2020 PROCEDURE GUIDE

NAPA Warranty Programs

Extend Your Nationwide Warranty to 36 Months/36,000 Miles!

See pages 35-39 for more information.



NAPA AUTOCARE CENTER

NAPA AUTOCARE COLLISION CENTER

NAPA TRUCK SERVICE CENTER Certified Repair Network

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Section One

Overview of NAPA Warranty Programs

Introduction

800.452.NAPA

NAPA AutoCare Peace of Mind & Collision and Refinish Warranty

888.925.5428

NAPA Truck Service Center Over the Road Warranty

Which Facilities Can Offer These Warranties?

Type of Facility	Peace of Mind Warranty 800.452.NAPA	Collision and Refinish Warranty 800.452.NAPA	Over the Road Warranty 888.925.5428
NAPA AutoCare Center	Yes	No	No
NAPA AutoCare Collision Center	Yes	Yes	No
NAPA Truck Service Center	Yes	Yes	Yes

All NAPA AutoCare Program members using NAPA as their first-call parts supplier have the Peace of Mind Warranty available to their customers. Collision and Truck members have the Collision and Refinish Warranty available for their use. Only Truck members have the Over the Road Warranty available.

All NAPA Warranty Programs are designed to help your customers when they can't get back to you. For qualifying automotive mechanical repairs, the Peace of Mind Warranty covers warranty repairs when consumers are unable to return to you, the original repairing facility. For qualifying collision and refinish repairs, the Collision and Refinish Warranty likewise covers warranty repairs when consumers are unable to return to you, the original repairing facility. This will be especially helpful to consumers and insurance companies when consumers move to another state. For qualifying heavy-duty repairs, the Over the Road Warranty covers warranty repairs on highway use vehicles when the customer is unable to return to you, the original repair facility.

- The importance of a nationwide repair guarantee is clear. Customer surveys conducted by major automotive aftermarket groups consistently show that consumers will choose a repair facility that issues a written, nationwide guarantee over one that does not.
- All NAPA Warranty Programs will give your customers the security and confidence they are looking for when choosing a repair facility.

Who Makes the Warranty?

NAPA AutoCare Peace of Mind Nationwide Limited Repair Warranty

The warranty is made by the NAPA Dealer named on the original repair order that performed the service/repairs on the vehicle. The warranty will be honored by any participating NAPA Dealer or other authorized repair facility anywhere in the United States. This warranty is not a warranty by the National Automotive Parts Association (NAPA), its employees, stores, member companies, or the administrator, Sonsio Administrative Services, Inc., its affiliates, subsidiaries or any of their employees, or member companies. Sonsio Administrative Services, Inc. serves as the administrator only.

NAPA Collision and Refinish Nationwide Limited Repair Warranty

The warranty is made by the NAPA Dealer named on the original repair order that performed the service/repairs on the vehicle. This warranty will be honored by any NAPA Dealer performing collision repairs, or any other authorized collision repair facility anywhere in the United States. This warranty is not a warranty by the National Automotive Parts Association (NAPA), its employees, stores, member companies, or the administrator, Sonsio Administrative Services, Inc., its affiliates, subsidiaries or any of their employees, or member companies. Sonsio Administrative Services, Inc. serves as the administrator only.

NAPA Truck Service Center Over the Road Nationwide Limited Repair Warranty

The warranty is made by the NAPA Dealer named on the original repair order that performed the service/repairs on the vehicle. The warranty will be honored by any NAPA Dealer performing heavy-duty repairs or other authorized repair facility anywhere in the United States. This warranty is not a warranty by the National Automotive Parts Association (NAPA), its employees, stores, member companies, or the administrator, Sonsio Administrative Services, Inc., its affiliates, subsidiaries or any of their employees, or member companies. Sonsio Administrative Services, Inc. serves as the administrator only.

Program Implementation Tip Sheet

HERE ARE SOME POINTERS ON IMPLEMENTING THE WARRANTY PROGRAM SUCCESSFULLY:

1. Make sure the customer is aware of your new warranty program. This is accomplished by making sure every customer has received a printed copy of the warranty statement.

2. You can use the appropriate warranty from this procedures guide or download a version from the member site of NAPAAutoCare.com that allows you to include your business information. You may choose to use an invoice with the warranty statement printed on the back of the customer's copy.

2. Display your NAPA AutoCare Program sign(s) in a prominent manner. Signs can be an effective tool and may even generate questions and sales on their own.

3. Explain the warranty in your sales approach, as well as reviewing your warranty with each customer on check out. Knowing you are willing to stand behind your work with a written warranty may be the deciding factor not only on a sale, but more importantly should a customer have a problem after they leave your facility. The warranty provides the customer with "Peace of Mind" knowing they are receiving a quality repair or service, especially if they are unable to return to you for warranty.

4. (Collision Centers) To ensure your customer has proper coverage for the TEC Paint System Warranty, you must mark the appropriate warranty coverage box in the warranty statement. If the customer does not have a copy of the warranty statement, or if no coverage is marked on the warranty statement, the customer's coverage reverts to a 24 month/24,000 mile basic coverage. The TEC Paint System Warranty is an extended warranty.

5. Ensure all of your employees have adequate knowledge of the warranty and its parameters. Everyone should read the warranty statement thoroughly. Perhaps short meetings from time to time can be the most effective method of getting everyone acquainted with the program, as well as to review how the program benefits your customers. Remember that the Peace of Mind Warranty applies only to qualified mechanical repairs of consumer-owned light duty vehicles. Commercial use vehicles with a load carrying capacity greater than 1 1/2 tons are excluded.

Section Two

NAPA AutoCare Peace of Mind Nationwide Limited Repair Warranty

1-800-452-NAPA

All NAPA AutoCare Program Members

POM Nationwide Warranty - General Summary

The Peace of Mind Nationwide Limited Repair Warranty covers parts and labor on qualifying automotive repairs for 24 months or 24,000 miles, whichever comes first. This coverage is extended to 36 months or 36,000 miles when your customers pay for qualifying repairs with their NAPA AutoCare EasyPay Credit Card (not applicable to commercial vehicles).

Services Covered Include

- Air conditioning, heating and climate control systems.
- Engine cooling system(s).
- Engine performance or drivability services and repair.
- Emission control system(s).
- Fuel system(s).
- Electronic engine management system and other on-board computer systems (engine, body, brake and suspension computers), cruise control systems.
- Brake system(s).
- Clutches – clutch component or assembly repair and replacement
- Starting and charging systems.
- Electrical system(s).
- Exhaust system(s).
- Ignition system(s).
- Steering/suspension systems, wheel bearings, CV joints, half-shafts and drive shafts.
- Engine/Transmission external seals and gaskets (e.g. rear main oil seals)
- Driveaxles (differential assembly and components, i.e. gears, bearings, shafts, and seals)
- Transaxles (differential assembly and components, i.e. gears, bearings, shafts, and seals)
- Other minor repairs.
- Additional warranty benefits may apply.

Services and Vehicles Not Covered By This Warranty

- ENGINE
  Any internal repairs or replacement of internally lubricated components, or replacement of engine assembly. External seals and gaskets, and rear main oil seals are covered.

- TRANSMISSION
  Automatic - any internal repair or component replacement. External seals and gaskets are covered.
  Manual – any internal repair or component replacement. External seals and gaskets are covered.

- TIRES & BATTERIES (excluding Hybrid Drive Battery replacements)

- BODY, PAINT, MOLDING REPAIR

- COMMERCIAL USE VEHICLES with a load carrying capacity greater than 1 1/2 tons are excluded

- USED, SALVAGED, OR CUSTOMER SUPPLIED PARTS

- PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
  Oil changes, fluid changes and flushes, wiper blades, filters.

- NORMAL WEAR AND TEAR
  E.g., normal brake shoe and/or brake pad wear, as well as normal clutch friction wear are excluded.

Additional Warranty Benefits: Towing and Rental Car Coverage

<u>These benefits apply for the Peace of Mind Warranty Program only.</u>

Towing and rental car expenses are considered an incidental expense and are excluded from the written warranty. However when a customer experiences a failure and is unable to return to the original facility and a tow is required, we will consider covering the towing expense up to a maximum of $150.00 on a case-by-case basis.

If the repairs require additional time due to the need to order parts, or if it is simply a time consuming repair, etc., the Program will cover rental car expenses for a maximum of two days with the cost to be limited to $40.00 per day. **Authorization for a rental car must be obtained from the Administrator <u>PRIOR</u> to the customer acquiring the rental vehicle. The final decision as to whether towing or a rental car is deemed to be appropriate will be that of the Warranty Administrator.**

These benefits will not apply to vehicles that have returned to the original repairing location for warranty service.

Additional Warranty Benefits:
NAPA AutoCare EasyPay Credit Card Warranty Extension

When a customer uses their NAPA AutoCare EasyPay Card to pay for qualifying automotive repair services, the warranty on that repair, if covered under the General Warranty Statement, will be extended to 36 months or 36,000 miles, whichever occurs first (not applicable to commercial vehicles).

To be eligible for this warranty extension if submitting a claim, the customer must furnish proof of purchase verifying that the original qualifying automotive repair was charged on their NAPA AutoCare EasyPay Card. That proof of repair shall be the customer's copy of the credit card transaction receipt. This receipt in conjunction with the customer's original repair invoice will validate their eligibility, and must be submitted as part of the claim documentation.

If the cardholder cannot provide proof of the transaction utilizing the credit cards mentioned above, the warranty coverage will not be extended.

Your business can also offer the NAPA AutoCare EasyPay Credit Card from Car Care ONE. You will need to apply for approval for this consumer financing option, as well as rent the processing equipment to accept and offer Car Care ONE cards. This consumer financing option allows your business to offer 6 months and 12 months no interest financing, similar to "Same as Cash" offers from national chains. This information and application for your business can be found on the member site of NAPAAutoCare.com.





NAPA AUTOCARE PEACE OF MIND NATIONWIDE LIMITED REPAIR WARRANTY
24 MONTHS / 24,000 MILES

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 ("Dealer") _____ who is so named on the original repair order, and whom performed the service/repairs on your vehicle. This warranty will be honored by any NAPA AutoCare Dealer participating in this program, or any other authorized repair facility anywhere in the United States. This warranty is not a warranty by National Automotive Parts Association (NAPA), its employees, jobbers, member companies, or the administrator, Sonsio Administrative Services, LLC, its affiliates, subsidiaries or any of their employees, or member companies. Sonsio Administrative Services, LLC serves as the administrator only.

WHAT IS COVERED BY THE WARRANTY

This Warranty covers the following types of repairs and services:

A. Air conditioning, heating and climate control systems.
B. Brake system.
C. Clutches - clutch component or assembly repair and replacement
D. Engine cooling systems.
E. Engine performance, drivability services and repairs.
F. Emission control system.
G. Electronic engine management system and other on-board computer systems, (engine, body, brake and suspension computers), cruise-control systems.
H. Driveaxles (differential assembly and components, i.e. gears, bearings, shafts, and seals)
I. Electrical systems.
J. Exhaust system.
K. Fuel systems.
L. Ignition system.
M. Other minor repairs and services
N. Starting and charging systems.
O. Steering/suspension systems, wheel bearings, CV joints / U-joints, half-shafts and drive shafts.
P. Transaxles (differential assembly and components, i.e. gears, bearings, shafts, and seals)

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 order. This warranty is conditioned on the vehicle being subjected only to normal use and receiving reasonable and necessary maintenance during the warranty period. **Warranty repair costs shall in no case exceed the costs of the original related repair or service.** If there is a defect in either materials or workmanship within the warranty period, the Independent Repair Facility shall have the option to either perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund to you the entire charge for the warranted repairs, minus any previous refunds or credits.

STATE OF CALIFORNIA ONLY: 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 other laws.

WHERE YOU CAN OBTAIN WARRANTY SERVICE

If you are less than 25 miles away from the original repairing NAPA AutoCare Dealer location, you must return your vehicle to the NAPA AutoCare Dealer location where the warranted service was performed and present your copy of the repair order to the Dealer. If your vehicle is inoperable, and you are more than 25 miles away from the original repairing NAPA AutoCare Dealer location, you may be eligible for certain towing and/or rental car benefits as determined by the Administrator.

If you are not aware of a participating NAPA AutoCare Dealer location in your area, then you must call the Administrator, at (800) 452-NAPA, from 8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time) and 8:00 a.m. to 5:30 p.m. Saturday (Eastern Time), excluding holidays. The Administrator will direct you to the nearest participating NAPA AutoCare Dealer location. If there are no NAPA AutoCare Dealer locations in your area, the administrator will direct you to a non-NAPA AutoCare Dealer location.

WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE

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

If there are no participating locations in your area, you must obtain authorization from the Warranty Administrator prior to any warranty repair work by calling (800) 452-NAPA. If the non-participating Repair Facility location will not accept payment from the Administrator, you must pay for the warranty service and submit a legible copy of your original repair order and warranty service repair order to the Administrator for consideration for reimbursement under this warranty.

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 the 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). **This Warranty does not cover replacement or repairs due to normal wear and tear.** The Facility's 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 in 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) or cover parts and labor due to normal wear and tear.

THIS WARRANTY DOES NOT COVER REPAIR(S) OR REPLACEMENT(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 REPAIRS INVOLVING USED OR SALVAGED PARTS, CUSTOMER SUPPLIED PARTS, AND OR REPLACEMENT OR REMOVAL OF INTERNALLY LUBRICATED PARTS AND OTHER SUCH REPAIRS AS LISTED BELOW. AUTOMOTIVE REPAIRS AND SERVICES EXCLUDED FROM THE NATIONWIDE LIMITED WARRANTY INCLUDE BUT ARE NOT LIMITED TO:

I. ENGINE (excluding external engine seals and gaskets)
   A. Any internal repairs or replacement of internal components, or replacement of engine assembly.
II. TRANSMISSION (excluding external transmission seals and gaskets)
   A. Automatic – any internal repair or component replacement.
   B. Manual – any internal repair or component replacement.
III. AUTO BODY, PAINT, MOLDING REPAIR
   A. Any repair or materials related to auto body repair work.
   B. Glass related repairs.
IV. REPAIRS PERFORMED ON ANY VEHICLES WITH A GVWR GREATER THAN 19,500 LBS
V. TIRES, BATTERIES (excluding Hybrid Drive Battery replacements)
VI. PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
   A. Oil changes, fluid changes and flushes, wiper blades, filters.

NAPA AUTOCARE "PEACE OF MIND"
NATIONWIDE WARRANTY CENTER
P.O. BOX 17659
GOLDEN, CO 80402-6027
1-800-452-NAPA



Warranty coverage period is extended to 36 months or 36,000 miles when qualifying repairs are paid for with the NAPA AutoCare EasyPay Card (not applicable to commercial vehicles).

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Section Three

NAPA Collision & Refinish Nationwide Limited Repair Warranty

1-800-452-NAPA

NAPA Collision & Truck Members Using Martin Senour Paint Products

Collision Center Introduction

Which Facilities Can Offer These Warranties?

Type of Facility	Peace of Mind Warranty 800.452.NAPA	Collision and Refinish Warranty 800.452.NAPA	Over the Road Warranty 888.925.5428
NAPA AutoCare Center	Yes	No	No
NAPA AutoCare Collision Center	Yes	Yes	No

All NAPA Collision Center members using NAPA as their first-call parts supplier have the Peace of Mind Warranty available to their customers when performing light mechanical repairs on consumer-owned vehicles.

For complete details regarding the Peace of Mind Warranty please refer to section 2 of this guide.

All NAPA Warranty Programs are designed to help your customers when they can't get back to you. For qualifying automotive mechanical repairs, the Peace of Mind Warranty covers warranty repairs when consumers are unable to return to you, the original repairing facility. For qualifying collision and refinish repairs, the Collision and Refinish Warranty likewise covers warranty repairs when consumers are unable to return to you, the original repairing facility. This will be especially helpful to consumers and insurance companies when consumers move to another state.

- The importance of a nationwide repair guarantee is clear. Customer surveys conducted by major automotive aftermarket groups consistently show that consumers will choose a repair facility that issues a written, nationwide guarantee over one that does not.
- All NAPA Warranty Programs will give your customers the security and confidence they are looking for when choosing a repair facility.

Collision Nationwide Warranty - General Summary

The Collision Center Nationwide Warranty covers up to lifetime on qualifying collision and refinish repairs. It also covers qualifying mechanical repairs of consumer-owned vehicles up to 1 ton for 24 months or 24,000 miles, whichever occurs first. The mechanical warranty will be extended to 36 months or 36,000 miles when consumers pay for their deductible with their NAPA AutoCare EasyPay Card (not applicable to commercial vehicles).

Services Covered Include

- **Metalwork**

  All metalwork including welding and the application of materials utilized in making collision repairs, excluding rust repairs.

- **Mechanical Repairs**

  Minor mechanical repairs performed in conjunction with a collision repair. See the NAPA AutoCare Peace of Mind Nationwide Limited Repair Warranty for coverage details.

- **Paint**

  When using Martin Senour products the Paint and refinish work will be warranted against peeling, cracking, crazing, extensive loss of gloss, failures on flexible plastic parts, color fading and/or chalking, and moisture blistering.

- **TEC Paint Systems Extended Warranties**

  TEC Paint Systems further guarantees paint finishes as follows:

  - TEC base coat/clear coat, the guarantee shall be a LIFETIME guarantee commencing on the repair date if applied by a Martin Senour Certified Technician.
  - TEC base coat/clear coat, the guarantee shall be for a period of five (5) years commencing on the repair date, when applied per guarantee program guidelines, specific part numbers are required. You must refer to your Martin Senour Guarantee pamphlets for qualifying part numbers.
  - TEC One Stage Acrylic Urethane, the guarantee shall be for a period of three (3) years commencing on the repair date, when applied per guarantee program guidelines, specific part numbers are required. You must refer to your Martin Senour Guarantee Pamphlets for qualifying part numbers.
  - TEC One Stage Acrylic Urethane, the guarantee shall be for a period of five (5) years commencing on the repair date, when applied per guarantee program guidelines, specific part numbers are required. You must refer to your Martin Senour Guarantee Pamphlets for qualifying part numbers.

  For purposes of this Guarantee, LIFETIME shall mean the period of time, which the owner of the vehicle at the time of the repair continues to own the vehicle.



Services and Vehicles Not Covered By This Warranty

- PAINT EXCLUSIONS INCLUDING BUT NOT LIMITED TO
  - Rust Failures
  - Abrasion
  - Scratches or Chips
  - Chemical Spotting
  - Use of abrasive cleaning products.
  - Original equipment finish failures
  - Use of improper detergents and/or failures caused by environmental pollution
  - Any defect caused by improper maintenance or care
  - Any defect which occurs as a result of the vehicle's involvement in an accident
  - Any repair work performed over a previously repaired substrate
- WARRANTY IS NON-TRANSFERABLE
- TIRES & BATTERIES
- ALL MECHANICAL REPAIRS NOT COVERED BY THE NAPA AUTOCARE PEACE OF MIND WARRANTY
- USED OR REMANUFACTURED PARTS (excluding sheet metal repair)
- COMMERCIAL USE VEHICLES with a load carrying capacity greater than 1 1/2 tons are excluded
- GLASS REPAIR OR REPLACEMENT
- PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
  Oil changes, fluid changes and flushes, wiper blades, filters.
- NORMAL WEAR AND TEAR
  E.g., normal brake shoe and/or brake pad wear, as well as normal clutch friction wear are excluded.

Additional Warranty Benefits: NAPA AutoCare EasyPay Credit Card Warranty Extension

When a customer uses their NAPA AutoCare EasyPay Card to pay their deductible for qualifying automotive repair services, if covered under the General Warranty Statement, will be extended to 36 months or 36,000 miles, whichever occurs first (not applicable to commercial vehicles).

To be eligible for this warranty extension if submitting a claim, the customer must furnish proof of purchase verifying that the original qualifying automotive repair was charged on their NAPA AutoCare EasyPay Card. That proof of repair shall be the customer's copy of the credit card transaction receipt. This receipt in conjunction with the customer's original repair invoice will validate their eligibility, and must be submitted as part of the claim documentation.

If the cardholder cannot provide proof of the transaction utilizing the credit cards mentioned above, the warranty coverage will not be extended.

Your business can also offer the NAPA AutoCare EasyPay Credit Card from Car Care ONE. You will need to apply for approval for this consumer financing option, as well as rent the processing equipment to accept and offer Car Care ONE cards. This consumer financing option allows your business to offer 6 months and 12 months no interest financing, similar to "Same as Cash" offers from national chains. This information and application for your business can be found on the member site of NAPAAutoCare.com.

NAPA AUTOCARE COLLISION AND REFINISH NATIONWIDE LIMITED 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 ("Dealer") _____ who is so named on the original repair order, and who performed the service/repairs on your vehicle. This warranty will be honored by any NAPA AutoCare Collision Program Dealer participating in this program and performing collision repairs, or any other authorized repair facility anywhere in the United States. This warranty is not a warranty by National Automotive Parts Association (NAPA), its employees, stores, member companies, or the administrator, Sonsio Administrative Services, LLC, its affiliates, subsidiaries or any of their employees, or member companies. Sonsio Administrative Services, LLC serves as the administrator only.

WHAT IS COVERED BY THE WARRANTY

Metal and Body Work: All metalwork including welding and the application of materials utilized in making collision repairs, excluding rust repairs, will be warranted for a period of 24 months or 24,000 miles, whichever occurs first. This is the default warranty unless the appropriate TECH PAINT SYSTEMS GUARANTEE box is checked below.

Mechanical Repairs: Unless specifically excluded below, minor mechanical repairs performed in conjunction with a collision repair are warranted for a period of 24 months or 24,000 miles, whichever occurs first. A copy of the Peace of Mind Warranty is available from your NAPA AutoCare Collision Program Dealer.

Paint: With the use of Martin Senour products paint and refinish work will be warranted against peeling, cracking, crazing, extensive loss of gloss, failures on flexible plastic parts, color fading and/or chalking, and moisture blistering for 12 months or 12,000 miles, whichever occurs first, unless noted below.

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 the duration as indicated, measured from the date of the first repair and the odometer reading shown on the original repair order. This warranty is conditioned on the vehicle being subjected only to normal use and receiving reasonable and necessary maintenance during the warranty period. Warranty repair costs shall in no case exceed the costs of the original related repair or service. If there is a defect in either materials or workmanship within the warranty period, the Independent Repair Facility shall have the option to either perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund to you the entire charge for the warranted repairs, minus any previous refunds or credits.

STATE OF CALIFORNIA ONLY: 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 user has under other laws.

WHERE YOU CAN OBTAIN WARRANTY SERVICE

If you are less than 25 miles away from the original repairing NAPA AutoCare Collision Dealer location, you must return your vehicle to the NAPA AutoCare Collision Dealer location where the warranted service was performed and present your copy of the repair order to the Dealer. If your vehicle is inoperable, and you are more than 25 miles away from the original repairing NAPA AutoCare Collision Dealer location, you may be eligible for certain towing and/or rental car benefits as determined by the Administrator.

If you are not aware of a participating NAPA AutoCare Collision Dealer location in your area, then **you must call the Administrator, at (800) 452-NAPA**, from 8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time) and 8:00 a.m. to 5:30 p.m. Saturday (Eastern Time), excluding holidays. The Administrator will direct you to the nearest participating NAPA AutoCare Collision Dealer location. If there are no NAPA AutoCare Collision Dealer locations in your area, the administrator will direct you to a non-NAPA AutoCare Dealer location.

WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE

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

If there are no participating locations in your area, you must obtain authorization from the Warranty Administrator prior to any warranty repair work by calling **(800) 452-NAPA**. If the non-participating Repair Facility location will not accept payment from the Administrator, you must pay for the warranty service and submit a legible copy of your original repair order and warranty service repair order to the Administrator for consideration for reimbursement under this warranty

TEC PAINT SYSTEMS GUARANTEE

Subject to the specific terms and conditions of this warranty. TEC Paint Systems further guarantees paint finishes as follows:

- ❑ TEC base coat/clear coat, the guarantee shall be a LIFETIME guarantee commencing on the repair date if applied by a Martin Senour Certified Technician.
- ❑ TEC base coat/clear coat, the guarantee shall be for a period of five (5) years commencing on the repair date.
- ❑ TEC One Stage Acrylic Urethane, the guarantee shall be for a period of three (3) years commencing on the repair date.
- ❑ TEC One Stage Acrylic Urethane, the guarantee shall be for a period of five (5) years commencing on the repair date.

For purposes of this Guarantee, LIFETIME shall mean the period of time, which the owner of the vehicle at the time of the repair owns the vehicle.

WHAT IS NOT COVERED BY THIS WARRANTY

PAINT EXCLUSIONS INCLUDING BUT NOT LIMITED TO: Rust failures; abrasion; scratches or chips; chemical spotting; any repair work performed over a previously repaired substrate; claims made without proper documentation; original equipment finish failures; use of improper detergents and/or failures caused by environmental pollution; any defect which occurs as a result of the vehicle's involvement in an accident; any defect caused by improper maintenance or care; use of abrasive cleaning products. Warranty is non-transferable.

You must pay for any non-warranty service you order to be performed at the same time as the 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). **This Warranty does not cover replacement or repairs due to normal wear and tear.** The Facility's 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 in 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) or cover parts and labor due to normal wear and tear.

THIS WARRANTY DOES NOT COVER REPAIR(S) OR REPLACEMENT(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 REPAIRS INVOLVING USED OR REMANUFACTURED PARTS (excluding sheet metal repair), SALVAGED PARTS, CUSTOMER SUPPLIED PARTS, AND OR REPLACEMENT OR REMOVAL OF INTERNALLY LUBRICATED PARTS AND OTHER SUCH REPAIRS AS LISTED BELOW. AUTOMOTIVE REPAIRS AND SERVICES EXCLUDED FROM THE NATIONWIDE LIMITED WARRANTY INCLUDE BUT ARE NOT LIMITED TO:

I. ENGINE (excluding external engine seals and gaskets)
   A. Any internal repairs or replacement of internal components, or replacement of engine assembly.

II. TRANSMISSION (excluding external transmission seals and gaskets)
   A. Automatic – any internal repair or component replacement.
   B. Manual – any internal repair or component replacement.

III. REPAIRS PERFORMED ON ANY VEHICLES WITH A GVWR GREATER THAN 19,500 LBS

IV. GLASS REPAIRS/REPLACEMENT

V. TIRES, BATTERIES (excluding Hybrid Drive Battery replacements)

VI. PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
   A. Oil changes, fluid changes and flushes, wiper blades, filters.



NAPA AUTOCARE COLLISION CENTER
NATIONWIDE WARRANTY CENTER
P.O. BOX 17659, GOLDEN, CO 80402-6027
1-800-452-NAPA

Mechanical warranty coverage is extended to 36 months or 36,000 miles on qualifying repairs when insurance deductible is paid for with the NAPA AutoCare EasyPay Card (not applicable to commercial vehicles).

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Section Four

NAPA Truck Service Center Over the Road Nationwide Limited Repair Warranty

1-888-925-5428

NAPA Truck Service Center Members Only

Truck Service Center Introduction

888.925.5428

NAPA Truck Service Center Over the Road Warranty

Which Facilities Can Offer These Warranties?

Type of Facility	Peace of Mind Warranty 800.452.NAPA	Collision and Refinish Warranty 800.452.NAPA	Over the Road Warranty 888.925.5428
NAPA AutoCare Center	Yes	No	No
NAPA AutoCare Collision Center	Yes	Yes	No
NAPA Truck Service Center	Yes	Yes	Yes

All NAPA AutoCare Program members using NAPA as their first-call parts supplier have the Peace of Mind Warranty available to their customers. Truck members performing collision repairs and using Martin Senour paints also have the Collision and Refinish Warranty available for their use. See appropriate sections for complete program details.

Only Truck members have the Over the Road Warranty available for their business!

All NAPA Warranty Programs are designed to help your customers when they can't get back to you. For qualifying automotive mechanical repairs, the Peace of Mind Warranty covers warranty repairs when consumers are unable to return to you, the original repairing facility. For qualifying collision and refinish repairs, the Collision and Refinish Warranty likewise covers warranty repairs when consumers are unable to return to you, the original repairing facility. For qualifying heavy-duty repairs, the Over the Road Warranty covers warranty repairs on highway use vehicles when the customer is unable to return to you, the original repair facility.

- The importance of a nationwide repair guarantee is clear. Customer surveys conducted by major automotive aftermarket groups consistently show that consumers will choose a repair facility that issues a written, nationwide guarantee over one that does not.
- All NAPA Warranty Programs will give your customers the security and confidence they are looking for when choosing a repair facility.



OTR Nationwide Warranty - General Summary

The Over the Road Nationwide Limited Repair Warranty covers parts and labor on qualifying heavy duty, highway-use vehicle repairs for 12 months and unlimited miles.

Your business does have the Peace of Mind Warranty available to you for light mechanical repairs. Please review the Peace of Mind Warranty within this guide for details.

Your business also has the Collision and Refinish Warranty available to you should you perform collision and refinish repairs and you use Martin Senour paint. Please review the Collision and Refinish Warranty within this guide for details.

Services Covered Include

- Air conditioning, heating and climate control systems.
- Engine cooling system(s).
- Engine performance or drivability services and repair.
- Emission control system(s).
- Fuel system(s).
- Electronic engine management system and other on-board computer systems (engine, body, brake and suspension computers), cruise control systems.
- Brake system(s).
- Clutches – clutch component or assembly repair and replacement
- Starting and charging systems.
- Electrical system(s).
- Exhaust system(s).
- Ignition system(s).
- Steering/suspension systems, wheel bearings, CV joints, half-shafts and drive shafts.
- Driveaxles/Differential assembly and components (gears, bearings, and seals)
- Other minor repairs.
- Additional warranty benefits may apply.

Services and Vehicles Not Covered By This Warranty

- ENGINE

  Any internal repairs or replacement of internally lubricated components, or replacement of engine assembly.

- TRANSMISSION

  Automatic - any internal repair or component replacement requiring the removal of the automatic transmission from the vehicle or disassembly of the same.

  Manual – any internal repair or component replacement any repair to a manual transmission requiring the removal of the transmission for the repair to be performed.

- TIRES & BATTERIES

- BODY, PAINT, MOLDING REPAIR

- USED, SALVAGED, OR CUSTOMER SUPPLIED PARTS

- PASSENGER VEHICLES

  Repairs on passenger vehicles may be covered under the terms of the NAPA AutoCare Peace of Mind Nationwide Limited Repair Warranty as outlined in Section 2. If your business also includes collision and refinish repairs, and you use Martin Senour paints, then you can offer the NAPA AutoCare Collision and Refinish Nationwide Limited Repair Warranty as outlined in Section 3.

- PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)

  Oil changes, fluid changes and flushes, wiper blades, filters.

- NORMAL WEAR AND TEAR

  E.g., normal brake shoe and/or brake pad wear, as well as normal clutch friction wear are excluded.

NAPA TRUCK SERVICE CENTER "OVER THE ROAD" NATIONWIDE LIMITED 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 ("Dealer") _____ who is so named on the original repair order, and whom performed the service/repairs on your vehicle. This warranty will be honored by any Truck Service Center Dealer participating in this program, or any other authorized repair facility anywhere in the United States. This warranty is not a warranty by National Automotive Parts Association (NAPA), its employees, jobbers, member companies, or the administrator, Sonsio Administrative Services, LLC, its affiliates, subsidiaries or any of their employees, or member companies. Sonsio Administrative Services, LLC serves as the administrator only.

WHAT IS COVERED BY THE WARRANTY

This Warranty covers the following types of repairs and services:

A. Air conditioning, heating and climate control systems.
B. Brake system.
C. Clutches - clutch component or assembly repair and replacement
D. Engine cooling systems.
E. Engine performance, drivability services and repairs.
F. Emission control system.
G. Electronic engine management system and other on-board computer systems, (engine, body, brake and suspension computers), cruise-control systems.
H. Driveaxles (differential assembly and components, i.e. gears, bearings, shafts, and seals)
I. Electrical systems.
J. Exhaust system.
K. Fuel systems.
L. Ignition system.
M. Other minor repairs and services.
N. Starting and charging systems.
O. Steering/suspension systems, wheel bearings, CV joints / U-joints, half-shafts and drive shafts.

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 12 months** measured from the date of the first repair shown on the original repair order. This warranty is conditioned on the vehicle being subjected only to normal use, and receiving reasonable and necessary maintenance during the warranty period. **Warranty repair costs shall in no case exceed the costs of the original related repair or service.** If there is a defect in either materials or workmanship within the warranty period, the Independent Repair Facility shall have the option to either perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund to you the entire charge for the warranted repairs, minus any previous refunds or credits. **This warranty will cover medium/heavy duty trucks with a load capacity of 1½ tons or greater designed or built for highway use. It specifically excludes medium/heavy duty trucks designed and built for off road service or use.**

STATE OF CALIFORNIA ONLY: 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 other laws.

WHERE YOU CAN OBTAIN WARRANTY SERVICE

If you are less than 100 miles away from the original repairing NAPA Truck Service Center location, you must return your vehicle to the NAPA Truck Service Center location where the warranted service was performed and present your copy of the repair order to the Dealer. If you are more than 100 miles away from the original facility, you may take your vehicle to another participating NAPA Truck Service Center location in the area.

If you are not aware of a participating NAPA Truck Service Center location in your area, then you must call the Administrator, at (888) 925-5428, from 8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time) and 8:00 a.m. to 5:30 p.m. Saturday (Eastern Time), excluding holidays. The Administrator will direct you to the nearest participating NAPA Truck Service Center. If there are no NAPA Truck Service Center locations in your area, the Administrator will direct you to a non-NAPA Dealer location.

WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE

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

If there are no participating locations in your area, you must obtain authorization from the Warranty Administrator prior to any warranty repair work by calling (888) 925-5428. If the non-participating Repair Facility location will not accept payment from the Administrator, you must pay for the warranty service and submit a legible copy of your original repair order and warranty service repair order to the Administrator for consideration for reimbursement under this warranty.

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 the 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). **This Warranty does not cover replacement or repairs due to normal wear and tear.** The Facility's 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 in 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) or cover parts and labor due to normal wear and tear. Some states do not allow the exclusion or limitation of incidental or consequential damages, 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.

THIS WARRANTY DOES NOT COVER REPAIR(S) OR REPLACEMENT(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 REPAIRS INVOLVING USED OR SALVAGED PARTS, CUSTOMER SUPPLIED PARTS, AND OR REPLACEMENT OR REMOVAL OF INTERNALLY LUBRICATED PARTS AND OTHER SUCH REPAIRS AS LISTED BELOW. AUTOMOTIVE REPAIRS AND SERVICES EXCLUDED FROM THE NATIONWIDE LIMITED WARRANTY INCLUDE BUT ARE NOT LIMITED TO:

I. ENGINE (excluding external engine seals and gaskets)
   A. Any internal repairs or replacement of internal components, or replacement of engine assembly.
II. TRANSMISSION (excluding external transmission seals and gaskets)
   A. Automatic – any internal repair or component replacement.
   B. Manual – any internal repair or component replacement.
III. BODY, PAINT, MOLDING REPAIR
   A. Any repair or materials related to auto body repair work.
   B. Glass related repairs.
IV. TIRES, BATTERIES
VI. PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
   A. Oil changes, fluid changes and flushes, wiper blades, filters.

NAPA TRUCK SERVICE CENTER
OVER THE ROAD NATIONWIDE WARRANTY CENTER
P.O. BOX 17659, GOLDEN, CO 80402-6027
1-888-925-5428

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Section Five

NAPA AutoCare Peace of Mind
NAPA Collision & Refinish
NAPA Truck Service Center Over the Road

Nationwide Limited Repair Warranty Program Procedures

Original Repair Invoice Requirements

Due to the enhanced warranty coverage periods, your invoice for the original repair work must include the information listed below. If this information is incomplete, your customer's claim could be delayed or rejected.

1. Your Facility's name, address, and telephone number.

2. The date the repair / wervice work is performed.

3. The customer's name and address.
   (if possible, please also include the customer's telephone number and email address if available)

4. The customer's vehicle year, make, and model.

5. The vehicle's odometer reading at the time the repair / service work is performed.

6. Description of the repairs and/or services performed.

7. Description of parts, labor, and the amounts charged to the customer.

How to Obtain Authorization for Repairs

WHAT TO DO WHEN AN EXISTING CUSTOMER COMES BACK TO YOUR FACILITY FOR WARRANTY REPAIRS

You, the Original Facility, are responsible to stand behind and uphold the terms of the nationwide limited warranty for any customer who returns to your facility for warranty service work.

1. Obtain a copy of the original invoice from the customer. The customer must have a copy of the original invoice in order to exercise their warranty privileges.

2. Verify that less than the specified warranted time or miles have elapsed since the date and mileage documented on the original invoice. (If either parameter has elapsed, the warranty is expired.)

3. Perform the proper diagnostic procedures and verify whether a defect exists with the original repair or replacement of part(s).

4. Proceed with the necessary re-repair of the customer vehicle and issue a written repair order that lists the specific repair that was performed to resolve the customer warranty claim.

5. File a copy of the repair invoice with the related copy of the original repair invoice in your customer file.

6. If the warranty repair involved the replacement of a defective part, return the defective part back to your parts store.

WHAT TO DO WHEN A CUSTOMER IS REFERRED TO YOU FROM ANOTHER FACILITY FOR WARRANTY RELATED REPAIRS

1. If a consumer comes into your facility for a warranty repair (another NAPA AutoCare Center performed the original repair), then please follow these guidelines.

    a. Obtain a copy of the original invoice from the customer. The customer must have a copy of the original invoice in order to exercise their warranty privileges.

    b. Verify the vehicle presented for warranty service work is the same vehicle on which the warranted repairs in question were performed.

    c. Verify that less than the specified warranted time or miles have elapsed since the date and mileage documented on the original invoice. (If either parameter has elapsed, the warranty is expired.)

    d. If the claim satisfies each of the conditions listed above, you may then continue with the processing of a potential warranty claim.

    e. If the customer's claim fails to satisfy any of the conditions above, you should advise the customer that the claim is not eligible for adjustment under the nationwide warranty program and provide the customer with the reasons for this determination.

How to Obtain Authorization for Repairs (cont.)

6. Once you have determined the warranty service claim satisfies the aforementioned conditions, diagnose the problem and confirm that the warranty repairs in question have proven to be defective, either in the parts or the labor. You should then assemble an estimate for the cost necessary to correct any such deficiency in the warranted repairs.

7. Prior to beginning any warranty service work, contact the Warranty Administrator at the listed toll-free phone number for that program and discuss the situation in sufficient technical detail to allow the Administrator to make an informed decision on the merit of the claim. You should also provide the Administrator an estimate for the cost of the repairs necessary to remedy the condition.

8. The Administrator will advise you whether the customer's claim is meritorious. If the Administrator determines the claim is meritorious, and therefore entitled to adjustment under the nationwide warranty, the Administrator shall so advise you and provide you with a work claim number. Similarly, if the Administrator determines that the claim is not meritorious, they shall so advise you and provide an explanation as to why the claim is ineligible for adjustment.

9. Once the Administrator has advised you that the claim is meritorious, and you have been provided with a claim number, you can perform the warranty service work. If a part is involved, you must order the replacement part from your servicing NAPA AUTO PARTS Store. If your servicing store cannot acquire a NAPA part, only then you can use a part from another provider in order to complete the repair. If, during the course of performing this work, you determine that the cost (parts & labor) necessary to remedy the defect in the warranted repairs exceeds the estimate approved by the Administrator, telephone the Administrator and advise them accordingly.

10. Complete a new repair order detailing the nature and charges for the warranty service work performed (parts & labor). On the face of the invoice, legibly write "Nationwide Warranty Adjustment - No Charge." Do not charge the customer for any authorized warranty service work. You should also write the claim number on the face of the invoice. The customer must sign the repair invoice.

11. If a NAPA part is replaced under this warranty, then you'll need to provide the alleged defective part back to your servicing NAPA store for credit. If a non-NAPA part is replaced, then you can discard the part.

12. The copy of the original repair invoice, along with the subsequent invoice reflecting the warranty repair, shall be sent to the Administrator for review. You should confirm with the customer that your invoice correctly shows their current address.

13. If your customer returns to you for warranty service on a TEC Paint System covered procedure, you need to have your customer call 1-800-452-NAPA to request a date and time to have the vehicle inspected. A Martin Senour representative will contact the customer within 5 business days to make arrangements for the vehicle inspection. Once the vehicle is inspected, the Martin Senour representative will inform the customer if the vehicle is eligible and will make any necessary arrangements for the vehicle to be repainted.

800.452.NAPA
For the Peace of Mind & Collision Warranty
Covering Automotive Mechanical Repairs on Consumer-Owned Vehicles

888.925.5428
NAPA Truck Service Center
Over the Road Warranty

Submitting Claims for Payment

1. For the fastest payment of approved warranty repairs, please use the enclosed FAX cover sheet found in the appendix of this guide. Fax a copy of the customer's original invoice and a signed copy of your re-repair invoice to the technician handling your claim:

   Once the claim is processed, within 48 business hours you will receive a return call from one of our claims administrators ready to issue payment to you via check or credit card. You can process the credit card while on the phone with our representative for immediate payment.

   or

   You may mail the original repair invoice and the new repair invoice to the Warranty Administrator at the following address:

   NAPA Warranties Program Administrator
   P.O. Box 17659
   Golden, CO 80402-6027

   A check will be mailed to you for payment for invoices mailed to the Warranty Administrator. From the date the Warranty Administrator receives the invoices, it will take approximately 10 working days for the claim to be processed and payment issued.

2. Failure to submit any or all of the required documents will result in a delay of payment or non-payment of the claim.

3. ALL CLAIMS MUST BE SUBMITTED FOR REIMBURSEMENT WITHIN 90 DAYS OF THE DATE THE CLAIM NUMBER WAS ISSUED. Failure to submit the required invoices within 90 days will void the claim. No reimbursement will be issued for claims that exceed this time limit.

Eligible Services and Testing Procedures

The following is a list of some of the components that are eligible for reimbursement in the event that a failure occurs. There is also a description of some of the tests that should be completed prior to contacting the Warranty Administrator. Performing these tests and providing the diagnostic data will ensure the expeditious handling of your claim.

1. **ELECTRICAL COMPONENTS:** When replacing electrical components, we will ask for the results of specific tests. These tests will include voltage drops across the positive and negative circuits, and available voltage at the B+ terminal of the failed component.

    a. **STARTERS:** You should have available the voltage drop readings from both positive and negative circuits and available voltage at the B+ terminal, amperage draw, battery voltage reading while the engine is cranking, and results of a battery load test. Some or all of these tests may be required before a claim number is issued. Additional tests may be required if it is deemed necessary.

    b. **ALTERNATORS:** You should have available the voltage drop readings from both the positive and negative circuits, and output readings at idle and high idle (amperage and voltage). Output readings should be taken from the B+ terminal on the back of the alternator, not at the battery. Externally regulated models will require these readings with the alternator in full field. Additional tests may be required if it is deemed necessary.

3. **A.C. COMPONENTS:** High and low side pressure readings, results of a leak test, or other tests as required. The Warranty Administrator will determine the appropriateness and necessity for additional testing.

4. **BRAKE COMPONENTS:** You should have a detailed and accurate description as to the condition of the failed part and the necessity for replacement.

5. **CLUTCH COMPONENTS AND/OR ASSEMBLIES (Peace of Mind Warranty Only):** You should have a detailed and accurate description as to the condition of the failed part and the necessity for replacement.

6. **COOLING SYSTEMS:** You should have a detailed and accurate description as to the condition of the failed part and the necessity for replacement.

7. **STEERING & SUSPENSION:** You should have a detailed and accurate description as to the condition of the failed part and the necessity for replacement.

8. **ENGINE PERFORMANCE RELATED SERVICES:** Proper diagnosis must be performed in order to condemn the failed component. This may include tests such as: scope analysis; fuel pump pressure reading; exhaust emission reading; and voltage input and output readings, where applicable. Some diagnostic time may be reimbursed depending upon the type of failure. The decision as to whether diagnostic time will or will not be allowed and how much time will be allowed will be that of the Warranty Administrator.

9. **COMPUTER CONTROL COMPONENTS:** Proper diagnosis must be performed in order to condemn the failed component. This would include tests such as voltage and resistance readings, where applicable. Other tests may be required. Some diagnostic time may be reimbursed. The decision as to whether diagnostic time will or will not be allowed and how much time will be allowed will be that of the Warranty Administrator.

10. **ALL OTHER ADDITIONAL SERVICES NOT LISTED:** A detailed and accurate description as to the condition of the failed part and the necessity for replacement.

Samples

The following pages are examples of the claims fax cover sheet and the emails to the customer and to the original repair facility which will be sent when email addresses are provided to the warranty administrator.

The purpose of the customer emails are to follow up with the customer and provide them the opportunity to contact the warranty administrator if they are still experiencing any problems or require any additional assistance.

An email is also sent to the original repair facility, if the email address has been provided, to provide notice that a customer had a claim that was handled through the nationwide warranty program. **It is highly recommended that you call your customer to be sure everything was handled to their satisfaction.** By taking the time to show your concern, you will take a big step towards retaining your customer in the future.

PO Box 17659
Golden, CO 80402-6027
800-452-NAPA (6272) POM & Collision Warranty
888-925-5428 OTR Warranty

Sonsio™

Warranty Administrator for NAPA

Fax Cover Sheet

To:	**From:**
Fax:	**Pages:**
Phone:	**Date:**
Re:	**Phone:**

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Pay by Credit Card**

☐ **Please update my account with the following email address to be used for claim notices:**

_____

We need the following documents in order to pay your claim by credit card.

☐ **A copy of the invoice from the original repair facility**

☐ **A copy of your invoice today showing the corrective repairs**

- **Comments:**

Sample Email to the Original Facility

From: Program Claims Administrator <warrantyadmin@sonsio.com>
To: [NAPA AutoCare Center Email Address]
Subject: Claim Status Notification
Sent: [Date and time]

NAPA AUTOCARE CENTER
1212 FIRST ST
DENVER, CO 88888

Re: Claim # 3440800653

Dear NAPA AUTOCARE CENTER:

As a special service we provide, we want to inform you that a valued customer of yours experienced a problem requiring further repairs which were covered by the NAPA AutoCare Peace of Mind Nationwide Warranty.

JENNIFER JONES
123 MAIN STREET
DENVER, CO 80123
402-984-4878

STARTER,SOLENOID
Original Date: 11/21/2017
Invoice #: 29681
Repair Facility: 24 HOUR AUTO REPAIR
Repair Date: 02/26/2020

In the interest of customer satisfaction, we recommend that you contact JENNIFER JONES at your convenience.

If you have any questions or if we may be of further assistance please contact us Monday through Friday 8A.M. to 5P.M. Mountain Standard Time at 800-452-6272.

Sincerely,

Warranty Administrator
NAPA AutoCare Peace of Mind Nationwide Warranty

Sample Email to the Customer

From: Program Claims Administrator <warrantyadmin@sonsio.com>
To: Jennifer Jones <jenniferjones@emailaddress.com>
Subject: Claim Status Notification
Sent: [Date and time]

JENNIFER JONES
123 MAIN STREET
DENVER, CO 80123

Dear JENNIFER JONES:

We are aware of the recent problems you have incurred with your vehicle. We realize that any vehicular problem poses an inconvenience. We trust that we were able to get your vehicle repaired and back on the road quickly. Our objective is to do everything within our power to ensure that your repair experience is a good one.

Your patronage is very important to us. We want to make certain that your situation was resolved to your satisfaction and that you are happy with the warranty services you received.

If you have any questions or need further assistance, we invite you to visit or call NAPA AUTOCARE CENTER at (303) 555-1212 or contact us at the warranty center at (800) 452-NAPA Monday through Friday 8 A.M. to 5 P.M. Mountain Standard Time.

Sincerely,

Corporate Warranty Center

Frequently Asked Questions

1. **What benefits do I receive?**

   As a participating NAPA Program Member, using NAPA as your first-call parts supplier, you will receive the following benefits from the Nationwide Warranty Program based on program (mechanical, collision or truck) participation:

   a. The Warranty Center will pay the cost of repairing the customer's vehicle when they experience a warranty related failure and are unable to return to your facility during the warranty period.

   b. As a member of this nationwide warranty network, you may receive referrals of customers from other service facilities when those customers experience a warranty related failure and are in need of repair while located in the vicinity of your service center.

   c. As a collision or truck member using Martin-Senour paint products, you can make available to your customers the NAPA AutoCare Collision & Refinish Warranty – providing a way to offer an up to lifetime warranty on refinish, body and metal work. The warranty you can specifically offer is dependent upon what you are authorized to offer based upon your training from Martin-Senour. Should you need to re-repair your own work, your Martin-Senour representative will provide product as compensation for your time and materials. Should you have questions regarding this, please contact your servicing NAPA AUTO PARTS Store or your Martin-Senour representative.

2. **Why does the nationwide warranty only cover my customers if they are unable to return to my facility?**

   By having the customer return to your facility, you are given the opportunity to personally resolve their problem thus retaining them as your customer. You are able to work with your serving NAPA store to quickly resolve the issue on covered repairs. If the customer were to go to another facility for the re-repair, they may be inclined to return to that facility for future repairs, providing their vehicle was repaired correctly.

   Most customers will continue to be a patron of the facility that 'made it right,' because they are the 'hero.' The reward of retaining a loyal customer far outweighs the cost of a re-repair. Having your customer return to your facility is to your advantage.

   Collision Centers are able to work with your Martin Senour representative or your servicing NAPA store to quickly resolve the issue on covered repairs for customers returning to you (for refinish work and materials of collision repairs), as well as your servicing NAPA store for light mechanical repairs.

3. **When my customer has a warranty claim that is handled by another location, will the Warranty Center bill me for the cost of the re-repair?**

   No. The cost of the re-repair is covered by the Warranty Center when your customer is unable to return to your location. There will be absolutely no cost to you for such repairs.

4. **If a non-NAPA part was used for the original repair, is the customer still covered?**
   Yes, on the national warranty for light-mechanical repairs of consumer-owned vehicles if you are re-repairing a vehicle that you did not originally work on. If you are re-repairing your own work, you should take care of your customer and work with your supplier that provided the non-NAPA part if any labor reimbursement is available from them. Your NAPA store receives a letter regarding any warranty of non-NAPA parts relating to a warranty claim extended to one of your customers when they have a re-repair performed at another location.

Frequently Asked Questions (cont.)

5. **How will I know if one of my customers has a warranty claim while traveling away from my facility?**

   Use Fax Cover Sheet on page 30 of this guide to submit your email address to the Warranty Administrator. Once you have provided your email address, the Warranty Administrator will add it to your account. Going forward, when one of your customers has a claim, an email will be sent to you informing you of the customer's name, address, telephone number, the nature of the repair, and the date of the failure. This will allow you to contact your customer and make sure that he/she is satisfied with the service they received.

6. **During what hours can my customers contact the Warranty Center?**

   The Warranty Center is open Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time, and Saturday from 8:00 a.m. to 5:30 p.m. Eastern Time, excluding the six primary holidays (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day).

7. **If my customer goes out of the United States (Mexico, Canada, etc.), are they still covered under the warranty?**

   Yes. The customer is covered anytime or anywhere within the warranty parameters. Claims outside the country will be handled on a reimbursement basis.

8. **If a customer goes elsewhere and has repairs performed and then returns to the original facility seeking a refund, what should the original facility do?**

   If the claim meets the warranty parameters, contact the Warranty Administrator. They will open a file and the claim will be processed in the normal manner. Any reimbursement will be made directly to the customer.

9. **If a customer has a repair redone under the warranty, are they then given a new warranty or does the warranty go back to the date of the original repair?**

   A new warranty will be given on the repair that is performed if the repair is performed at a participating NAPA AutoCare Program Member.

10. **What if the customer loses his repair order?**

    The customer should contact the original facility to see if a copy of the invoice can be reproduced. The Warranty Center can assist with this process and attempt to have the original facility fax a copy of the repair invoice. In a worst-case scenario, the customer would pay for any necessary repairs and seek a reimbursement after the fact by submitting copies of the documentation (once the missing repair order is located) to the Warranty Center.

11. **How will my customers know who to call should they experience a failure and can't return to my facility?**

    You should provide a copy of the warranty statement to all of your customers.

12. **How can my customers find out where another participating NAPA facility is located?**

    When you are reviewing your final invoice with your customer you should take the time to discuss the warranty and circle or highlight the toll-free number on the warranty statement. Customers should call this number for a referral to another NAPA AutoCare facility. Consumers can also find their nearest NAPA AutoCare Center by going to www.napaautocare.com and use the locator.

Frequently Asked Questions (cont.)

13. Who can participate in the 12 Month/12,000 Mile Extender Program?

All AutoCare Members currently providing the 24 month/24,000 mile NAPA Peace of Mind Nationwide Limited Repair Warranty are eligible to enroll in the Extender Program.

14. How does the Extender Program work?

Facilities that enroll in the Extender Program will now have coverage for an additional 12 months/12,000 miles on repairs/service normally covered under the 24 month/24,000 mile NAPA Peace of Mind Nationwide Limited Repair Warranty.

15. What isn't covered under the Extender Program?

The Extender Program does not extend the warranty periods for the Collision and Refinish Warranty or the Over the Road Warranty. The Extender Program does not apply to Local Labor Reimbursement.

16. Where can I get additional information?

See Section Six *(pgs 35 - 38)* for more details, the program enrollment form, and the participation agreement.

Section Six

NAPA Peace of Mind
Nationwide Limited Repair Warranty

12 Month / 12,000 Mile
Warranty Extender

Program Overview & Enrollment Forms

Extend Your Nationwide Warranty an Additional 12 Months/12,000 Miles!



WHAT ARE THE BENEFITS OF PARTICIPATING IN THE PROGRAM?

The NAPA Nationwide Warranty 12 Month/12,000 Mile Extender Program gives your shop the following benefits:

- You will be differentiated from your competitors because your work will be covered for a total of 36 months/36,000 miles.
- Your customers can have the highest confidence in the work you perform.
- Customers are directed back to your shop for an extended period of time.
- This extends the total coverage period to 36 months/36,000 miles, subject to the same Terms & Conditions of the NAPA AutoCare Nationwide Peace of Mind Warranty.
- This coverage does not apply to Local Labor Reimbursement.

WHAT WILL BE DIFFERENT ONCE I ENROLL IN THE PROGRAM?

The nationwide warranty program will work exactly like the current program you are already used to. The phone number, paperwork requirements, etc are the same. The only difference is that your customers can rest easy knowing you have them covered with the extended Peace of Mind Warranty when they are more than 25 miles away from your shop.

HOW MUCH DOES THE EXTENDED WARRANTY COST?

Individual NAPA AutoCare Centers can enroll for $75.00 per year.

For more information, see the Enrollment Form and the complete Terms & Conditions for the Program.

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NAPA Nationwide Warranty 12 Month / 12,000 Mile Extender Dealer Enrollment Authorization

The Enrollment Authorization ("Authorization") is a contract between you and Sonsio Management, Inc., and applies to your use of the NAPA Nationwide Warranty 12 Month / 12,000 Mile Extender (hereinafter the "Program"). You must read, agree with, and accept all of the terms and conditions contained in the Authorization and the Participation Agreement. **By your participation in this Program you agree to be bound by the terms and conditions of the Warranty and the Participation Agreement. Your participation in the Program is evidenced by your submittal of this completed Enrollment Authorization to Sonsio for processing and enrollment in the Program**.

AutoCare Center Enrollment Fees:

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
$75.00	$68.75	$62.50	$56.25	$50.00	$43.75	$37.50	$31.25	$25.00	$18.75	$12.50	$6.25

Provided the enrolling facility was a NAPA AutoCare Center as of January 1 of the current calendar year, regardless of the date of enrollment in the Program, the AutoCare Center will pay the Annual Enrollment Fee, and work performed as of January 1st in the year they enroll will be covered.

For new facilities enrolling after January 1st in the NAPA AutoCare Program, the annual fee for the Extended Warranty shall be prorated based on the month your facility is approved and made effective as an eligible NAPA AutoCare Center. **The prorated fee is available only to new AutoCare facilities.** Work performed as of the Auto Care effective date will be covered.

Enrolling Dealer Information:

Facility Name (DBA) _____ Service Center #_____

Contact _____ Title/Position _____

E-mail Address (required)_____

Main Phone No. _____ Main Fax No. _____

Street Address _____

City _____ State _____ Zip Code _____

Mailing Address (if different from above) _____

City _____ State _____ Zip Code _____

Billing Contact _____ Title/Position _____

Billing Contact E-mail Address _____

Billing Phone No. _____ Billing Fax No. _____

Authorization for Payment of Program Fees by Credit Card:

Credit Card Billing Contact Information:

Credit Card Billing Address: _____

City _____ State _____ Zip Code _____

☐ Visa ☐ Mastercard

Expiration Date _____ (MM/YY)

Card Number _____

Cardholder Name _____

I hereby authorize Sonsio to charge this credit card annually the appropriate amount due, based on my AutoCare effective date.

Cardholder Signature _____

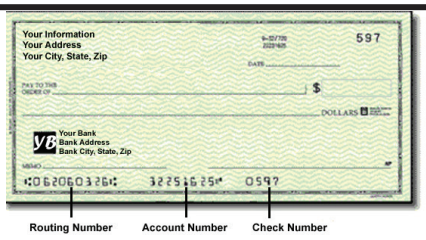
Date _____

Electronic Funds Transfer (EFT) Account Authorization for Debit of Program Payment:

Bank Routing Number _____

Bank Account Number _____

DO NOT USE A DEPOSIT SLIP. Use the routing number and account number printed on one of your checks for this account. If you are not sure, you can always call your bank and ask them to give you the bank routing number and account number for the checking account you are using for this program. ***Fax us a copy of your voided check.***



Account Type (eg, Business Checking) _____

Name on Account _____

By filling out and submitting this form, I (we) hereby authorize Sonsio Management, Inc., hereinafter called COMPANY, to initiate debit entries to my (our) Checking Account/Savings Account indicated above at the depository financial institution named above, hereafter called DEPOSITORY, and to debit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. Law.

I hereby authorize Sonsio to debit this account annually the appropriate amount due, based on my AutoCare effective date.

Authorizing Signature _____ Date _____

This authorization is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it. WRITTEN CREDIT/DEBIT AUTHORIZATIONS MUST PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED IN THE AUTHORIZATION.

I hereby ACCEPT the terms and conditions of the Program.

Signature _____ Business Federal Taxpayer Identification Number_____

A Taxpayer Identification Number (TIN) is an identification number used by the Internal Revenue Service (IRS) in the administration of tax laws. **For billing questions or assistance, please call 303-736-1190**.

Fax this completed enrollment form to Sonsio at 1-866-597-9314 or mail it to:
NAPA AutoCare "Peace of Mind" Nationwide Warranty Center, P.O. Box 16788, Golden, CO 80402-6012

If you DO NOT want to be included in our Locator Database, from which we provide customer referrals, check this box ☐

Your Enrollment in the Program: Participation Agreement

The Enrollment Authorization ("**Authorization**") is a contract between you and Sonsio Management, Inc., and applies to your use of the NAPA Nationwide Warranty 12 Month / 12,000 Mile Extender (hereinafter the "**Program**" or "**Extended Warranty**"). You must read, agree with, and accept all of the terms and conditions contained in the Authorization and the Warranty.

By your participation in this Program you agree to extend the NAPA AutoCare Nationwide Peace of Mind Warranty from 24 Months / 24,000 Miles to 36 Months / 36,000 Miles and to be bound by the terms and conditions of the Authorization and the Warranty.

1) This is an extension of the NAPA AutoCare Nationwide Peace of Mind Limited Warranty, and you are responsible for warranty repairs that occur within 25 miles of your facility.
2) You understand that the extension is not applicable to local labor reimbursement programs.

Your participation in the Program is evidenced by your submittal of the completed Enrollment Authorization to Sonsio for processing and enrollment in the Program.

Each Facility must enroll and complete an electronic funds transfer ("**EFT**") or credit card authorization form (the "**Enrollment Authorization Form**") in order to have extended warranty coverage. The Enrollment Authorization Form must be approved by Sonsio before the Facility will be eligible for extended coverage.

Program Requirements

A) Program fees shall be paid by each Facility.

B) Program fees shall be paid in U.S. dollars .

C) Fees may be paid using the credit card or EFT from the bank account designated on the Enrollment Authorization Form.

D) The Annual Enrollment Fee is determined based on the date your facility is approved and made effective as an eligible AutoCare Center by NAPA.
   i. Provided the enrolling facility was a NAPA AutoCare Center as of January 1 of the current calendar year, regardless of the date of enrollment in the Program, the AutoCare Center will pay the Annual Enrollment Fee, and work performed as of January 1st in the year they enroll will be covered.
   ii. For new facilities enrolling after January 1st in the NAPA AutoCare Program, the annual fee for the Extended Warranty shall be prorated based on the month your facility is approved and made effective as an eligible NAPA AutoCare Center. **The prorated fee is available only to new AutoCare facilities.** Work performed as of the Auto Care effective date will be covered.

E) Fees are invoiced annually, and will be charged to the designated credit card or debited from the account designated for EFT.

F) Annual renewal will occur automatically on the first (1st) day of the month preceding the beginning of the Warranty coverage term or the first business day thereafter if the 1st is not a normal business day.

G) The facility must provide written notification at least thirty (30) days before the beginning of the Warranty coverage term in order to cancel enrollment in the Warranty.

H) Upon cancellation of enrollment in the Warranty, a Facility which makes payment annually shall be issued a prorated refund for any subsequent three-month periods for which payment has already been made so long as no claims have been paid on behalf of the cancelling Facility.

G) **Electronic Fund Transfers**. Facilities electing to authorize electronic fund transfers ("EFT") for payment must complete the EFT portion of Enrollment Form.
   i. Debits to designated EFT accounts shall post within two (2) business days after the 1st day of the month in which your Program Fees are debited.
   ii. **Non-Sufficient Funds ("NSF") Fee**. If a NSF occurs, the bank will make three attempts within ten (10) days to process the payment. In addition to the amounts invoiced by Sonsio for Program Fees, you will be charged a NSF fee for each NSF that is charged to Sonsio. The current NSF Fee is $50. This fee is subject to change based on the amount charged to Sonsio or as bank fees increase. Upon our notification of a NSF, we will notify you by phone, fax and/or email and ask that the situation be rectified. If we are unable to process your payment successfully within one (1) business day, your Warranty coverage will be terminated until your outstanding balances, and associated fees are resolved. If your Warranty coverage is terminated, we will send an email to you notifying you of the current status and the steps required to reinstate the Program.

I) **Credit Card.** Facilities electing to utilize a credit card (Visa or Mastercard) for payment must complete the credit card portion of the Enrollment Form.
   i. If your credit card is rejected or declined, we will make one attempt to reach the billing contact person by telephone to get the correct credit card information before we make a second attempt to process your payment.
   ii. If we are unable to process your payment successfully within one (1) business day, your Warranty coverage will be terminated until the payment issue is resolved and all past due balances and any associated fees are paid in full. If your Warranty coverage is terminated, we will send an email to you notifying you of the current status and the steps required to reinstate the Program.

J) In the event that payment is not received by the first (1st) day of the Warranty coverage period, you will not be reenrolled in the Program.

K) In the event that it becomes necessary for Sonsio to take legal action to collect unpaid amounts, Sonsio shall be entitled to collect, in addition to the amounts owed, interest on the unpaid balance at the rate of twelve percent (12%) per annum, and all costs of collection, including reasonable attorney's fees.