



WORRY-FREE GUARANTEE

NORTH AMERICAN PARTS & LABOR WARRANTY

As a Parts Plus Car Care Center, you don't have to worry about your customers getting stranded on the road with repair problems. With the North American Parts & Labor Warranty*, customers can travel with confidence, while you build loyalty and retention.

The North American Warranty protects customers for **24 months/24,000 miles for the Standard program** and **36 months/36,000 miles for Platinum program members**. When a customer is 25 miles or more from your shop, they simply call the warranty administrator to start the warranty claim process prior to work being performed.

If the customer is less than 25 miles from the original service center, the warranty administrator will direct the customer back to your repair facility. The original service center will cover parts and labor for the repair at no cost to the customer. The customer is liable for any repairs that fall outside of the original work that was completed.

By participating in the North American Parts & Labor Warranty program, your facility is enrolled in our nationwide referral network. When a consumer is looking for a repair facility in your area, they will be referred to your location.

Additional information can be found at www.partspluscarcarecenter.com.

**A counter card, counter mat and 50 customer warranty brochures with a counter display are included in the Parts Plus Car Care Center enrollment kit.*

All Parts Plus Car Care Center Customers who received the North American Warranty Statement are protected from unexpected repairs on both parts and labor for 36,000 miles or 36 months, whichever comes first. If you have a problem with a covered repair performed at a Parts Plus Car Care Center simply call 1-877-252-4609 (toll-free).

The Warranty Administrator will direct you to a Car Care Center in the market for repairs. If there is no Car Care Center in the market, they will direct you to one of more than 35,000 participating repair facilities for service. The repair facility will obtain authorization from the Warranty Administrator and perform the repair on your vehicle.

Once the repair is completed, the shop will contact the Warranty Administrator. You pay nothing for covered repairs.

If you are within 25 miles of the original repair shop, the Warranty Administrator will direct you back to that shop.

Services Covered:

- Air conditioning, heating and climate control systems
- Engine cooling system(s)
- Engine performance or drivability services and repair
- Fuel system(s)
- Electronic engine management system and other on-board computer systems (engine, body, brake and suspension computers), cruise control systems
- Brake system(s)
- Starting and charging systems
- Electrical system(s)
- Exhaust system(s)
- Ignition system(s)
- Steering/suspension systems, wheel bearings, CV joints, half-shafts and driveshafts
- Other minor repairs
- *Towing & Rental Car

Repairs & Services excluded from the Warranty.

ENGINE:

Any internal repairs or replacement of internal components, or replacement of engine assembly.

TRANSMISSION, TRANSAXLES

Automatic - any internal repair or component replacement requiring the removal of the automatic transmission or transaxle from the vehicle or disassembly of the same.

Manual - any internal repair or component replacement requiring the removal of the transmission or transaxle from the vehicle or disassembly of the same.

Clutches - Clutch component or assembly repair or replacement.

DRIVE AXLE/DIFFERENTIAL ASSEMBLY

Any repair or component replacement requiring the removal of internally lubricated components or replacement of the drive/axle differential assembly.

BODY, PAINT, MOLDING REPAIR

TIRES