

# ***Rebuild & Return Program***

Did you know AutoZone has the capabilities to R & R (return and rebuild) a customers ECM or MAF sensor? Cardone Industries can rebuild most any ECM or MAF sensor we currently have a sku setup for in Z-Net. When selling a R & R item make sure you telling your customer there is only a 80% chance the item is able to be rebuilt. In some instances the unit is in to bad of condition to be rebuilt or Cardone does not have the components needed to rebuild it. In those instances the item will be returned to the store at no charge. The following changes have been made to the R & R process in Z-Net:

- 1.) For those items flagged as R & R in Z-net you will not longer have to fill out the form on DOC. Those item will have R & R ONLY printed below the product description in Z-Net. That information will be entered directly into Z-Net and your Fed-X label will automatically print out at the store, you will no long need to call the Help Desk for Fed-X labels. A message will appear on the Store Task Status screen when the label is ready to be printed. To print the documentation and the Fed-X label go to VDP utilities in SMS, option J – Print Shipping Order Documentation. **INCLUDE IN BOX WITH ECM: Store #, VIN, Mileage and part number ordered.**
- 2.) For popular ECM's you will now see two Cardone part numbers listed in Z-Net, both of the part numbers will identical except one will have a A suffix at the end of the part number (Ex. 79-0325V and 79-0325VA). If the vendor is out of stock on part number 79-0325V and you want to send in a R & R, part number 79-0325VA would need to be ordered.
- 3.) In cases where there is no R & R part number setup in Z-Net the old R & R process will need to be used.

The process for this is:

- 1.) Create a VDP order for the item you want to have R & R'ed.
- 2.) Go to DOC and print off the R & R form. Once in DOC go to :
  - a. Operations Tab
  - b. Store Forms
  - c. R & R Form
- 3.) Fill Out the Form Completely
- 4.) Fed-X unit to Cardone Industries per instructions on R & R form

This process will help to secure sales on hard to get ECM's and MAF sensors and those where there is limited core availability. Normal turnaround time is 10 business days from the time you send in the item until it is returned to the store.