# NAPA Auto Care Peace of Mind Nationwide Limited Repair Warranty

36 Months / 36,000 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") **American & Import Auto Repair**, who is so named on the original repair order, and whom performed the service or repairs on your vehicle. This warranty will be honored by any NAPA Auto Care 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. Driveaxles (differential assembly and components, i.e. gears, bearings, shafts, and seals).
E. Electrical systems.
F. Electronic engine management system and other on-board computer systems (engine, body, brake and suspension computers), cruise control systems.
G. Emission control system.
H. Engine cooling systems.
I. Engine performance, drivability services and repairs.
J. Exhaust system.
K. Fuel systems.
L. Ignition system.
M. Starting and charging systems.
N. Steering and suspension systems, wheel bearings, CV joints, U-joints, half-shafts and drive shafts.
O. 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 **36 months or 36,000 miles of use**, whichever comes first, measured from the date of the first repair and the odometer

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reading shown on the original repair order. This warranty is conditioned on the vehicle being used normally and getting the reasonable and necessary maintenance it needs during the warranty period. **Warranty repair costs will never be more than the cost of the original related repair or service.** If there is a defect in materials or workmanship within the warranty period, the Independent Repair Facility can choose to fix the problem at no charge to you, replace the defective warranted part at no charge to you, or refund the entire charge for the warranted repair, minus any past 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 was 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 is fixed. The warranty period will also be extended if the warranty repairs were delayed for reasons beyond the buyer's control, or if the warranty repairs did not fix the defect, and the buyer tells the warranty administrator about the failed repair within 60 days after it was completed. If, after a reasonable number of attempts, the defect still is not fixed, the buyer may return the vehicle for a replacement of parts, if it applies, or a refund. Either way, a reasonable charge for usage may be deducted. This time extension does not affect any other protections or remedies the buyer has under other laws.

## Where You Can Obtain Warranty Service

If you are less than 25 miles from the original repairing NAPA Auto Care Dealer location, you must return your vehicle to that same location and show your copy of the repair order to the Dealer. If your vehicle will not run, and you are more than 25 miles from the original repairing NAPA Auto Care Dealer location, you may be eligible for certain towing and rental car benefits as decided by the Administrator.

If you do not know of a participating NAPA Auto Care Dealer location near you, call the Administrator at **(800) 452-NAPA** from 8:00 a.m. to 8:00 p.m. Monday through Friday, Eastern Time, excluding holidays. The Administrator will direct you to the nearest participating NAPA Auto Care Dealer location. If there are no NAPA Auto Care Dealer locations near you, the Administrator will direct you to a non-NAPA Auto Care Dealer location.

## What You Must Do to Obtain Warranty Service

You must keep a copy of the repair order and show it when you ask for service under this warranty. If warranty work is done, you must give up the repair order for a short time.

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

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## What Is Not Covered by This Warranty

You must pay for any non-warranty service you order at the same time as 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 by anyone other than the Facility or its employees. **This warranty does not cover replacement or repairs due to normal wear and tear.** The Facility's employees or agents cannot change the terms of this warranty or make any promises beyond what is written here. This warranty does not include incidental or consequential damages, meaning extra expenses you may have because of a faulty repair or service, and it does not cover parts and labor needed because of normal wear and tear.

This warranty only covers the repairs listed in the "What Is Covered by This Warranty" section, even if the Facility offers other services. Repairs using used or salvaged parts, customer-supplied parts, and repairs involving the replacement or removal of internally lubricated parts are specifically excluded, along with the items 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 the engine assembly.

**II. Transmission** (excluding external transmission seals and gaskets)

B. Automatic, any internal repair or component replacement.

C. Manual, any internal repair or component replacement.

**III. Auto Body, Paint, Molding Repair**

D. Any repair or materials related to auto body repair work.

E. Glass related repairs.

**IV.** Repairs performed on any vehicle with a GVWR greater than 19,500 lbs.*

**V.** Tires and batteries (excluding hybrid drive battery replacements).

**VI. Preventive Maintenance Services** (excluding belt and hose replacement)

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

**NAPA Auto Care "Peace of Mind"**
Nationwide Warranty Center
P.O. Box 17659
Golden, CO 80402-6027

**1-800-452-NAPA**

***Commercial use vehicles with a GVWR up to 19,500 lbs are covered by a 24-month / 24,000 mile warranty**.

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