

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.