



# Protection Plus Nationwide Parts & Labor Warranty 24 Months/24,000 Miles

This warranty is made by the independent repair facility named on the original repair invoice and is administered by National Pronto Association. The independent repair facility warrants repairs and workmanship for 24-months or 24,000 miles whichever comes first anywhere in the United States and Canada. This warranty is not an extended vehicle warranty. This warranty is made on the originally installed part only.

## 25 Mile Rule

- If consumer is 25 miles or more from the Original Service Center, the consumer must call the Warranty Administrator to start a warranty claim prior to any work being performed.
- If consumer is 25 miles or less from the Original Service Center, the consumer must return to the Original Service Center for warranty repair. Service Center agrees to cover parts and labor at no charge to consumer for warranty replacement. Consumer pays for any non-warranty related parts and/or services.
- In both cases, please refer to "How to Obtain Warranty Service." Failure to follow the 25 mile rule will automatically void this warranty.

## How To Obtain Warranty Service

**Consumer must complete the following steps prior to any warranty work being performed. All claims are subject to verification before any reimbursement may be made.** Reference 25 Mile Rule: If a consumer is 25 miles or less from the original repair facility, the consumer is required to return to the original facility for warranty repair. If a consumer is 25 miles or more from the original Service Center, please follow the steps below:

### Steps to start a warranty claim:

1. If consumer is 25 miles or more from the original service center, the consumer must call the Warranty Administrator for instruction and approval: Warranty Line Hours: Monday – Friday, 7:00 am – 5:00 pm (CST)  
Phone: 1-800-477-6686 Fax: 817-430-9559 Website: [www.prontocarcare.com](http://www.prontocarcare.com)
2. After hours, an automated voicemail system will provide instructions on how to handle the warranty and an emergency phone number if needed.
3. Warranty administrator may offer a referral to a Participating Service Center. However, under the terms of this warranty the consumer has the right to choose where they take their vehicle for service.
4. This is a limited reimbursement warranty. Please read "Reimbursement Limits". Consumer is required to pay for any warranty work at time of service and submit required invoices for reimbursement. Non-warranty related items do not qualify for reimbursement.
5. Required documents: Please submit the following within 30 days of the Warranty repair: a legible copy of the original invoice, a legible copy of paid warranty invoice, and any rental car and/or towing invoices which may be eligible for reimbursement.
6. Mail documents to: Warranty Processing, 2601 Heritage Avenue, Grapevine, TX 76051. Include Full name and Current mailing address for payment. Allow two weeks for check processing and mailing.
7. 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.

## What's covered under this limited Parts & Labor Warranty

- This limited warranty covers the following parts if installed by a participating Pronto Warranty Service Center: Engine performance, drivability, services and repair, Engine cooling systems, Emission control system, Fuel system, Electronic engine management system and other on-board computer systems (Engine, body, brake, and suspension computers), Brake system, Starting and charging systems, Electrical systems, Exhaust systems, Ignition system, Steering/suspension systems, wheel bearings, CV Joints/U-joints, half-shafts and drive shafts
- Rental Car Reimbursement covered up to \$50 per day, with a maximum reimbursement of two days or \$100. Towing Reimbursement is reimbursable for up to \$90. In both cases of Rental Car and/or Towing Reimbursement, Claims must meet the following criteria: Coverage period is limited to the terms of this warranty program, Parts listed on original invoice and warranty invoice must match, Must submit legible copies of the paid rental car and/or towing invoice(s), Dates of rental and/or tow invoice must take place over the time period in which the vehicle is being serviced Rental car and Towing services must be provided by Licensed service providers.

## Reimbursement Limits

Reimbursement is limited to covering the failed part (as listed on original ticket), labor, and tax associated with said part for a period of 24 months or 24,000 miles, whichever comes first. Reimbursement is limited to covering up to the original dollar amount paid for the failed part, labor, and tax as listed on the original invoice or the lesser of. If the warranty repair is less than the original repair, the lesser amount of the two will be paid. At no time will reimbursement exceed the cost of the original repair. Incidental or Consequential damages are not covered.