicle details

Vehicle Information Lookup

VIN:

Overview

Configuratio...

Warranty

Campaign

Identification

Exterior Package: White Sand
Interior Package: Black Sand Monotone
Country: US
Model Name: 2012 Karma EcoSport
Internal Veh. No.: 1112001641
External Veh. No.: KC01641
VIN: YH4K14AA0CA000704
In Service Date: 06/06/2012

Sold To: Fisker of Orange County(D)
Customer:

Master Warranty

Text	Master Warranty	Begin Guarantee
No items are currently available		

Input VIN and click the magnifying glass to Search

In Service Date is the start date for New Vehicle Limited Warranty

Eligible warranty entitlements will be listed here. "Begin Guarantee" is the start date for the entitlement



VIN REPORT - WARRANTY

- A list of prior accepted claims for that VIN
- A summary of claim details

Vehicle Information Lookup

VIN:

Overview Configuration... **Warranty** Campaign

Claim data can be exported to an Excel spreadsheet

[Download to Excel](#)

Partner	Claim No.	Claim Date	Repair Order Number	Repair Order Date	Mileage	Defect Code	Defect Code Description	Casual Part
301001	100055589	07/15/2016	975918	06/28/2016	975917	00-99-25-98	General Diagnosis - Diagnostic / Special	C131118101900
50091	100054060	03/10/2016	101398	01/29/2016	48411	00-99-25-98	General Diagnosis - Diagnostic / Special	C161113201001
50091	804278	01/18/2016	101348	01/11/2016	48411	00-99-25-98	General Diagnosis - Diagnostic / Special	C161113201001

VIN REPORT – CAMPAIGN

- A list of campaigns associated with that VIN
- “Status” will change to completed upon claim submission

Vehicle Information Lookup

VIN: YH4K14AA0CA000704  

 Overview  Configuratio...  Warranty  Campaign

[Download to Excel](#)

Campaign/Service Program	Description	Launch Date	Status	Completed Date	Odometer Reading
BASELINE 535	BASELINE 535	05/09/2016	Completed	07/18/2016	975917
BASELINE 530	BASELINE 530	12/32/2015	Completed	03/11/2016	48411
BASELINE 520	BASELINE 520	05/20/2015	Completed	01/20/2016	48411
370120038	DOOR PULL RING CAMPAIGN	11/13/2012	Completed	03/04/2013	3478
390120058	BASELINE 510 RELEASE OVERVIEW	10/17/2012	Completed	03/04/2013	3478
520120016	LOW TEMPERATURE COOLING FAN VOLUNTARY SA	08/24/2012	Completed	03/04/2013	3478

DEFECT CODES

- A tree of all Defect Codes
- Click the main code to drill down to specific defect codes
- A search function is also available

DEFECT CODES

< Defect Codes

Collapse all

Expand all

Search

Code	Description
> 00	General Diagnosis
> 05	Tools
> 10	Maintenance Procedures
▼ 12	Engine
▼ 12-10	Engine Assembly and mountings
▼ 12-10-01	Engine Assembly
12-10-01-10	Excessive Wear
12-10-01-11	Excessive Movement / Loose / Slack
12-10-01-12	Seized / Stiff / Sticks
12-10-01-14	Vibration / Out of Balance / Out of Round
12-10-01-15	Deformed / Damaged
12-10-01-16	Broken / Cracked

LABOR CODES

- A tree of all Labor Codes and corresponding hours
- Click the main code to drill down to specific labor codes
- A search function is also available



Labor Codes			
			Collapse allExpand allSearch
Code	Description	Hours	
> 00	General Diagnosis		
> 05	Tools		
> 10	Maintenance Procedures		
▼ 12	Engine		
▼ 12-10	Engine Assembly and mountings		
▼ 12-10-01	Engine Assembly		
12-10-01-00	Remove & Refit	16.2	
12-10-01-09	Shop Time		
> 12-10-02	Mounting - LH		

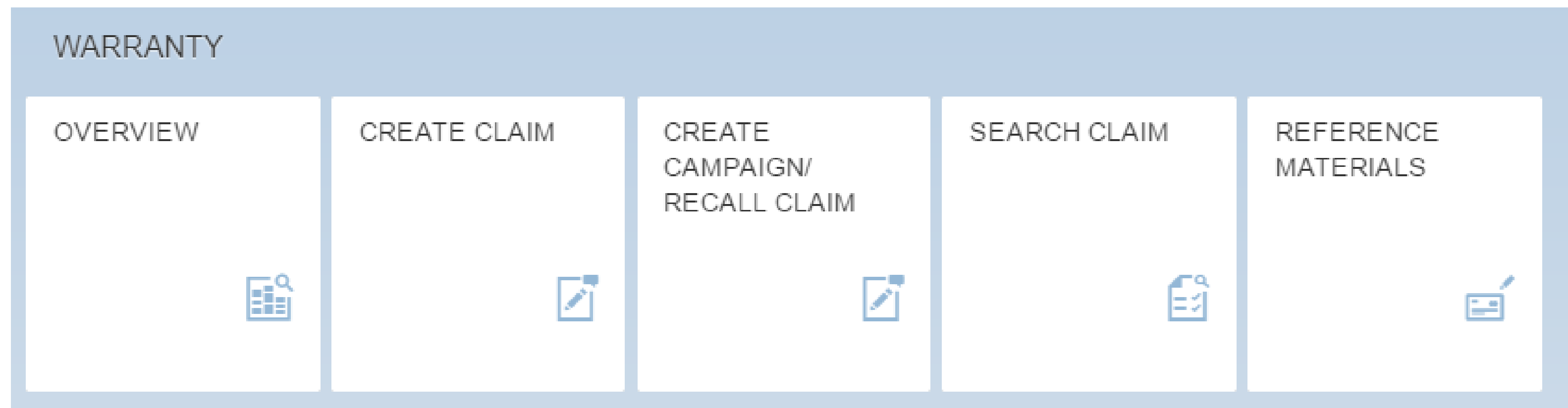
TECHNICAL INFORMATION

- Technical related documents including TSB and Campaign Bulletins
- Documents are divided into folders by Model/Model Year

The diagram illustrates the navigation path for technical information. On the left, a box labeled 'TECHNICAL INFORMATION' with a document icon is connected by a large blue arrow to a screenshot of the K A R M A portal. The portal shows a 'TECHNICAL INFORMATION' section with a refresh button, a search bar, and a list of folders: 'MY2012' (changed Oct 25, 2016, 11:07:14 AM) and 'MY2017' (changed Oct 25, 2016, 11:07:20 AM). A second screenshot shows the 'MY2012' folder expanded, displaying a list of documents: '0.01.15.01.01 Decoder Bulletin.pdf' (289 KB, changed Nov 3, 2016, 12:13:13 PM), '0.05.15.02.02 Paint Codes' (349 KB, changed Nov 3, 2016, 12:13:13 PM), and '1.00.15.0024.03 tech tip flash prep USB drive.pdf' (534 KB, changed Nov 3, 2016, 12:13:15 PM).

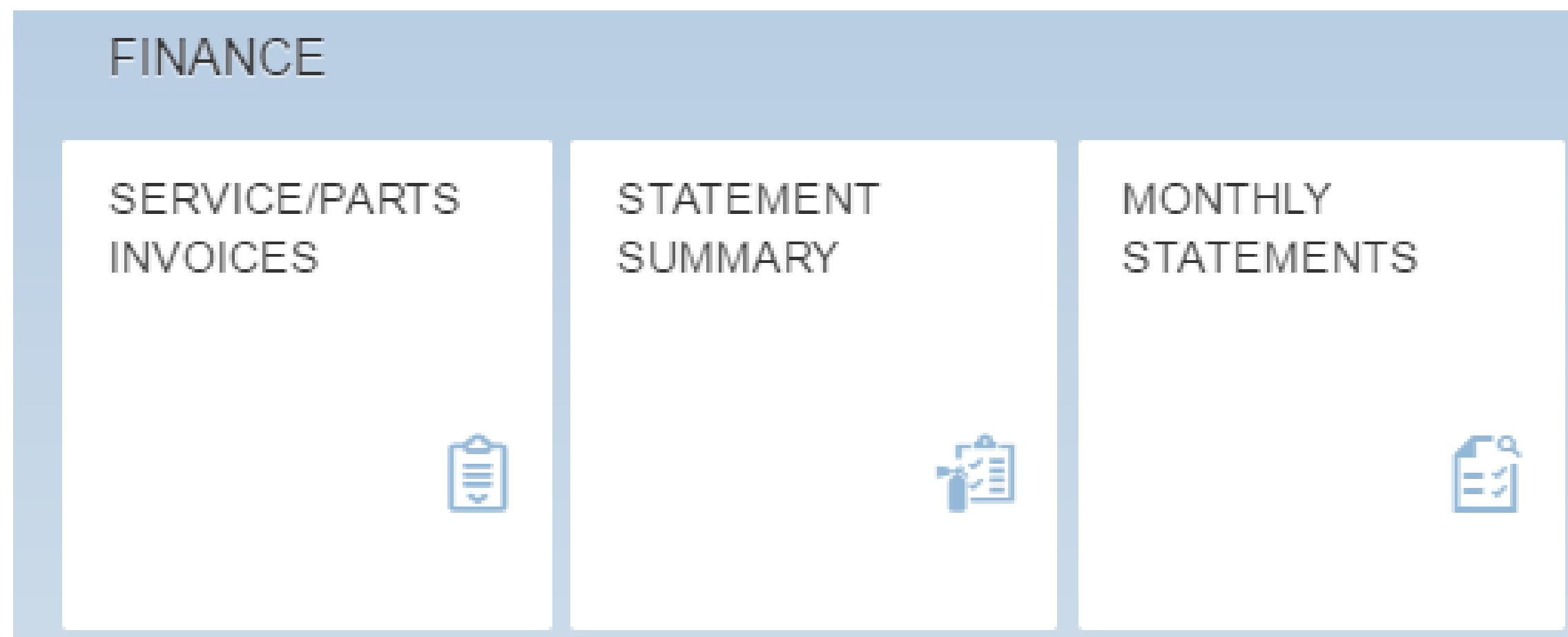
WARRANTY

- This is where you will submit warranty claims
- Refer to the document “Retailer Portal Warranty Guide 2017 - C1800ASD0014” for more information on the Warranty content on the portal



FINANCE

- This is where you will find your Invoices and Statements
 - Parts Invoices and Service Program Invoices
 - A Summary of all Invoices
 - Monthly Retailer Statements



All invoices will be listed in the column on the left

The Search function can be used to locate a specific invoice

The highlighted invoice from the left will be displayed in this window.

Invoices

Search

Invoice

9001

107.45 USD

Past Due

PO

SO 5007708

Due on Jun 14, 2016

Invoice

9001

7.28 USD

Past Due

PO

SO 5007

Due on Jun 14, 2016

Invoice

9001

10.20 USD

Past Due

PO

SO 5007

Due on Jun 14, 2016

Invoice

9001

3K USD

Past Due

PO

Invoice

9001

107.45 USD

Past Due

Invoice Date: May 3, 2016

i

Purchase Order:

Sales Order: 5007

Ref. Invoice: 009001

Payment Terms: Net 15th Prox

Carrier:

Incoterms: FOB Sellers Location

Item Total: 107.45 USD

Total Freight: 0.00 USD

Total Tax: 0.00 USD

Total Amount: 107.45 USD

Balance: 107.45 USD

Items (2)

Description	Quantity	Unit Price	Subtotal
Scalp - Primer Mirror Shell Cover LH	1 EA	28.80 USD	28.80 USD
Glass Case Sub Assembly for Service - Do	1 EA	78.65 USD	78.65 USD

PO
SO 5008199
Due on Nov 14, 2016

Invoice
90014438
26.66 USD
PO
SO 5008206
Due on Nov 14, 2016

Invoice
313.83 USD
Unpaid

Sales Order: 5008199
Ref. Invoice: 0090014429
Payment Terms: Net 15th Prox
Carrier:
Incoterms: FOB Sellers Location

Total Freight: 0.00 USD
Total Tax: 0.00 USD
Total Amount: 152.91 USD
Balance: 152.91 USD

Items (3)

Description	Quantity	Unit Price	Subtotal
Air Filter	1 EA	34.49 USD	34.49 USD
Wheel Lug Nuts	20 EA	3.60 USD	
Wheel Liner Front Assy LH	1 EA	46.43 USD	

Search results can be sorted and filtered

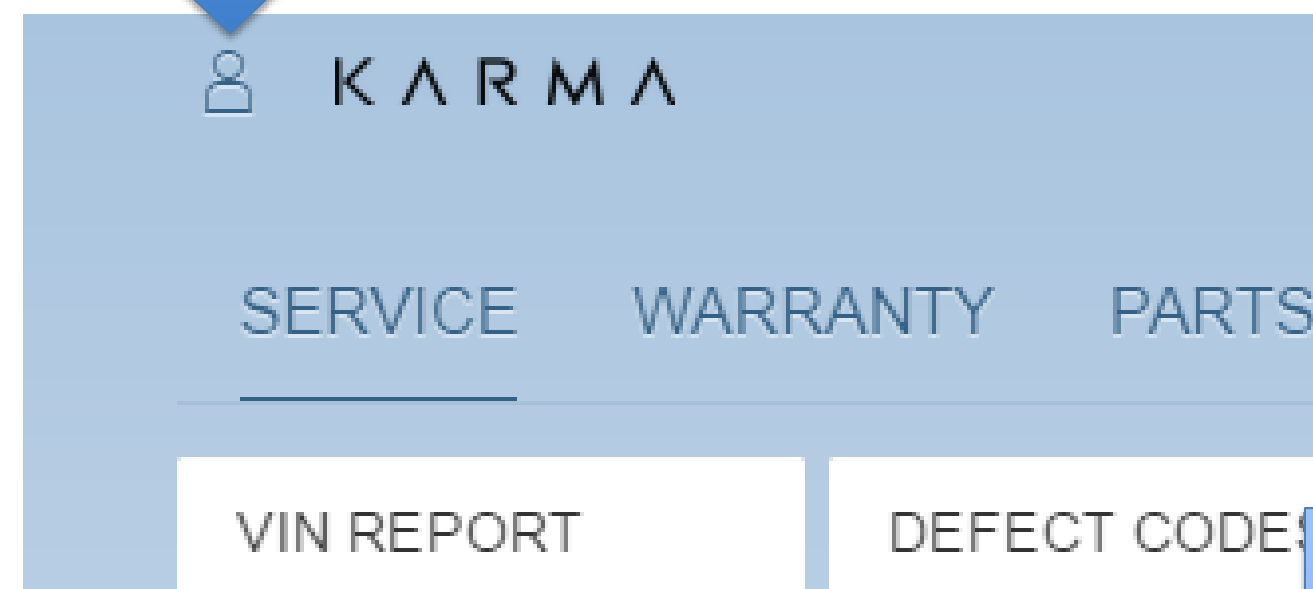
2016

Download

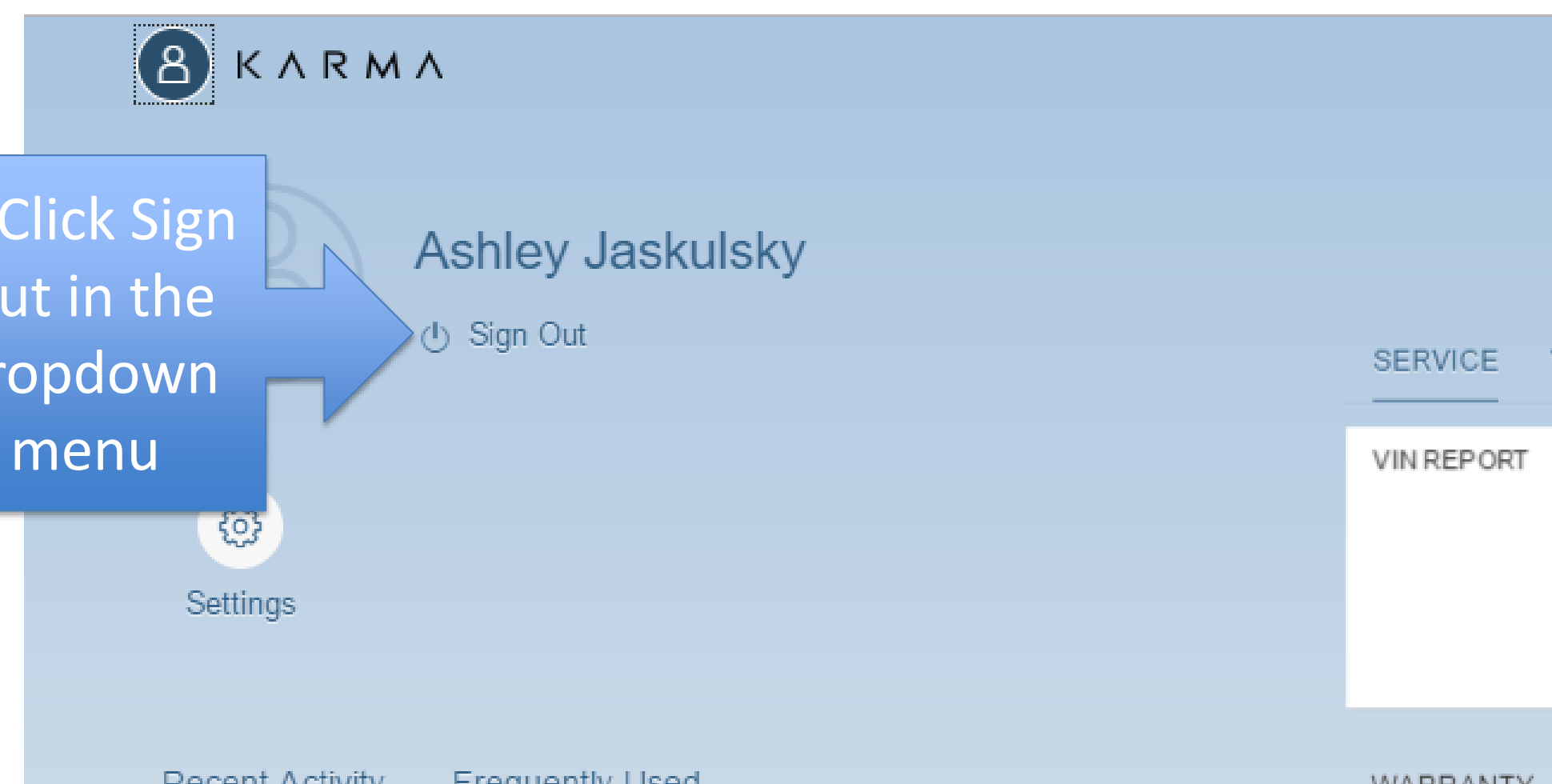
The highlighted invoice can be saved to your computer and/or printed by clicking Download.

LOGGING OUT

1. Click the icon in the upper left corner



2. Click Sign Out in the dropdown menu



CONTACT INFORMATION

For any questions or assistance with the Retailer Portal, please use the contact resources below:

- **Phone:**
 - Toll Free (855) 86-KARMA / (855) 865-2762
 - International +1 949 629 7503

Select Option 4
- **E-mail:**
 - Warranty@karmaautomotive.com