



Service Communication

SC-19-01-03

Type: Service Communication

Year: 2019

System: General Information (01)

Sequence: 03

First Release Rev: 0.1

Title: Service Intervals and Warranty Policy

Applicability: MY18-MY19 Revero

Market Region: All

As the Revero experiences more road mileage, the vehicle will prompt for maintenance service to be performed. This is calculated by the internal combustion engine-generator usage, not vehicle mileage. Based on differing usage conditions the mileage the Karma Revero experience between services may vary significantly.

The oil life must be reset whenever the oil is changed for the next maintenance interval to be accurate. This oil life indicator can be reset in the touch panel.

To improve reliability the manual service disconnect (MSD) shall be replaced at every service.

This basic maintenance is covered under warranty ONLY if service is prompted by the vehicle.

Maintenance for 2018-2019 Model Year Karma Revero will be covered for three (3) years from the in-service date. 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:

“Vehicle Service Due. Contact Karma Service Provider.”

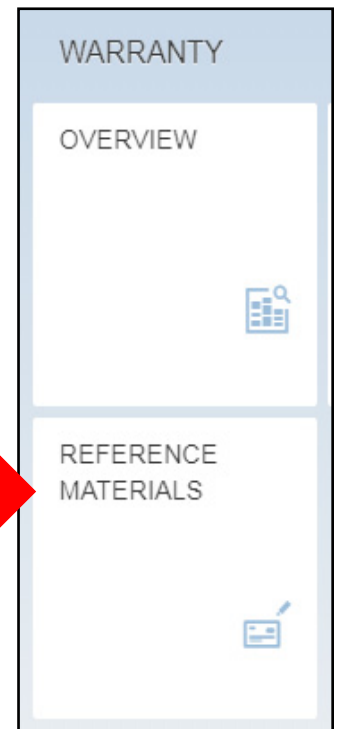
Parts and labor may be claimed as necessary. Parts and labor beyond the normal recommended

maintenance guidelines will be reviewed case by case.

Photographs and/or Repair Order documentation may be requested to verify additional parts and labor.

The PO17-01 Covered Maintenance Bulletin for Labor operations etc.

(found in the Reference Material Tab in the Warranty section of the dealer portal) will have the information covered here, and is superseded.



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Warranty Maintenance for 2018 and 2019 Model Year Karma Revero will be covered for three (3) years from the in-service date, regardless of mileage. This bulletin also outlines what is covered under this program and reimbursement claim instructions.

What is covered:

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 message:

“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.

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Below is a maintenance table. See the follow page for **Service Types and Required Procedures**.

Distance	Service Type
See Maintenance Indicator	Replace Engine Oil and Filter and MSD
Every 50,000 mi (80,000 km)	Replace Air Filter
Every 50,000 mi (80,000 km)	Replace Power Steering Fluid
Every 50,000 mi (80,000 km)	Replace Differential Oil
Every 50,000 mi (80,000 km) or five years	Replace Brake Fluid
Every 100,000 mi (160,000 km)	Replace Spark Plugs
Every 150,000 mi (240,000 km) or five years	Replace Coolant

Fluid	Specification	Capacity
Engine oil	Karma Automotive recommends Mobil 1 AFE 0W30	5 qt (with filter) (4.7 liters)
Brake fluid	Brake fluid DOT3	1.6 qt (1.5 liters)
Power steering fluid	Pentosin CHF11S or CHF202	1.8 qt (1.7 liters)
Coolant - engine	50/50 mix of DEX-COOL Extended Life Antifreeze and clean drinkable water - preferably distilled water Karma Automotive recommends Havoline DEXCOOL or a coolant meeting specification GM 6277M	12.7 qt (12.0 liters)
Coolant - battery		3.7 qt (3.5 liters)
Coolant - electric drive components		12.7 qt (12.0 liters)
Washer fluid	Any good quality windshield washer fluid	4.5 qt (4.3 liters)
A/C refrigerant	Karma Automotive recommends KLEA 134a refrigerant Note: If any oil needs adding to the system, only use an oil meeting ND11 specification	1.41 lb. (0.64 kg)
Differential oil	Dexron LS Gear Oil 75W-90 (with LSD friction modifier) AC Delco 10-4034 1 #88862624	2.6 qt (2.5 liters)

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Service Service Type	Service Type (Action)
Engine Oil (When Prompted by Vehicle messaging)	Replace
Engine Oil Filter (Always replaced with engine oil change)	Replace
Manual Service Disconnect (MSD)	Replace
Key Fob Battery	Replace
Tire inflation and pressure set	Perform
Run diagnostics	Perform
Tire wear	Inspect
All fluid levels	Inspect
Engine air filter	Inspect
Cabin filter	Inspect
Power steering fluid	Inspect
Cooling system (hoses & coolant)	Inspect
Brake Fluid	Inspect
Brake pads - front	Inspect
Brake pads - rear	Inspect
Brake shoes - parking mechanism	Inspect
Drive axles (half-shafts)	Inspect
Shocks - front	Inspect
Shocks - rear	Inspect
Steering, suspension, alignment	Inspect
Lubricate body components	Inspect
Inspect fuel system	Inspect
Inspect exhaust system	Inspect
Wheel / Hub I/C	Inspect and Clean

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CLAIM TYPE: 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
16-20-01-00	MSD Remove & Refit	0.2
90-40-12-03	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
C131118002001	Manual Service Disconnect	1
C161194800100	Battery - Key Fob	1
C131114101002*	Air Filter	1
C131132802000*	Pollen Filter	1
C161125113001*	Front Brake Pad Kit	2
C161125124001*	Rear Brake Pad Kit	2
C131178204000*	Wiper Blade (Driver Side)	1
C131178202001*	Wiper Blade (Passenger Side)	1

Sublet:

Service	Description	Amount
FLU- FLU002*	Brake Fluid	As Needed

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

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