

PROGRAM    RECOVERY    LABOUR

P    R    L



24 Months / 40,000 Kilometers  
12 Months / 10,000 Kilometers  
Commercial Coverage





The Labour Recovery program (LRP) is made by the Independent Repair Facility named on the repair invoice and that performed the service/repair on the vehicle.

This means that the Independent Repair Facility performing the repairs is the issuer of the LRP for any services it performed. SolutionsLRP.com acts as the administrator on behalf of the facility when the customer experiences a failure.

By participating in the LRP, you agree to be bound by the terms and conditions of this agreement (including all policies), each as may be modified from time to time. If you do not agree to these terms and conditions, you must terminate your enrolment in the program.

*This User Agreement (the "Agreement") is an agreement between the Independent Repair Facility (the "Shop"), administered by SolutionsLRP.com and applies to the Shop's enrolment and participation in the LRP. Participating in the LRP provides labour reimbursement as laid out for eligible registered repairs.*

SolutionsLRP reserves the right to change or modify the LRP as required by law, underwriting, risk management, or critical operational purposes. Modification of the LRP, pricing, coverage, rules and regulations may occur at any time and the Shop will be provided with notice of changes to the LRP, coverage, terms, conditions, forms and pricing.

The LRP notices and addendums shall be sent to the electronic mail address on file.

No change shall be retroactively effective. The Shop's continued enrolment in the LRP after the effective date of the notice will be deemed acceptance of the changes.

If the Shop does not accept a change to this Agreement or the LRP, the Shop's sole remedy is to contact a SolutionsLRP.com representative and terminate its enrolment in the program.

You are responsible for reading and understanding the Enrolment Form and the Labour Recovery Program terms and conditions defined herein.



www.solutionslrp.com  
P.O Box 171, STN Main, Acton ON, L7J2M3

The Shop performing the repairs and named on the repair invoice is the issuer of the Labour Recovery Program and, as such, is responsible for upholding the terms and conditions described within the LRP for any service performed.

LRP participation begins after completion of the on-line Registry Form

## Register Today

Visit: [www.solutionslrp.com/register-my-shop](http://www.solutionslrp.com/register-my-shop)

# Registration Application Information

For LRP



Registered Shops may participate in the LRP and submit labour reimbursement claims for registered Original Repair Invoices as defined herein.

## The Repair Invoice must include:

- Business name, phone number and postal code
- Invoice number and invoice date
- Customer first and last name
- Vehicle year, make, model, serial (VIN) number, mileage and licence plate number

The repair invoice must be a mechanical repair or service covered by LRP that requires the installation of a part in an eligible vehicle, except for the removal of body parts such as dashes, door panels and seats.

This limited LRP is extended to the invoiced purchaser, and not anyone who may purchase the vehicle invoiced, not named on the original invoice. The LRP is issued by the Shop that is registered in the program and named on the original repair invoice. The Labour Program is not a warranty by SolutionsLRP.com.

Subject to the following terms and procedures, SolutionsLRP will cover the labour required to perform a corrective repair if (a) the customer's vehicle experiences a mechanical failure, and (b) the customer returns to the original Shop within the covered time and mileage, and (c) the failure is the result of a defect in the installed part or service.

### To be eligible for reimbursement the following steps must apply:

- The original repair and any subsequent repairs must be done by the same registered facility. All claims must be submitted within four months of the warranty repair invoice date for approval. Claims submitted after two months will be reimbursed at \$75. Claims submitted after four months will not be eligible for settlement.
- The LRP applies only to the labour recovery repair, excluding alignment charges, shop supplies and towing.
- **Claim settlements require the Shop's approval before payment is sent** to prevent disputes over the paid-out claim.



### When submitting a claim, the following four documents are required:

- 01 Original repair invoice
- 02 Original part invoice for parts purchased and installed during the original repair
- 03 Warranty repair invoice
- 04 Warranty part invoice for parts installed during the warranty repair

Time frame once the claim has been received and sent for approval can take 3 to 5 business days after all material has been provided. Once approval of claim has been received by the SolutionsLRP Administrator it will be paid out to the email on file for the registered facility within 48 hours.

### Notes:

- A labour claim only applies for vehicles which have left the service shop.
- If parts were purchased for both the original and warranty claim from a  Distributor, the Shop will be reimbursed at their registered door rate, up to a maximum of \$130, as indicated on the enrollment form.
- If parts were purchased from another source, coverage is limited to the lesser of the Shop's door rate or \$75 per hour times Mitchell Flat Rate.



# Labour Recovery Program

## Eligible Repairs

- Air conditioning, heating and climate control systems
- Brake systems
- Cruise control systems
- Electrical systems (excluding light bulbs & head lights)
- Engine cooling systems
- Emission control systems
- Electronic engine management systems on-board computer systems (engine, body, brake, and suspension computers), cruise control systems, with exception of the diagnosis
- Engine performance, or drivability services and repair
- Exhaust systems
- Ignitions
- Fuel systems
- Starting and charging systems
- Steering/suspension systems, wheel bearings, CV axles and joints, half shafts, rack and pinion, and drive shafts
- Personal and Commercial coverage on Vehicles up to and including 350 series, not including Sprinters

### Note:

If a typically eligible repair requires removal of the frame, dashboard, fuel tanks, steering racks, or engine assemblies they are generally not covered. However, upon submission of these claims SolutionsLRP may request further information and may settle these claims at a reduced rate of \$75 per hour.

## Commercial vehicles are covered for 12 months or 10,000 kilometers

The coverage for these descriptions listed above is for a period of 2 year's labour by the repair facility, 40,000 kilometers, or stated on the purchase part invoice covered by the parts supplier, and the grace period has expired.

(\*as specified by each province\*)

## Excluded Repairs



01

Replacement or repairs due to normal wear and tear.

02

A vehicle which has been damaged by abnormal use, misuse, neglect, accident, alteration or tampering with.

03

Specifically excluded are any repairs involving the removal of the engine, transmission, or transaxle, or replacement or removal of internally lubricated parts and other such repairs as listed.

04

All claims must be submitted within four months of the warranty repair invoice date for approval. Claims submitted after two months will be paid out at a rate of \$75.00. Claims submitted after 4 months will not be eligible for settlement.

### A. ENGINE

Any internal repairs or replacement of internal components, or replacement of engine assembly e.g., water pumps, timing chains.

### B. TRANSMISSION / TRANSAXLES

**AUTOMATIC:** any internal repair or component replacement

**MANUAL:** any internal repair or component replacement

**CLUTCHES:** clutch component or assembly repair and replacement

### C. SUSPENSION / FRAMING

If removal of the frame or internal parts such as dashes, windshields, or internal engine compartment is required to access the defective part, the settlement will be paid at \$75 per hour.

### D. AUTO BODY, PAINT, MOLDING REPAIR

Any repair or materials related to auto body repair work. Glass related repairs.

### E. REPAIRS PERFORMED ON UNITS OF COMMERCIAL VEHICLES over 3500 series including Sprinters

### F. BATTERIES & TIRES (if no dealer warranty)

### G. USED OR SALVAGED PARTS

Must be from reputable parts stores

### H. PREVENTIVE MAINTENANCE SERVICES

(excluding belt and hose replacement)

- Oil changes, fluid changes and flushes, wiper blades, filters
- Gaskets for valve covers, oil pans, transmission pans, differential covers pans etc.

### Notes:

Fuel pumps, injection pumps and fuel tanks that require lowering the fuel tank will be paid at the warranty rate of \$75 per hour at the Mitchell time rate.

Any removal of and rebuilding of engines, transmission, differentials as well as removal of dashes, and any body repairs will not be covered under the LRP program

# Termination

## Termination:

- a. This agreement may be terminated at any time by either party.
- b. This agreement shall terminate immediately upon notice by either party of the discovery of Fraud. This agreement shall also terminate immediately without notice in the event of filing bankruptcy, assignment for the benefit of creditors, filing of petition for reorganization or arrangement with creditors, appointment of receiver, or any attachment, levy or execution.
- c. SolutionsLRP may terminate this Agreement, effective on the date of termination given, if any one of the following occurs (i) Shop fails or refuses to follow the terms and conditions of the Labour Recovery Program (ii) shop claims exceed the risk parameters established by Administrator (iii) modification by Shop of any Program related materials provided SolutionsLRP (iv) the failure of the original Selling Facility to remedy any Shop breaches of this agreement within (15) business days after notice of such breach by SolutionsLRP.
- d. Upon termination of this agreement by either party, liability for all currently registered repairs which were not made in full is the sole responsibility of the Shop. SolutionsLRP will have no further responsibility or obligation beyond the liability for eligible repairs registered by the Shop and for which payment was not made in full.
- e. Termination of this Agreement shall not alter or suspend Shop responsibilities and obligations as defined in the User agreement.

