



VIP Tech Center Nationwide Protection Plus Warranty Program Frequently Asked Questions



CONSUMER RELATED QUESTIONS ABOUT THE WARRANTY PROGRAM

- 1. Question: Are all parts covered?**
Answer: All new parts installed by participating service centers, regardless of their point of purchase, are covered; excluding engines, tires, transmissions, and used parts.
- 2. Question: Is towing covered?**
Answer: Towing is not a covered expense. (VIP does offer a separate towing program. Ask your salesman for details).
- 3. 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. Labor coverage for consumer expires after 12-months/12,000 miles.
- 4. Question: If I sell my vehicle, is the warranty transferable?**
Answer: Warranty is transferable to new owner, provided it falls within the 12-months/12,000 mile period.
- 5. 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.
- 6. 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**.
- 7. 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.
- 8. Question: What documentation is required?**
Answer: A copy of the original receipt and a copy of the warranty service receipt. Warranty administrator reserves the right to request further documentation as needed.
- 9. Question: How long will it take for me to receive a reimbursement check?**
Answer: Claims are usually processed within five business days.
- 10. Question: Is there a limit placed on the amount of reimbursement?**
Answer: The reimbursement shall not exceed the cost of the original repair on the failed part and labor.
- 11. Question: Who should I call if I have questions about the warranty?**
Answer: Call the original service center, or 1-800-477-6686.