

THINK NORTH AMERICA AFTERSALES & SERVICE PROCESS MANUAL

VERSION 2.0 rev C

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INTRODUCTION

Fast and efficient warranty handling is important for customer satisfaction. Because of this, determination of all warranty repairs except for the traction battery is delegated to the service provider. Please note that THINK will only reimburse for eligible warranty repairs. Please review and be familiar with this manual to determine which repairs are covered under warranty. If the service provider is not sure if the repair will be covered under warranty, THINK NA must always be contacted. (See Appendix Z1 Contact Information for THINK contacts.) For traction battery related warranty repairs, THINK NA must be contacted for technical recommendations and pre-approval before the work is executed.

If the service provider is not sure of the size of or the method for the repair, THINK NA must always be contacted.

The Aftersales & Service Process Manual is divided into sections (A-E) by subject to make it more useful. The Aftersales & Service Process Manual and all related appendices are available on THINK Service Information FTP server.

The server can be accessed at <ftp://ftp.asgren.com/>

Username – Think!

Password – 1serviceinfo

From time to time there will be updates of the main document, but more frequently updates will be made to the appendices. Consequently, these are available as individual files. Revisions of the files are indicated on top of the pages. As a user, it is important that you keep your archive updated with the latest information from THINK NA. It is the responsibility of the individual service provider to download the latest version of the service provider manual.

The Aftersales & Service Process Manual is part of the service provider service agreement, and describes the administration of warranty repairs on behalf of THINK NA.

If you have any questions regarding this manual or processes, please contact THINK NA for assistance. The contact information is provided in Appendix Z1.

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SECTION A. Warranty coverage

Refer to the THINK Service and Warranty Manual to understand current warranty coverage provided to customers. The electronic version of the warranty manual can be accessed in the THINK Service Information FTP server.

SECTION B. Scope of warranty policy

B1.0 Scope of the warranty

This section is your quick guide on how to administrate warranty requests that should be partially or fully paid by THINK NA. As a general principle, all warranty work should be executed in the most cost-effective way. The work should also be in accordance with existing regulations and should ensure that the customer's interests are met.

The instructions for what is covered under warranty are provided first followed by instructions on how to submit warranty claims. If there are any inconsistencies or questions, please contact THINK NA.

B2.0 Component coverage

B2.1 Vehicle theft alarm

NOT APPLICABLE

B2.2 Traction battery

Traction battery diagnosis should be performed per the recommended procedure explained in the THINK City Battery Service Manual.

If the service provider personnel suspect that anything is wrong with the traction battery, based on diagnostics or customer complaint, the THINK technical team should be contacted immediately. (See appendix Z1 for how to contact THINK)

B2.3 Car race, rally and competitions

Defects as a result of the car being used for racing, competition or similar are not eligible for compensation.

B2.4 Car audio

New and original equipped car audio from THINK is guaranteed under the basic warranty coverage or for a minimum of at least 12 months from the date of installation.

B2.5 Fire damage

Never start warranty repairs after a car fire without advance approval from THINK NA. Often it is difficult to prove the cause of a car fire, or to know if the car fire was caused by a defect that should be covered by THINK's warranty regulations. In most cases, the

customer's insurance company will contact THINK NA directly if they think that the repair should be covered by THINK NA.

B2.6 Brake pads/lining

Compensation is only possible if there are defects during production or in material. Compensation is not available for normal wear and tear. If replacement is necessary as a consequence of replacing the brake disc(s) under warranty, compensation is eligible.

B2.7 Brake discs

Compensation is only possible if there are defects during production or in material. If deemed applicable under warranty repair, brake discs should be replaced or repaired for judder and/or eccentricity in the discs. In these cases, grinding or turning of brake discs are eligible for warranty claim.

B2.8 Tires and TPMS

Tires are warranted by the tire supplier and customers are responsible to contact suppliers directly. The contact information is provided in Appendix Z1.

The TPMS system is a fully automated system. When the lamp on the instrument panel is illuminated it is the responsibility of the owner or service shop to adjust the tires to the proper pressure. No compensation will be paid under warranty to put air in the tires. TPMS sensors which are mounted to the rim can be damaged when a flat tire occurs. TPMS Sensors are not covered if damaged as a result of a flat tire.

B2.9 Door adjustment

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

B2.10 Electronic modules

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

B2.11 Dangerous goods

Expenses for special handling/treatment of pollutants or dangerous material used during warranty repairs is considered to be part of the service provider's fixed costs and will not be compensated by THINK, except for handling and/or treatment of those pollutants or dangerous material that are required by law for proper disposal.

B2.12 Troubleshooting/ Diagnosis

Time for standard diagnosis is included in the standard labor time when applicable. You can access the latest version of the standard labor times from the FTP site. In

extraordinary circumstances, a “reasonable used time” can be submitted if time spent on the repair can be satisfactorily documented.

B2.13 Pre-approval of repairs

All battery related issues/repairs must be approved in advance by THINK NA. Please contact THINK technical support to review the issues and advice on repair procedures.

B2.14 Costs as a consequence

Costs for staying at a hotel, meals, phone calls, travel expenses, lost time of use, lost income, or any other incidental or consequential damages due to warranty repair is not entitled for compensation.

B2.15 Glass

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

B2.16 Wheel balancing

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

B2.17 Headlamps adjustment

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

B2.18 Handbrake adjustment

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

B2.19 Tailgate adjustment

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

B2.20 Windscreen washer adjustment

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

B2.21 Vehicle delivery preparation complaints

NOT APPLICABLE

B2.22 Scrapped/ condemned cars

Cars labeled or branded as “dismantled”, “fire”, “flood”, “junk”, “rebuilt”, “reconstructed”, or “salvaged” or if the vehicle has been determined to be a “total loss” by an insurance company, are not covered by the new vehicle warranty. The service provider has to inform THINK if they are advised of such status for a car.

B2.23 Customers with cars sold by other authorized dealers

Customer cars that were not initially sold by your dealership or assigned to your service area have the same rights to warranty repairs as that of all other customer cars.

B2.24 Rental car

Rental cars are not eligible for reimbursement.

B2.25 Gauges

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear. Defective gauges must be replaced. Do not try to repair or calibrate.

B2.26 Rework

Rework as a consequence of unprofessional execution, insufficient troubleshooting, or incorrect repair method is not eligible for reimbursement.

B2.27 Test driving

Test driving for verifying the repair quality is regarded as ordinary administrative work and is not eligible for reimbursement.

B2.28 Radiators

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

Radiators are not repairable and must be replaced with new parts. If defects are found during vehicle delivery preparation, new parts should be used.

B2.29 Centering of the steering wheel

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

B2.30 Body work repair

Exterior damages like dents, scratches etc. are not covered by the new vehicle warranty. Damages from accidents are usually covered by the insurance company. In such

situations, the insurance company will directly contact THINK NA, and THINK will advise the service provider of next steps.

B2.31 Repair or replacement?

Replacing complete assemblies instead of replacing separate units/repairing them are eligible for compensation if:

- replacement of a complete assembly is more economical than replacing the individual parts;
- the parts needed for the repair cannot be obtained from THINK or other THINK service providers;
- if the delay will be of essential inconvenience for the customer; or
- if replacing complete assemblies is approved by THINK or in accordance with this service instruction.

B2.32 Power steering pump/-components

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

Defective power steering pump and other defective components related to the power steering must always be replaced. Do not try to repair.

B2.33 Safety belts

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

Safety belts must be replaced, never repaired. THINK NA must be notified prior to replacing safety belts on customer vehicles.

B2.34 Speedometer

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

Defective units must be replaced. Do not try to repair. The mileage on the replaced unit must be registered on the job order and in the car's service and warranty manual.

B2.35 Toe-in and front wheel adjustment

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

B2.36 Steering/steering rack

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

Except from replacing sleeves, only complete (defective) assemblies must be replaced. Do not try to adjust the steering rack.

B2.37 Non-original spare parts

Only THINK original spare parts should be used for warranty repairs, with the exception of certain authorized items (e.g. 12V batteries, TPMS sensors). For emergency repairs, use of non-original parts may be accepted if the parts meet all official requirements.

Documentation for the reason for using such parts must be attached to the warranty report submitted to THINK NA.

B2.38 Labor time for handling service provider material

Labor time for handling service provider material is included in the labor time estimates and is not eligible for separate compensation – neither by THINK NA nor by the customers (for non-warranty related repairs).

B2.39 Wiper blades

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear.

B2.40 Airbags

Airbag units must be replaced, never repaired. THINK NA must be notified prior to replacing airbags on customer vehicles.

B2.40 Windscreen wiper motor

Compensation is available during the warranty period only if there are defects during production or in material. Compensation is not available for normal wear and tear. Defective units must be replaced – do not try to repair.

B2.41 Replacing the 12V battery

Defects as a result of production or in material are applicable for replacement. Compensation is not available for normal wear and tear.

B2.42 Vehicle towing

Vehicle towing to the service provider is not eligible for reimbursement unless the vehicle is deemed inoperable (non-drivable) due to warranty related issues.

Towing assistance may be provided by the service provider to assist customers. In such cases, the service provider is eligible for reimbursements for warranty related issues.

B2.43 Goodwill adjustments

In exceptional circumstances, THINK NA will offer good-will adjustments to pay all or part of the cost of certain repairs beyond the terms of the applicable warranty. Eligibility of such work is determined by THINK NA. Contact THINK if there are unique situations that justify eligibility for goodwill adjustment.

B2.44 Onsite vehicle charging support

Service providers may offer vehicle charging support onsite after the repair is completed. Such support is not eligible for reimbursements.

SECTION C. Warranty claims handling

C1.0 Normal warranty handling

All warranty related repairs, except for the traction battery, are processed as follows:

- The service provider captures customer concerns and makes an efficient evaluation of cause and repair method by referring to the repair manual.
- If there are questions in diagnosing the issue(s), THINK technical support should be contacted for assistance. (See Appendix Z1.)
- If required, spare parts are ordered according to Appendix Z25
- The service provider manager sets up a work order (if appropriate)
- The repair is completed according to procedure and within the standard labor time recommended. You can download the latest version of the standard labor times from the FTP site. If there are exceptions to the procedure or the labor time, such exceptions are captured and brought to THINK's attention.
- Each warranty work is invoiced with the agreed labor time rate and parts. Service providers can use their own format for invoice. However, the following information is required for each:
 - Invoice number
 - Date of repair
 - Vehicle Identification Number (VIN)
 - Odometer reading
 - Last in-service date
 - Description of issue/ customer concern
 - Results of diagnosis/ Copy of diagnosis log (if applicable)
 - Parts used for repair (from and outside THINK NA)
 - Description of repair performed
 - Invoice amount
 - Other comments (if any)
- Invoices and other appropriate information (e.g. copies of work order) are sent to THINK NA on a monthly basis.
- If certain parts are purchased from sources other than THINK NA, then invoices for such parts should be provided along with each invoice.
- The last date to submit invoices is the 10th of the month following the month in which the repairs are made (e.g. work performed on March 30th must be invoiced by April 10th).
- Once THINK has evaluated the invoice and determined that the work was efficiently performed by the service provider, reimbursement is issued.

C1.1 Traction battery warranty handling

Traction battery diagnosis should be performed per recommended procedure explained in the THINK City Battery Service Manual.

If the service provider personnel suspect anything wrong with the traction battery, from diagnostics or customer complaint, THINK technical team should be contacted immediately. THINK NA will need to pre-approve any repair/ replacement related to traction battery.

Once pre-approved, the normal warranty handling process as explained in Section C 1.0 is followed.

C1.3 Spare Parts Ordering Process

Parts used for warranty repairs can be ordered from THINK by contacting:

Butler Sales Service Solutions
2502 Ada Drive
Elkhart, IN 46514

Contact

Jaime Young
Phone: 574-252-4274
e-mail: jamie@butlersales.biz

Mandy Kadar
Phone: 574-252-4274
e-mail: mandy@butlersales.biz

The format for ordering and other information is provided in Appendix Z25.

C2.0 Deadline for sending in warranty claims

It is in the interest of the service provider that warranty claims should always be submitted on a timely basis. Warranty claims, invoices and reports for the previous month must be received by THINK NA on or before the 10th of the month following the month in which the repairs are made.

C2.1 Remuneration of spare parts for warranty repairs

Parts used for warranty repairs, Field Actions, etc. are compensated according to the following formula:

- The service provider get 40% Gross Profit on the parts, i.e. the service provider invoices THINK the part cost x 40%. This margin is built in for spare parts storage and handling (including scrapping) unless otherwise noted.

The exceptions to the mark-up are on the following

- Batteries, power control units, motor
- Parts supplied by THINK for a specific campaign as described in Section D

See Appendix Z7 for more information.

C2.2 Labor rate for warranty repairs

The standard hourly labor rate that was agreed between the service provider and THINK should be used for warranty repairs, Field Actions, etc.

C2.3 Invoices from sub-suppliers

If certain parts are purchased from sources other than THINK NA, then invoices from such suppliers should be provided along with the service provider's monthly invoice.

C2.4 THINK's audit practice

THINK NA can, at any time, do an audit of the service provider's routines and documentation for warranty handling. The service provider must give THINK access to all necessary documentation during audit. THINK NA will provide adequate notice if such an audit is planned.

C2.5 Collecting the car after repair

Time for collecting the car must always be agreed to ahead of time with the customer, and the customer's contact information must be registered so the customer can be contacted if necessary.

The service provider may choose to arrange for towing the vehicle to customer's location. In such cases, the service provider is responsible to get the expenses reimbursed from the customers.

C2.6 Repetitive warranty complaints

If multiple complaints are received from customers regarding the same part, similar parts, or if the customers insist on dispute resolution, THINK NA must be notified immediately.

C2.7 Handling replaced parts

Except for PCU, traction battery and level-1 portable chargers, all parts must be scrapped or made useless in accordance with local regulations and in an environmentally friendly way.

In certain cases, the service provider may receive a letter from THINK with a list of parts that should be returned for inspection.

The parts should be returned to:

Butler Sales Service Solutions
2502 Ada Drive
Elkhart, IN 46514
Phone: 574-252-4274
Contact: Jaime Young
e-mail: jamie@butlersales.biz

If in doubt about how, where, or whether to return specific parts, please contact THINK (See appendix Z1)

When returning parts, the parts for "one and the same" repair must be packed together and identified with date and VIN. All additional supporting documents (for example troubleshooting reports, test results etc.) must be included.

From time to time THINK NA may direct the parts to be shipped to a different location, e.g. to a supplier. For these, THINK NA will provide specific instructions on where to ship and how to get reimbursed.

Unless otherwise required, the service provider should opt to choose the most cost effective shipment option possible, unless otherwise instructed by THINK

The cost of shipping will be reimbursed by THINK NA. Please make sure to include this when you submit your invoice.

Some state and/or local laws require the service provider to return the old parts to the customers. In such circumstances, the service provider can return the parts to the customers.

SECTION D. Field actions

D1.0 Objective of field actions

Regardless of quality assurance processes during car production, manufacturing defects are not always possible to avoid. THINK will methodically try to improve customer cars if recognizable and/or repeatable defects are discovered. This can only be done in full cooperation with the service providers.

D1.1 Four categories of field actions

Depending on scope and nature, the repair will be classified in one of four (4) field actions categories:

1. Pre-delivery

Check and repair of cars not yet sold/ delivered to customers.

This category is used for checking and repairing cars not yet sold/delivered to customers (i.e. dealer stock vehicles).

2. Service campaign

Service campaign are used to inform the service providers to perform certain upgrade/repair next time the car comes to the dealership or if the customer makes a complaint.

3. Owner notification

This category of field actions is used when THINK wants to upgrade cars in the market. Customers are contacted (by phone, e-mail or letter) and asked to return to the dealership if/when convenient to have an upgrade done to their car.

4. Safety recall

This category is used for the type of fault that can have consequences for or can influence safe driving of the car. This category is also used to ensure the car is fulfilling regulations. Customers are contacted (by phone, e-mail or letter) and asked to contact their service provider immediately to make an appointment for upgrading/checking their car.

D2.0 Information to the service provider and customer notification

This section deals with customer notification procedures for field actions and information for the service providers. The notification procedure depends mainly on the field action category.

For customer notifications, the car owner will be contacted and asked to visit the service provider for repair/inspection of the relevant parts/systems. The owner can be contacted directly by THINK or by the service provider on behalf of THINK. In such case, the service provider will receive specific instructions to make the inspection/repair next time the affected car is in the service provider, as well as a proposal for customer notification message.

D2.1 Service provider information

THINK will notify the service provider using a Field Action letter detailing the issue and work involved to resolve the issue to all the affected service providers.

The Field Action information will include:

- Detailed information about the Field Actions, for example:
 - cars affected
 - number of cars
 - parts needed and parts delivery arrangement
 - administrative compensation procedures
 - field action time plan/completion date
- Technical instructions with detailed information about necessary inspection and repair procedures, necessary parts, and expected time consumed (service bulletin)
- Information about if/how the car owners are notified (for example sending a copy of the customer letter describing the field action)
- A feedback form for the service provider to fill out and return to THINK when a car has been repaired
- Additional relevant information, such as:
 - number of customers contacted directly by THINK
 - replaced parts need to be returned to THINK

When information about the field action is received the service provider must:

- check if the information is relevant for his/her market
- search the customer directory for cars mentioned in the information list of affected cars
- execute Field Action as directed
- inform THINK about potential mistakes in the list

D2.2 Customer notification

THINK, or the service provider on behalf of THINK, will send a letter to all affected customers for field actions of categories 3 - Owner notification and 4 - Safety Recall.

The customer notification will include:

- information about the field action
- directions on what the customer has to do
- information about the affected car, such as VIN and registration number (if available)
- request for feed-back if the customer no longer drives the vehicle (e.g. sold it, stolen or total insurance loss)

D2.3 Delivery of parts

Information about the field action will also inform the service provider about parts arrangement.

Usually the service provider is asked to order the necessary parts. The service provider should order early enough to have the parts in stock when the customer arrives.

D2.4 Field action repair procedure

After receiving the customer notification regarding the field action, customers are directed to call for an appointment and bring the car to his/her THINK service provider for free inspection and/or repair.

The work order is generated and warranty claim process as explained in Section C is followed for repair and reimbursement.

D2.5 Cars not possible to inspect/repair

If a car is included by the field action, but it is not possible to repair/inspect by the service provider THINK must be informed about the reason. Such reasons can be:

1. The car is scrapped: If the car is scrapped and will not be repaired or used in the future.
2. The customer has moved: If the customer has moved, forward the information to the new address or inform THINK or another service provider if the new address is unknown.
3. Not able to trace the customer: When the field action is finished and everything is done to find the car/owner via the first or later owners.
4. No claim received: The car is inspected / repaired but the service provider has not sent the claims because of modest costs per claim.
5. Sold units: The car has been resold to another dealer.

D2.6 Notifications to authorities

In case of a category 4 field action, THINK will inform the necessary authorities.

SECTION E. Non-warranty repairs

E1.0 Handling of non-warranty repairs

If the service provider determines that certain repairs are not covered under warranty or, if the vehicle basic and/ or powertrain warranty has expired, the reimbursement for such repairs should be paid by the customers.

The basic process of diagnosis for non-warranty repairs is the same as warranty repairs as covered in Section C. The key difference however is that the service provider is not required to submit invoice or report to THINK for any non-warranty related repairs.

E1.1 Ordering of parts for non-warranty repairs

Parts for THINK vehicles are ordered via email as described in Appendix Z25.

E1.2 Payment for parts for non-warranty repairs

The payment for the parts is paid at the time of ordering. Only after the payment is received, the parts are shipped to the service provider.

E1.3 Accepted forms of payments

The following forms of payments are acceptable

- Credit card
- Debit card
- Cashier's check

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Z1.0 Introduction

In this section you will find contact information for the following THINK Service Departments: Technical Service Support, Parts, Aftersales and Service, Warranty Claims, Technical Questions and Training, Customer Service and Sales, Tire Supplier, and THINK Service FTP site.

Z1.1 General

The cars are manufactured and sold by:
THINK NORTH AMERICA INC.
3221, Magnum Drive
Elkhart, IN 46516
www.thinkev.com

Phone: +1 (313) 565 6781
Fax: +1 (313) 565 4701

Z1.2 Company and bank information

NOT APPLICABLE

Z1.3 Service department

The THINK service department consists of:

Manager Aftersales and Service:

Patrick Bouchard
Phone: +1 (313) 565 4700 (ext. 102)
e-mail: pbouchard@asgren.com

Parts:

Butler Sales Service Solutions
2502 Ada Drive
Elkhart, IN 46514
Phone: 574-252-4274

Jaime Young
Phone: 574-252-4274
e-mail: jamie@butlersales.biz

Mandy Kadar
Phone: 574-252-4274
e-mail: mandy@butlersales.biz

Service Technical support:

Rodney Smith
Phone: 574-304-3745
e-mail: rodneysmith3066@yahoo.com

Joshua Medford
Phone: 574-215-5651
e-mail: josh_medford@hotmail.com

1.4 Warranty claims

Warranty claim applications can be sent to:

Patrick Bouchard
e-mail: pbouchard@asgren.com

If you have any questions please contact Patrick Bouchard, Aftersales and Service Manager.

Warranty claims are sent to THINK (see section Z1.1) with the invoice for the work (together with the replaced parts - see section Z11).

Z1.5 Service/Technical/Training questions

If you have any technical questions you can contact:
Rodney Smith
Phone: 574-304-3745
e-mail: rodneysmith3066@yahoo.com

Joshua Medford
Phone: 574-215-5651
e-mail: josh_medford@hotmail.com

Z1.6 Ordering diagnostic tools, service instructions, etc.

If you need more examples of these service instructions you can order them from THINK service department:

e-mail: pbouchard@asgren.com

Z1.7 Spare parts

Spare part orders and logistics questions can be addressed to:

Butler Sales Service Solutions

2502 Ada Drive
Elkhart, IN 46514

Jaime Young
Phone: 574-252-4274
e-mail: jamie@butlersales.biz

Mandy Kadar
Phone: 574-252-4274
e-mail: mandy@butlersales.biz

Z1.8 Customer service/sales

THINK customer service is available to answer questions about prices, delivery and other questions related to selling cars and customer contact.

Customer service can be reached at:
Phone: 1-855-MYTHINK / 1-855-698-4465

Z1.9 Tire supplier contact information

Tires for THINK NA are provided by Michelin. The contact information for warranty related work is as below:

Michelin North America, Inc.
Attention: Customer Care Department
PO Box: 19001
Greenville, SC 29602-9001
Phone: 1-800-847-3435

Z1.9 Sending in documentation when delivering new cars

When delivering a new car to a customer, the dealer must send a copy of the registration book and the delivery form (section Z15) to THINK customer service.

Z1.10 Sales department

The sales department consists of:

Director Sales and Marketing:

Lizabeth Ardisana
Phone: (313) 565 6781
e-mail: lardisana@asgren.com

Z1.11 Internet

Technical documentation, service bulletins, *THINK Aftersales & Service Process Manual*, spare parts catalogue and other relevant information from THINK are available for downloading from the THINK's Service Information ftp-server:

<ftp://ftp.asgren.com/>

Username – Think!
Password – 1serviceinfo

Appendix Z25. Spare Parts Ordering Process

Parts for THINK vehicles can be ordered via email by contacting:

Butler Sales Service Solutions
2502 Ada Drive
Elkhart, IN 46514

Jaime Young
Phone: 574-252-4274
e-mail: jamie@butlersales.biz

Mandy Kadar
Phone: 574-252-4274
e-mail: mandy@butlersales.biz

Parts Order Format:

Below is a sample format for ordering parts from Butler:

To: jamie@butlersales.biz
Cc: mandy@butlersales.biz
Subject: THINK Service Parts - VIN - 00X

Service Part Request:

PART NUMBER	QUANTITY	DESCRIPTION
502.0002.F	1	DOOR GLASS ASSY, RH
502.2121.A	1	REG ASSY POWER DOOR WINDOW LH
502.2122.A	1	REG ASSY POWER DOOR WINDOW RH

Ship To:
Authorized Service Provider
22222 Main street
Location, USA 00023
Contact: Service Part Manager
Phone: Number

Parts Shipment:

Butler ships parts via ground (except to California/Oregon in instances when overnight shipping is less than \$40 for the entire shipment) to workshop and provides tracking information.

Parts for Warranty related repairs:

Warranty related parts are consigned to service providers. See appendix Z7 for the remuneration process for these parts.

Service/ Customer paid repairs:

For parts that are not covered by warranty, payment for part(s) and shipping is required prior to shipment of part(s). Credit card, debit card or a cashier's check are accepted forms of payment.

Appendix Z7. Parts remuneration for warranty repairs

When THINK NA is invoiced for spare parts, (e.g. warranty repairs), the following is applicable:

- The dealer/workshop receives 40% gross profit on the parts, (i.e. the dealer/workshop invoices THINK for the part cost +40%). This margin is built in for spare parts storage and handling including scrapping unless otherwise noted.

Exceptions to this general policy include the following:

- Batteries, power control units, motor (see below for information on how these units are compensated)
- Parts supplied for free by THINK NA towards a specific campaign

Exception:

1. Replacing the traction battery is compensated at part cost + remove and replacement time as follows:
Replacement: **2 hours**
Handling, packaging etc: **1 hour**
Total compensation: **3 hours**
2. PCU. Replacing the PCU is compensated at part cost + the standard labor time.
3. Motor. Replacing the motor is compensated part cost + the standard labor time

Note that there can be cases when replacement parts will be sent to the dealer/workshop free of charge. In these cases the dealer/workshop cannot invoice THINK for the cost of the spare parts.