

ODOMETER SETTING SERVICE

DESCRIPTION

In an effort to achieve a higher level of Customer Experience and retain the value of Mazda's vehicles, MNAO Warranty Operations is allowing all Mazda dealers to utilize a third party, SPECMO Enterprises, Inc., for Instrument Panel Cluster (IPC) odometer setting service.

With the use of SPECMO's services, a Mazda dealer can get the odometer setting updated to reflect the correct mileage at the time of replacement for both warranty and customer pay repairs, therefore resulting in a higher level of customer satisfaction. Since odometer setting service is not part of the warranty repair, it is not warrantable nor required, but optional. However, Mazda Warranty policy provides after-warranty assistance (AWA) or DSA that can be utilized to cover this service expense.

SPECMO Odometer Setting Process

From the time the dealer receives the new IPC from the PDC and overnights to SPECMO for odometer setting, the complete process can take 2-3 days. Therefore, dealers are encouraged to provide an MCVP to the customer.

SPECMO requires the following forms in all shipments for odometer setting:

- SPECMO Unit Ship-In Form (completely filled-out, click [here](#) for attachment)
- RO/PO

The dealer can overnight the package to SPECMO and request the Fed-EX overnight return shipping to reduce vehicle down time. SPECMO will complete the odometer setting within 24-48 hours upon receipt of IPC.

WARRANTY INFORMATION

When replacing an IPC within the warranty period and utilizing the odometer setting service, two warranty claims must be submitted. The first warranty claim is for the IPC replacement and associated labor, and the second is for the non-warrantable odometer setting service. The claim for the odometer setting service must be submitted as a separate non-warrantable sublet with DSA or DSM authorization.

Note: Odometer setting service must be claimed as non-warrantable AWA or DSA.

Symptom Code	99
Damage Code	99
Part Number Main Cause	****-55-471
Quantity	0
Operation Number / Labor Hours:	T0603XRX / 0
Sublet Number:	Invoice Number
Sublet Code:	M2 - Non-Warrantable Expense
Sublet Amount:	Enter invoice charge
Authorization	DSA or DSM Authorization

*PNMC will vary based on vehicle, year, and model.

Note: Tampering with a motor vehicle odometer is strictly prohibited by Federal, and State laws. It is the dealer's responsibility to comply with Federal, State, and local laws concerning odometer and related documentation requirements when providing a repair or replacement.



Attention: Service Managers/Parts Managers/Warranty Administrators

Odometer Setting Service

In an effort to achieve a higher level of Customer Experience and retain the value of Mazda's vehicles, MNAO Warranty Operations is allowing all Mazda dealers to utilize a third party, SPECMO Enterprises, Inc., for Instrument Panel Cluster (IPC) odometer setting service.

When an IPC replacement is necessary, the new IPC odometer reading is zero miles. Under our current policy, the technician must affix a label on the vehicle's driver side "B" pillar and hand write the last known odometer reading. This process negatively impacts the value of the vehicle and more importantly the Customer Experience.

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The dealer can overnight the package to SPECMO and request the Fed-EX overnight return shipping to reduce vehicle down time. SPECMO will complete the odometer setting within 24-48 hours upon receipt of IPC.

Note: Please refer to attachment 1 - "How to Ship Units In for Odometer Set" for complete step-by step process and attachment 2 - "SPECMO Unit Ship-In Form" required for all odometer setting requests. SPECMO Unit Ship-In form and process will be available via MXConnect/Warranty/Reference under Odometer Setting Service.

Claim Submission

When replacing an IPC within the warranty period and utilizing the odometer setting service, two warranty claims must be submitted. The first warranty claim is for the IPC replacement and associated labor, and the second is for the non-warrantable odometer setting service. The claim for the odometer setting service must be submitted as a separate non-warrantable sublet with DSA or DSM authorization.

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Non-Warrantable Sublet Claim Submission

Warranty Information	
Symptom Code	99
Damage Code	99
PNMC	5555-SP-ECMO
Quantity	Zero
Labor Operation	YY784XRX
Labor Hours*	0.3 - sublet administration
Sublet Number	Invoice Number
Sublet Code	M2 - Non-Warrantable Expense
Sublet Amount	Enter invoice amount
Authorization	DSA or DSM Authorization

*Labor hours are for sublet administration. Do not use labor operation MM030XRX for sublet administration as the claim will reject.

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How to Ship in Units for Odometer Set

Specmo Enterprises is pleased to offer cluster odometer setting services to Mazda dealers. Below are instructions to follow on how to ship your unit into us:

	<ol style="list-style-type: none"> 1. Place the cluster in a box with packing material. Extra packing material around the unit is always suggested to keep it from shifting during shipment.
	<ol style="list-style-type: none"> 2. Place a completed Specmo Unit Ship-In Form in the box with the cluster. 3. Include the Repair Order/PO as well. <p>(Odometer set charge is \$85, plus \$17 for Fed-Ex Overnight return shipping*)</p>
	<ol style="list-style-type: none"> 4. Place adequate foam or packaging material on top of the unit, press down firmly and seal box. 5. Place your Fed-Ex/UPS shipping label on the box and arrange for pick-up by the carrier to ship the unit to us.

Turn-around Time: Your odometer set request will be shipped back to you within 24-48 hours from the time it is received at our building.

***Shipping:** You can have us ship the unit back using your Fed-Ex or UPS account. Simply include your shipping account # on your Unit Ship-In Form, or include your own pre-paid return label in the box with your cluster.

Payment: You can include a Company check or money order in the box, provide credit card information for charging, or have us invoice you the amount on invoice payable within Net 30 terms.

Additional Assistance: If you should require additional assistance with this process, please contact our Customer Service Department (see below).

Cluster Inquiry: If you would like to know if your cluster has been received in our system, please contact our Customer Service Department *and ask for the Service Counter.*

Specmo Enterprises Customer Service Department

1.800.545.7910

www.specmo.com

Thank you for your business!!

UNIT SHIP-IN FORM



1200 East Avis Dr. Madison Hts. MI 48071 www.specmo.com t 800-545-7910 f 248-583-2571

We want to make sure we provide you, our valued customer with prompt service and the proper repair or refurbishment of your unit within our general 24-48 hour turnaround time. In order to ensure your order is handled properly, please complete all the information below and include the completed form in the box with your unit.

Contact Information

Contact Name
Company Name
Address
City, State, Zip
Phone
e-mail

Vehicle Info

VIN Number (17 digits)		
Year	Make	Model
Miles	Kilometers (for conversions)	
Repair Order #		

Service Needed

<input type="checkbox"/> Repair Unit*	<input type="checkbox"/> Refurbish Unit**	<input type="checkbox"/> Odometer Set
<input type="checkbox"/> Metric/Us Conversions <input type="checkbox"/> Other _____		

Tampering with a motor vehicle odometer is strictly prohibited by Federal and State Laws. It is the dealer's responsibility to comply with Federal, State and Local laws concerning odometer, and related documentation when providing a repair or replacement.

Complaint - Description

Details of what is wrong with your unit or the service you need completed?

Check-off list...

1. Include completed form with unit
2. Enclose payment information or check
3. Securely package unit and ship to:



Return Shipping Method

How would you like your unit sent back to you?
<input type="checkbox"/> Fed Ex Overnight <input type="checkbox"/> UPS Ground
Use account # _____

Payment Method

How would you like to pay for your unit?
<input type="checkbox"/> Bill to account***
<input type="checkbox"/> Charge to Credit Card on file
<input type="checkbox"/> Call me for Credit Card Information
<input type="checkbox"/> Check enclosed
Purchase Order # _____
(for non-warranty transactions)

Repair Quote

Minimum \$30 Bench Fee**** If repairs are refused. We will contact you if this section is left blank.
<input type="checkbox"/> Odo Set = \$85 (+ return shipping on <u>our</u> account is \$17)
<input type="checkbox"/> Repair unit if not more than \$ _____
<input type="checkbox"/> Call me with estimate
<input type="checkbox"/> e-mail estimate to: _____

*Repair = Only the broken components are repaired (radios only). Only the components repaired are warranted.

**Refurbished = Unit is repaired to like "new" condition, including replacement of cosmetics. The complete unit is warranted.

***Bill to = ONLY AVAILABLE for Net 30 Accounts.

****Bench Fee = Units sent in for a repair estimate, but the repair is refused will incur a \$30 bench fee for tech time.

Specmo Enterprises
ATTN: R & R
1200 East Avis Drive
Madison Heights, MI 48071

Providing this information with your unit will help ensure that we are able to continue providing dependable, prompt service to you and your customers. Thank you for your business!

