



VIP Tech Center Nationwide Protection Plus Warranty Program Frequently Asked Questions



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 if the manufacturer's written warranty is longer than the Protection Plus 12 months/12,000 miles warranty?**
Answer: After the 12 months/ 12,000 miles the Protection Plus warranty expires, 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:** **Will there be a limit placed on the maximum amount of parts and/or labor reimbursed to the consumer?**
Answer: Warranty reimbursement shall not exceed the cost of the original repair.
5. **Question:** **What about labor reimbursement for consumers who break down within the 25-mile limit?**
Answer: Labor charges will be absorbed by the original service center. Service Center shall not charge the consumer for warranty service. If a consumer is 25 miles or less from the original service center they are required to return to the original service center for warranty service. Your participating supplier will replace the warranted part. You may choose to process the labor portion according to your supplier's current labor claim policy.
6. **Question:** **What if warranty service exceeds cost of original repair?**
Answer: Any difference in fees between repairs will not be covered under this warranty. Labor rates and part prices fluctuate across the country.
7. **Question:** **What is Warranty policy on parts supplied by consumer?**
Answer: Labor is covered under normal policies and procedures. Parts should be returned to the sales outlet purchased by consumer.
8. **Question:** **How are warranty issues handled for participating Service Centers who leave the program?**
Answer: Service Centers leaving the program are required to honor all warranty claims where they were the original repair facility for a period of 12-months or 12,000 miles.
9. **Question:** **Are warranties transferable to new vehicle owners?**
Answer: Warranty is transferable to new owner, provided it falls within the 12-months or 12,000 mile period.
10. **Question:** **Is the Service Center responsible for issuing warranty to the consumer?**
Answer: To validate the warranty, the Service Center is responsible for stamping **or** printing all receipts with the Protection Plus logo. Service Center should also give the consumer a Protection Plus Warranty glove box envelope; which instructs the consumer on what steps to take in the event they need to utilize the warranty.
11. **Question:** **Will consumers be referred to my shop for parts and or repair?**
Answer: The Warranty administrator keeps a database of all participating locations and gives referrals whenever possible.
12. **Question:** **If it becomes necessary for the consumer to ship a warranted part to the Warranty administrator, is the consumer reimbursed for shipping charges?**
Answer: The consumer will be reimbursed for any incurred shipping charges. A copy of the shipping receipt must be submitted to the warranty administrator prior to reimbursement. The consumer will be reimbursed for shipping at the time the warranty claim is paid.
13. **Question:** **Will the core deposit be reimbursed to consumers?**
Answer: The core deposit will be added to the consumer's warranty claim and included in the claim payment.
14. **Question:** **When you talk about providing the Protection Plus Warranty Folder to all consumers, what does the folder look like?**
Answer: Please refer to the 200 Warranty Folders included in your VIP Tech Center Marketing Program Kit.

***For additional questions, please call your serving
VIP Parts salesperson, or 1-800-477-6686.***