



Prepaid Maintenance

RV QUICK REFERENCE GUIDE



Towables

- Annual “winterization”
- Semiannual / annual “de-winterization”
- Structure & roof inspections (to maintain factory warranty)
- Gas / propane systems check
- Air conditioning / cooling system check
- Heating system check
- Water / waste system check
- Water heater inspection
- Complimentary storage at dealership
- Gas generator inspection
- Refrigerator inspection
- Appliance/accessories inspection
- Local camp site discounts
- Seasonal events
- Camping clinics
- Seasonal outdoor cookouts
- \$1,000 discount on purchase of your next RV
- \$250 discount on purchase of VSC
- 5% discount on any service bill over \$500
- Pre-trip inspections

Motor Homes

- 6-month / 10,000 mile lube, oil and filter change
- 6-month / 10,000 mile tire rotation and balance
- Diesel maintenance program: 12-month / 10,000 or 12,000 mile maintenance
- Check and top off all fluids
- Gas / Propane systems check
- Air conditioning / cooling system check
- Heating system check
- Water / waste system check
- Water heater inspection
- Complimentary storage at dealership
- Gas generator inspection
- Refrigerator inspection
- Local camp site discounts
- Seasonal events
- Camping clinics
- Seasonal outdoor cookouts
- \$1,000 discount on purchase of your next RV
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Q. Are the program materials dealer-branded?

A. Yes! The program is completely customized and branded for the dealer; the dealer’s logo is printed on the PPM plan flyer as well as the customer’s contract and service schedule.

Q. Can the customer go anywhere for service?

A. Services on the PPM plan must be performed at the selling dealer or another dealer in the same dealer group.

Q. Can the plan be cancelled?

A. Yes, upgrade or stand-alone plans are cancelable. If canceled within the first 30 days, and no services have been redeemed, then the contract can be canceled for a full refund. If canceled after 30 days, or if services have been redeemed, then the contract can be canceled for a pro-rated refund, less a \$50 cancellation fee.

Q. Will the customer have to pay anything out of pocket for a visit?

A. EasyCare PPM has no deductible. The customer should only have to pay out-of-pocket for services performed that are not included with their PPM plan.

Q. Does this plan satisfy all manufacturer’s maintenance requirements?

A. In many cases, no. There are numerous manufacturer requirements that can vary by specific model, engine choice, vehicle use, or even location! For those reasons, we advise the customer that their RV may require additional services over and above those provided with their PPM plan, and we ask them to refer to their RV’s owner’s manual for the specifics on all recommended services and intervals.

Q. How does the customer know when to take their vehicle in for service?

A. A service addendum with service schedule intervals is attached to the copy of the contract that is printed when the customer purchases their PPM plan. If the customer does not have a copy, EasyCare can provide a copy if the plan was originally submitted via EasyCare Online (ECO). Alternatively, if the dealer is using Dealertrack, they can reprint the service schedule for the customer within 6 months of the date of purchase.

Q. Will a reminder be mailed or emailed to the customer?

A. No, EasyCare does not send service reminders to the customer. We recommend the dealer use their internal CRM system to provide service reminders to their customers so that the customer receives something directly from the dealership.

Q. The oil change/maintenance light is now on but the customer hasn’t reached their interval yet. What do they do?

A. Yes, services under the PPM plan can always be performed early.

Q. What happens if the customer misses a service interval?

A. There is a 60-day or 2,500 mile grace period during which a specific service interval can be redeemed. The grace period does not apply to the final service, which must be redeemed prior to plan expiration.

Q. Does the time or mileage for a service reset for each visit in relation to the grace period?

A. No, the service intervals do not reset.

Q. What if the dealer forgot to check one of the additional benefits the customer redeemed?

A. The dealer must claim the additional benefit when the customer has their next service interval performed.



Q. What if the dealer performed a service from the plan that was not scheduled on that interval?

A. The dealer must claim the service when that particular interval is due; or have the customer pay out-of-pocket for the service that was performed off-schedule.

Q. Can the dealer submit a claim for just one of the additional benefits without any of the service tasks?

A. No; additional benefits must be claimed along with a service interval.

Q. The contract says the service interval is 60 days or 2,500 miles, but isn't that too soon?

A. This is actually the grace period during which the customer can have services performed past their given service interval, with the exception to that being their final service interval as noted above.

Q. What if the dealer sold the wrong type of plan?

A. The dealer must cancel the existing plan and re-enter the correct plan; PPM plans cannot be adjusted once submitted.

Q. Can the plan be transferred?

A. Yes, the PPM plan can be transferred to another owner in the event of a private sale. Once the transfer is processed, the new owner will be able to redeem the plan's remaining service intervals.

Q. Can the plan be renewed?

A. No. However, the customer can purchase a new PPM plan at any time.

Q. Can the contract be financed?

A. Yes.

Q. How does the dealer receive payment for EasyCare PPM plan services performed?

A. Dealers must submit claims through the EasyCare Online (ECO) PPM portal. Once

the claim is submitted via ECO, a single-use credit card payment is generated for each scheduled service performed. Credit card information is delivered via fax to the dealer. There is no need for the dealer to send in any documentation to process the claim.

Q. Can the dealer call in an EasyCare Maintenance claim?

A. All claims must be submitted through the EasyCare Online PPM portal. However, if the dealer has ANY questions about coverage, claims submittal, processing, or payments, they can call 888-965-2921.

Q. How does the dealer rate and submit contracts for EasyCare Maintenance?

A. Contracts can be rated and submitted via any supported eContracting solution such as ECO or Dealertrack.

Q. Can the dealer get paper contracts for EasyCare Maintenance?

A. No; since the custom service schedule is created at the time of contract generation, PPM contracts must be submitted electronically.

Q. Can the dealer sell the program in the service drive?

A. Absolutely!

Q. What can the dealer do if they submitted a claim in error or if they need to make a change to a claim that has already been processed?

A. The dealer should contact our EasyCare Maintenance team at maintenance@easycare.com for assistance.



Notes



Notes





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CONTACT US

Got questions? We've got answers. Contact us at the email address or phone number below.

Email:
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888.965.2921

