



VIP Tech Center Nationwide Protection Plus Warranty Program Rules & Frequently Asked Questions



CONSUMER RELATED QUESTIONS ABOUT THE WARRANTY PROGRAM

- 1. Question: Who makes this warranty?**
Answer: The Independent Repair Facility and is administered by National Pronto Association. Independent Repair facility warrants repairs and workmanship for 12-months or 12,000 miles whichever comes first. This is not an extended car warranty. This warranty is made on the originally installed part only.
- 2. Question: Are all parts covered?**
Answer: All new parts installed by participating service centers, regardless of where the service center purchased the part, are covered; excluding engines, rebuilt engines, performance vehicles, auto body, paint, molding or glass repair. Also, transmissions / transaxles / transfer cases, tires, used parts and customer supplied parts are excluded from this warranty and are not covered. This warranty does not cover fleet / commercial vehicles.
- 3. Question: Is towing covered?**
Answer: Towing is offered under a separate program through Auto Road Services. Ask your Service Center for a Roadside Assistance Certificate.
- 4. Question: What happens if my part fails after the warranty period expires (12-months or 12,000 miles)?**
Answer: The parts replacement only **may be** covered by **manufacturer's** written warranty if available. Labor coverage for consumer expires after 12-months/12,000 miles.
- 5. Question: If I sell my vehicle, is the warranty transferable?**
Answer: Warranty is transferable to new owner, (consumer-to-consumer, no dealers) provided it falls within the 12-months/12,000 miles period.
- 6. Question: What steps do I take in the event I need to utilize the warranty?**
Answer: The Protection Plus warranty has a 25 Mile rule; if you break down within 25 Miles from your original service center, you must return to the original service center for warranty service. If you are outside of the 25 Mile limit you must call 1-800-477-6686 for warranty assistance. You may also refer to the Protection Plus glove box envelope the Service Center provided to you for instructions.
- 7. Question: Does the Protection Plus warranty reimburse the service center where I had my warranty service performed?**
Answer: The warranty does not reimburse a service center, **only the consumer.**
- 8. Question: So, I have to pay for my warranty service and then get reimbursed?**
Answer: You must first pay for your repair and then submit the required documentation to the Warranty Administrator in order to receive reimbursement.
- 9. Question: What documentation is required?**
Answer: A copy of the original receipt and a copy of the Paid warranty receipt.
- 10. Question: How long will it take for me to receive a reimbursement check?**
Answer: Please allow two weeks for check processing.
- 11. Question: Is there a limit placed on the amount of reimbursement?**
Answer: Yes, reimbursement shall not exceed the cost of the original repair on the failed part and labor. If the warranty re-repair is less expensive than the original repair, the lesser of the two will be paid. This warranty will not cover costs exceeding the original cost on the failed part, labor & tax. Collateral or additional damages not covered.
- 12. Question: Do you cover rental cars?**
Answer: Yes, this warranty will reimburse up to \$50/day, with a maximum of two days rental. To qualify for the rental car reimbursement, you must have had an original repair at a participating service center within the last 12-months or 12,000 miles, whichever comes first, and you must be in the process of having an originally installed part repaired/replaced. Also, a copy of the paid rental car receipt must accompany the warranty claim paper-work.
- 13. Question: Who should I call if I have questions about the warranty?**
Answer: Call the original service center.