

As a Parts Plus Car Care Center member you don't have to worry about your customers being on the road and having a repair problem. With the North American Warranty, your customers can travel with confidence and you build customer loyalty and goodwill.

The Parts Plus Car Care Center North American Warranty protects your customers from unexpected repairs on most services performed by your shop for 24 months or 24,000 miles (for Platinum Members the warranty is 36 months or 36,000 miles), no matter where their travels take them. When your customer is more than 25 miles from your shop, they simply call 1-877-252-4609 (toll-free) if they have a problem with a covered repair performed by your shop. The Warranty Administrator will direct them to an authorized shop in that market for repairs, starting with any local Car Care Center. The repair facility will obtain authorization from the Warranty Administrator and perform the repair on your customer's vehicle. They will be paid via credit card. The customer pays nothing for covered repairs and there are no charge backs to the original repair facility.

The Administrator will send a follow-up letter to the customer and provide an opportunity for them to provide feedback on the warranty repair experience and contact information if they require additional assistance. A copy of the letter is also sent to the original repair facility notifying you that a customer has had a claim. This is a perfect opportunity to follow-up with your customer to ensure everything was handled to their satisfaction. If the customer is within 25 miles of your shop and calls the Warranty Administrator, they will be directed back to your shop.

Please note that you are not obligated to offer this 24/24 Warranty (or 36/36 Warranty for Platinum Members) to every customer.

The poster that you have on display states "Ask me about our 24/24 Warranty (or 36/36 Warranty for Platinum Members)." This gives you the option, for whatever reason you may determine, that you do not offer that warranty to every customer. It may be that this is an odd repair requiring a recycled part, or something that you are doing that has a customer supplied part. Whatever the reason you state, remember, you are NOT obligated to offer every customer this warranty!

SERVICES COVERED

- Air conditioning, heating and climate control systems
- Brake systems
- Engine cooling systems
- Electrical system, including starting and charging systems
- Engine performance, drivability service and repair
- Exhaust systems
- Fuel systems
- Ignition systems
- Electronic engine management system and on-board computer systems (engine, body, brake and suspension computers)
- Steering/suspension system, wheel bearings, CV joints/U-joints, half-shafts and drive shafts
- Towing*
- Rental car*
- Other minor repairs

* If the customer's vehicle is inoperable, and they are farther than 25 miles away from the original facility, they may be eligible for certain towing benefits, to a maximum of \$75, as determined by the warranty administrator. The customer may also be eligible for rental car benefits if the vehicle cannot be repaired the same day due to circumstances beyond their control. The maximum benefit would be for two days at a maximum of \$40 per day, as determined by the Warranty Administrator. These benefits do not apply to vehicles that have returned to the original facility.

NORTH AMERICAN WARRANTY

TRUST  PLUS

SERVICES NOT COVERED*

- Engines, clutches
- Transmission, trans-axle
- Drive axle/differential assembly
- Associated gaskets and seals
- Body, paint, molding repair
- Commercial vehicles
- Tires
- Consequential or Incidental Damages

* See the warranty statement for full details

To assist you in promoting the fact that your shop provides a 24 month, 24,000 mile (or 36 month, 36,000 miles for Platinum Members) parts and labor warranty, we have developed materials in communicating this service.

- 22" x 28" Poster – which should be displayed in your sales or customer waiting area promoting the fact that your shop offers a 24 month, 24,000 mile warranty (or 36 month, 36,000 miles for Platinum Members).
- Pad of Warranty Statements – a copy **MUST** be given to each customer that you offer the warranty to let them know the repair is covered for 24 months, 24,000 miles (or 36 month, 36,000 miles for Platinum Members). It is very important that each customer receive a copy of this statement. A space has been left at the bottom left hand side for you to stamp your shop name, address, etc. Additional pads can be purchased from Parts Plus Car Care Center Headquarters, or you can simply make copies. You might also want to consider having this statement printed on the back of your work orders.
- Package of repair order envelopes giving the basic information on the NAW.

By participating in the North American Warranty program, your facility becomes a part of our nationwide referral network. When a consumer is looking for a repair shop in your area, they will be referred to your facility for service. This is an additional benefit that helps you grow your business.

**If we can be of service or assistance, please contact the warranty administrator at:
(877) 252-4609**

Parts Plus Headquarters

3085 Fountainside Dr., Suite 210 • Germantown, TN 38138
(901) 682-9090 • www.partsplus.com

 PARTS  PLUS
CarCareCenter

NATIONWIDE LIMITED REPAIR WARRANTY

WHO MAKES THIS LIMITED WARRANTY

This limited warranty is extended only to you, the original purchaser, and not to anyone who may purchase your vehicle from you during the term of the warranty. This limited warranty is made by the independent repair facility ("facility") who is so named on the original repair invoice and performed the service/repairs on your vehicle. This warranty may be honored by other facilities participating in this program, or other authorized non-participating facilities anywhere in the United States. This warranty is not a warranty of Automotive Business Solutions, Inc., Automotive Distribution Network, Association of Automotive Aftermarket Distributors and Auto Pride Network, their employees or member companies. Automotive Business Solutions Inc. serves as the administrator only.

WHAT IS COVERED BY THE LIMITED WARRANTY

This warranty covers the following types of repairs and services, subject to the exclusions listed within:

- ✓ Air conditioning, heating and climate control systems
- ✓ Brake system
- ✓ Engine cooling system
- ✓ Electrical system, including the starting and charging systems
- ✓ Engine performance, drivability services and repair
- ✓ Exhaust system
- ✓ Fuel system
- ✓ Ignition system
- ✓ Electronic engine management system and on-board computer systems, (engine, body, brake and suspension computers)
- ✓ Cruise control system
- ✓ Steering/suspension system, wheel bearings, CV joints/U-joints, half-shafts and driveshafts
- ✓ Other minor repairs

The independent repair facility warrants that the above repairs and services performed at their location will be free from defects in materials and workmanship for 24 months or 24,000 miles of use, whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair invoice. This warranty is conditioned on the vehicle being subjected only to normal, non-commercial use, and receiving reasonable and necessary maintenance during the warranty period. **Warranty repair costs shall in no case exceed the costs of the original repair or service.** If there is a defect in either materials or workmanship within the warranty period, the independent repair facility has the option to perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund the entire charge for the warranted repairs, minus any previous refunds.

A buyer of covered products or services has the right to have warranty service performed during the warranty period. The warranty period will be extended for the number of whole days that the vehicle has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect, and the buyer notifies the warranty administrator of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return his vehicle for a replacement of parts, if applicable, or a refund, in either case, subject to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under any law.

WHAT IS NOT COVERED BY THIS WARRANTY

You must pay for any non-warranty service you order to be performed at the same time as any warranty service. This warranty will not apply to your repaired vehicle if it has been damaged by abnormal use, misuse, neglect, accident, alteration or "tampering with" (by other than the facility or facility employees). The facilities employees and/or agents do not have authority to modify the terms of this warranty, nor to make any promises in addition to those contained within this warranty. **THIS WARRANTY DOES NOT IN ANY WAY INCLUDE INCIDENTAL OR CONSEQUENTIAL DAMAGES** (additional expenses which you may incur as the result of faulty repair or service). Some states do not allow the exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

REPAIRS AND SERVICES EXCLUDED FROM THE LIMITED WARRANTY

This warranty does not cover repair(s) or service(s) except as listed in the section, "what is covered by this warranty," even though the facility may offer other services. **SPECIFICALLY EXCLUDED ARE ANY INTERNAL ENGINE, TRANSMISSION, CLUTCH, OR DIFFERENTIAL REPAIRS, ASSOCIATED GASKETS AND SEALS, OR ASSEMBLY REPLACEMENT OF THE SAME. ALSO EXCLUDED ARE AUTO BODY, PAINT, MOLDING, GLASS REPAIRS, TIRES, AND USED PARTS. COVERAGE IS LIMITED TO THE U.S. AND CANADA.**

HOW TO OBTAIN WARRANTY SERVICE

You must keep a copy of the original repair invoice and present it when seeking service under this warranty. If warranty work is performed, you must temporarily surrender possession of the original repair invoice, or a legible copy of the same.

If you are less than 25 miles away from the original repair facility, you must return your vehicle to that facility for any warranty repairs.

If you are more than 25 miles from the original facility, then you must call the warranty administrator prior to any warranty repair work being performed, at 877-252-4609, from 6 a.m. to 6 p.m. Monday through Friday (Mountain Time), Saturday from 7 a.m. to 4 p.m., excluding holidays. The administrator will provide to you the nearest participating facility. If there are no participating locations in your area, you may take your vehicle to a non-participating repair facility in your area. If the non-participating repair facility will not accept payment from the warranty administrator, you must pay for the warranty service and submit your original repair invoice (or legible copy) and subsequent warranty repair invoice (or legible copy) to the administrator for review, within 90 days of the date of repair. If your vehicle is inoperable, and you are further than 25 miles from the original facility, you may be eligible for certain towing benefits, to a maximum of \$75. You may also be eligible for rental car benefits if your vehicle cannot be repaired the same day due to circumstances beyond your control. The maximum benefit would be for two days at a maximum of \$40 per day, as determined by the warranty administrator.

WHO TO CONTACT IN CASE OF A WARRANTY ISSUE

Warranty Program Administrator
P.O. Box 33535
Denver, CO. 80233
877-252-4609



NATIONWIDE LIMITED REPAIR WARRANTY-PLATINUM

WHO MAKES THIS LIMITED WARRANTY

This limited warranty is extended only to you, the original purchaser, and not to anyone who may purchase your vehicle from you during the term of the warranty. This limited warranty is made by the independent repair facility ("facility") who is so named on the original repair invoice and performed the service/repairs on your vehicle. This warranty may be honored by other facilities participating in this program, or other authorized non-participating facilities anywhere in the United States. This warranty is not a warranty of Automotive Business Solutions, Inc., Automotive Distribution Network, Association of Automotive Aftermarket Distributors and Auto Pride Network, their employees or member companies. Automotive Business Solutions Inc. serves as the administrator only.

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The independent repair facility warrants that the above repairs and services performed at their location will be free from defects in materials and workmanship for 36 months or 36,000 miles of use, whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair invoice. This warranty is conditioned on the vehicle being subjected only to normal, non-commercial use, and receiving reasonable and necessary maintenance during the warranty period. **Warranty repair costs shall in no case exceed the costs of the original repair or service.** If there is a defect in either materials or workmanship within the warranty period, the independent repair facility has the option to perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund the entire charge for the warranted repairs, minus any previous refunds.

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WHO TO CONTACT IN CASE OF A WARRANTY ISSUE

Warranty Program Administrator
P.O. Box 33535
Denver, CO. 80233
877-252-4609



FREQUENTLY ASKED QUESTIONS

Q. Who makes this warranty?

A. The facility that performed the original repairs.

Q. Who handles the administration of the program?

A. Automotive Business Solutions, Inc. (ABS) in Denver, CO.

Q. Can the shop charge for this warranty?

A. Legally, yes. However, we recommend that shops do not charge separately for this customer retention and loyalty program.

Q. Is this a vehicle extended warranty?

A. No, it is a specific service warranty. It only covers the service performed at that time.

Q. How is the 25 miles determined?

A. ABS uses one of many Internet based mapping programs to determine distance.

Q. What if the customer is within the 25 miles?

A. ABS will inform the customer that the warranty will be handled by the original repair facility and direct them back to the original repair shop.

Q. How many shops will be participating in the program?

A. ABS has a relationship with over 35,000 shops across the country to handle customers no matter where they are.

Q. Will the shop ever get a referral from another shop?

A. Yes. If that shop does not have an outlet in your market and their customer has a problem.

Q. How will a shop be reimbursed for a repair covered by ABS?

A. ABS will provide payment via credit card at the conclusion of the repair.

Q. At what rate will the shop be reimbursed?

A. ABS reimburses the shop at the local market average shop labor rate using AllData book time up to the cost of the original repair.

Q. What happens if the customer does not have the original invoice for the repair?

A. If they call ABS and cannot provide the original invoice, ABS will work with the customer to get a copy of the invoice from the original repair shop. In a last case scenario, ABS would advise the customer to pay for the repair and then forward a copy of the original repair order to ABS for reimbursement after the customer returns home.

Q. Does ABS cover incidental or consequential damages?

A. No, the warranty specifically explains what is covered and what is not covered.

Q. Will ABS track warranty claims for each shop?

A. Yes. They will provide Headquarters with monthly reports showing the claims processed for the month. They will also contact the shop if they see a pattern in warranty claims from that shop.

FREQUENTLY ASKED QUESTIONS

Q. What happens after hours?

A. The customer will get a recording asking them to call back during normal business hours. ABS normal business hours are M-F 6 a.m. to 6 p.m. Mountain Time and 7 a.m. to 4 p.m. on Saturdays, excluding holidays.

Q. How will I know if one of my customer's has a problem and uses ABS?

A. ABS follows up with the customer after the re-repair is completed. The original shop is copied on the communication piece allowing them to follow up with the customer

Q. Does a customer ever have to wait for ABS to send an investigator out to examine the vehicle before authorization is given to repair the vehicle?

A. No

Q. How will the customer know if they are covered by this warranty?

A. Each shop will receive a wall poster and a pad of Warranty Statements. It is the shop's responsibility to provide each customer with the Warranty Statement. Extra Warranty Statements will be available from your representative, Parts Plus Car Care Center Headquarters, off our website and available to print on the back of your work orders.

Q. What happens if the customer comes back to my shop for the repair, will ABS reimburse me?

A. No. The warranty only applies when the customer is more than 25 miles from the original repair facility.

Q. What happens if a customer has their vehicle fixed and brings me the bills to reimburse them?

A. Should your customer fail to follow the warranty procedures and returns to you after the fact seeking a reimbursement for a covered repair, contact the Warranty Administrator. They will set up a claim and reimburse the customer directly for any eligible repairs, once they have received the proper documentation.

Q. Are all services covered by this warranty?

A. No. Exclusions are specifically listed on the Warranty Statement.

Q. Does ABS cover towing and rental car expenses?

A. Yes, under certain circumstances. The towing coverage is limited to \$75 and rental benefits are limited to two days at a maximum of \$40 a day when the repair cannot be completed the same day. Both have to be pre-approved by ABS.