

How to Obtain Warranty Service

You must return to the Pronto Auto Service Center where the original service or repair was performed. Be sure to keep a copy of the original invoice and present it when seeking service under this warranty.

If your vehicle is inoperable and cannot be driven without further damage you may be eligible for additional coverage of up to \$90 reimbursement for tow services and/or Rental car reimbursement of \$50 per day for up to two days while the vehicle is being re-repaired as determined by the administrator.

If you are unable to reasonably return to the original Pronto Auto Service Center, you must call the Warranty Administrator to obtain a warranty claim number prior to making any repairs at **877.252.4609**, Monday - Friday, 8:00 am - 5:00 pm (CST). Automated instructions are available for after hours inquiries.

The Administrator will direct you to the nearest participating service center to diagnose vehicle issues and confirm warranty. The Warranty Administrator will require you, the car owner, to provide the original repair order for warranty eligibility.

If the re-repair meets the warranty requirements then the warranty administrator will approve repairs with a specified amount. Remittance is limited to covering the failed part(s), labor and taxes associated with said part up to the original dollar amount (as listed on the original repair invoice).

Payment Process:

Upon completion of the re-repair an invoice is to be submitted to the Nationwide Protection Plus warranty administrator for payment. The warranty administrator will pay the re-repair facility up to the "approved specified amount" from the repair estimate over the phone via a credit card.

In some cases it may be required for the consumer to ship the failed part to the Warranty administrator. Shipping costs will be reimbursed. Failure to ship a required part will void the warranty.

For complete warranty information visit: ProntoCarCare.com

In case of a warranty issue contact:

Warranty Program Administrator

2601 Heritage Avenue

Grapevine, TX 76051

p: 877.252.4609

e: warranty@nationwideprotectionplus.com

Roadside Assistance Reimbursement

Thank you for your business! With a qualifying service or repair, you may qualify for **Roadside Assistance Reimbursement of up to \$90 cash back towards a future Roadside Event.**

How to Qualify:

- ✓ You must have an original repair, of more than \$20, performed at a participating Pronto Auto Service Centers.
- ✓ You must register the qualifying repair within 30 days of repair date at www.ProntoCarCare.com to receive a one-time use certificate good towards a future Roadside event.
- ✓ The Roadside Assistance event must take place at least 24-hrs after the original qualifying repair date.

Program Rules:

- Reimbursement up to \$90 can be used towards a tow, jump start, lock-out, flat tire assistance, or fuel service effective 24-hrs after qualifying repair for one year.
- One reimbursement per registered car, per year.
- Only vehicle & consumer listed on original invoice and Roadside Assistance Certificates are eligible.
- Consumer is responsible for finding a roadside assistance provider.
- Roadside Service on the qualifying vehicle must be provided by a licensed Roadside Assistance Provider or licensed Service Center.
- All documents required for reimbursement must be submitted within 30-days of the Roadside Event per instructions on certificate.

Pronto Auto Service Center HQ has the right to cancel or modify the terms of this program without notice and accepts no liability for the Roadside Service provider chosen by the consumer for service.

For complete
Roadside Assistance
information, visit:
ProntoCarCare.com



Nationwide Protection Plus Parts & Labor Warranty

NATIONWIDE PROTECTION PLUS

24
MONTH
24,000
MILE
WARRANTY



Who Covers this 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 who is so named on the original repair invoice and performed the service/repairs on your vehicle. This warranty is administered by Nationwide Protection Plus warranty division and may be honored by other facilities participating in this program, or other authorized non-participating facilities anywhere in the United States or Canada.

What is Covered?

This warranty covers the following types of repairs and services, subject to the exclusions listed within:

- Air conditioning, heating & climate control systems
- Brake system
- Clutches, clutch component or assembly repair & replacement
- Engine cooling system
- Electrical systems, electronic engine management system and other on-board computer systems
- Engine performance, drivability services & repair
- Exhaust system
- Fuel systems
- Hybrid drive battery replacements (claim coordinated with battery manufacture for replacement)
- Ignition system
- Steering / suspension system, wheel bearings, CV joints / U-joints, half-shafts & driveshafts
- Other minor repairs

In case of a warranty issue contact:

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2601 Heritage Avenue
Grapevine, TX 76051

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ProntoCarCare.com

The independent repair facility warrants that the covered repairs and services performed at their location will be free from defects in materials 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 invoice. Warranty repair costs shall in no case exceed the costs of the original repair or service. If there is a defect in either materials or workmanship within the warranty period, the independent repair facility has the option to perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund the entire charge for the warranted repairs, minus any previous refunds.

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 any law.

What is not Covered?

You must pay for any non-warranty service you order to be performed at the same time as any 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). The facilities 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 within 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). Some states do not allow the exclusion or limitation of incidental or consequential damage, 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.

Repair & Service Exclusions

This warranty does not cover repair(s) or service(s) except as listed in the section, "what is covered by this warranty," though the facility may offer other services.

Specifically excluded: any internal engine, transmission, or differential repairs, associated gaskets and seals or assembly replacement of the same. Also excluded: auto body, paint, molding, glass repairs, tires & used parts. Coverage is limited to the United States & Canada.

NATIONWIDE PROTECTION PLUS

24
MONTH
24,000
MILE
WARRANTY



pronto[®]
AUTO SERVICE CENTER