

NATIONWIDE LIMITED REPAIR WARRANTY

PROCEDURE GUIDE



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Introduction

This Warranty Procedure Manual is designed to help you to easily review the important aspects of the Nationwide Warranty Program. This will allow you to gain the maximum possible benefit from the program and provide optimum customer satisfaction.

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

We are pleased you have elected to be a part of the Program and to provide your customers with the opportunity to have the finest Nationwide Warranty available.
If we can be of service or assistance, please contact a Warranty Administrator at

1-866-541-9805

Who Makes the Warranty?

The warranty is made by the Independent Repair Facility named on the repair invoice that performed the service/repairs on the vehicle. The warranty may be honored by any facility participating in this program or other authorized facility anywhere in the United States or Canada. Sonsio Administrative Services, LLC. serves as the administrator ("Warranty Administrator") only.

This means the Independent Repair Facility performing the repairs is the issuer of the warranty and, as such, is responsible to uphold the terms and conditions described within the warranty for any services it performs. Sonsio will act as the administrator on behalf of the original facility when the customer experiences a failure and cannot reasonably return to the original facility (see the Warranty Statement for complete details).

Program Implementation Tips

BEST PRACTICES

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.

Explain the warranty in your sales approach. Knowing you are willing to stand behind your work with a written warranty may be the deciding factor on a sale. The warranty provides the customer with an additional measure of comfort in knowing they are receiving a quality repair or service.

Ensure all of your employees have adequate knowledge of the warranty and its parameters. Everyone should read the warranty statement thoroughly. Perhaps a short meeting is the most effective method of getting everyone acquainted.

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Nationwide Warranty General Summary

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. Advanced Driver Assistance System(s) (ADAS) services and repair.
C. ADAS calibration.
D. Brake system(s)
E. Clutches (clutch component or assembly repair and replacement)
F. Electrical system(s)
G. Emission control system(s)
H. Engine cooling system(s)
I. Electronic engine management system and other on-board computer systems (engine, body, brake, and suspension computers), cruise control systems
J. Engine performance or drivability services and repair
K. Exhaust system(s)
L. Fuel system(s)
M. Ignition system(s)
N. Starting and charging systems
O. Steering/suspension systems, wheel bearings, CV joints, half-shafts, and driveshafts

AUTOMOTIVE REPAIRS EXCLUDED FROM WARRANTY: 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 the removal and/or replacement of the engine, and other such repairs as listed below.

I. REMOVAL, REPAIR OR REPLACEMENT OF INTERNALLY LUBRICATED PARTS including, but not limited to, turbochargers; supercharger; timing chain(s); cylinder head gaskets; camshafts; crankshafts; internal fuel injectors; automatic transmission; manual transmission; transaxles; drive axle/differential assembly including Ring gear, pinion shaft, pinion seal, related gears, and associated bearings; etc.
II. ANY DRIVE MOTORS (wheel motors, high voltage converter motors, etc.)
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 COMMERCIAL VEHICLES with a load carrying capacity greater than 1 ton
V. TIRES, BATTERIES
VI. USED OR SALVAGED PARTS
VII. PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
    A. Oil changes, fluid changes, and flushes, wiper blades, filters
VIII. CUSTOMER SUPPLIED PARTS

See Warranty Terms and Conditions for complete details.

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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/service 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.

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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. 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. If you have any questions once you have a copy of the customer's invoice, you can call the Warranty Administrator at 1-866-541-9805.
    A. Make sure the vehicle presented for warranty service work is the same vehicle on which the original repairs were performed.
    B. Make sure the warranty period has not expired (the specified warranted time or miles have not elapsed since the date and mileage documented on the original invoice). If either parameter has elapsed, the warranty is expired.
    C. If conditions a and b above are not satisfied, explain to 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.
2. If conditions a and b above are satisfied, 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.
3. Prior to beginning any warranty service work, call the Warranty Administrator at 1-866-541-9805 and discuss the situation in sufficient technical detail to allow the Administrator to make an informed decision on the eligibility of the claim. You should also provide the Administrator an estimate for the cost of the repairs necessary to remedy the condition.

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Submitting Claims for Payment

1. For the fastest payment of approved warranty repairs, please submit the required paperwork by following the instructons given to you by the Administrator when you submit the 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:

   PAC Nationwide Warranty 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 60 DAYS OF THE DATE THE CLAIM NUMBER WAS ISSUED. Failure to submit the required invoices within 60 days will void the claim. No reimbursement will be issued for claims that exceed this time limit.

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Frequently Asked Questions

1. **What benefits do I receive?**
   As a participant of the PAC Warranty Program, you will receive the following benefits.
   a. The Warranty Center will pay the cost of parts and labor to re-repair the customer's vehicle, up to the cost of the original repair, when he or she experiences a warranty related failure and they are not able to reasonably return to your facility during the warranty period.
   b. As a member of a 58,000 shop nationwide warranty network, you will 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.

2. **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. There will be absolutely no cost to you for such repairs.

3. **How will I know if one of my customers has a warranty claim while away from my facility?**
   The Warranty Center will send an email 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 they are satisfied with the service they received.

4. **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. EST, excluding the six primary U.S. holidays (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day).

   If a breakdown occurs after hours, the customer may elect to proceed with the re-repair, but must contact the Warranty Center the next business day to submit a claim for reimbursement.

5. **If my customer goes into Canada from the United States 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.

6. **What are the Warranty parameters?**
   Please refer to the Warranty Statement for details.

7. **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.

8. **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.

9. **What if the customer loses their 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 reimbursement after the fact by submitting copies of the documentation (once the missing repair order is located) to the Warranty Center.

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WORLDPAC PROFESSIONAL AUTOMOTIVE COMMUNITY 36 MONTH / 36,000 MILE NATIONWIDE REPAIR LIMITED WARRANTY

WHO MAKES THIS REPAIR LIMITED WARRANTY ("WARRANTY"): This repair 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 Warranty is made by the Independent Service Facility ("Facility") who is so named on the original repair invoice and performed the service/repairs on your vehicle. This Warranty and the original repair invoice form the entire repair limited warranty. This Warranty may be honored by any Facility participating in this program, or other authorized facility anywhere in the United States and Canada. This Warranty is not a warranty of Sonsio Administrative Services, LLC, Worldpac, LLC, either company's affiliates, subsidiaries or any of their employees, or member companies. In addition, Sonsio Administrative Services, LLC serves as the administrator ("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. Advanced Driver Assistance System(s) (ADAS) services and repair.
C. ADAS calibration.
D. Brake system(s)
E. Clutches (clutch component or assembly repair and replacement)
F. Electrical system(s)
G. Emission control system(s)
H. Engine cooling system(s)
I. Electronic engine management system and other on-board computer systems (engine, body, brake, and suspension computers), cruise control systems
J. Engine performance or drivability services and repair
K. Exhaust system(s)
L. Fuel system(s)
M. Ignition system(s)
N. Starting and charging systems
O. Steering/suspension systems, wheel bearings, CV joints, half-shafts, and driveshafts

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 36 months or 36,000 miles (60,000 kilometers), whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair invoice ("Warranty Period"). 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 repair or service.** If there is a defect in either materials or workmanship within the Warranty Period, the Facility has 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.

WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE: You must keep a copy of the original repair invoice and present it when seeking service under this Warranty. If Warranty work is performed, you must temporarily surrender possession of the original repair invoice, or a legible copy of the same. **If you are less than 25 miles away from the original service Facility, you must return your vehicle to that Facility and present your copy of the original repair invoice to the Facility. Unless the warranty administrator authorizes work to be performed by a different repair facility**

If you are more than 25 miles from the original service Facility and you are unable to reasonably return your vehicle to the that Facility, then prior to any Warranty repair work being performed, you must call the Warranty Administrator, at 1-866-541-9805, from 8:00 a.m. to 8:00 p.m. Monday through Friday (EST), excluding U.S. holidays. The Warranty Administrator will direct you to the nearest participating Facility location. If there are no participating Facility locations in your area, you may take your vehicle to a non-participating service facility in your area. If the non-participating service facility will not accept payment from the Warranty Administrator, you must pay for the Warranty service and submit your original repair invoice and subsequent Warranty repair invoice to the Warranty Administrator for reimbursement. In all cases, these original document(s) will be returned to you as soon as practicable.

TRIP INTERRUPTION REIMBURSEMENT: If your vacation or personal trip is interrupted because of the failure of a covered repair during the Warranty Period and you are more than 100 miles (160 kilometers) from home, you may qualify for reimbursement for eligible meal and lodging expenses. If Warranty repairs required an overnight stay before your vehicle could be made ready for your use, you may request reimbursement of up to one (1) claim per 12 months not to exceed a total of $250.00 for eligible meal and lodging expenses. Contact the Administrator to submit a claim.

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 the covered repair or part if it has been damaged by abnormal use, misuse, neglect, accident, alteration, or "tampering with" that contributes to a failure of a covered repair or part. **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). 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.

AUTOMOTIVE REPAIRS EXCLUDED FROM WARRANTY: 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 the removal and/or replacement of the engine, and other such repairs as listed below.

I. REMOVAL, REPAIR OR REPLACEMENT OF INTERNALLY LUBRICATED PARTS including, but not limited to, turbochargers; supercharger; timing chain(s); cylinder head gaskets; camshafts; crankshafts; internal fuel injectors; automatic transmission; manual transmission; transaxles; drive axle/differential assembly including Ring gear, pinion shaft, pinion seal, related gears, and associated bearings; etc.

II. ANY DRIVE MOTORS (wheel motors, high voltage converter motors, etc.)

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 COMMERCIAL VEHICLES with a load carrying capacity greater than 1 ton

V. TIRES, BATTERIES

VI. USED OR SALVAGED PARTS

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

VIII. CUSTOMER SUPPLIED PARTS

NATIONWIDE WARRANTY ADMINISTRATOR
P.O. BOX 17659, GOLDEN, CO 80402-6027
1-866-541-9805

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