

We know you want service you can rely on. When you have your vehicle repaired at one of our certified service centers, the repairs are guaranteed with a limited parts and labor warranty through the **Confidence Plus North American Warranty**. We strive to instill trust and confidence in the mind of every customer that brings their vehicle to one of our certified service centers. That is why **Confidence Plus** protects the following components of your vehicle:*

Air Conditioning, Heating, and Climate Control Systems

Engine Cooling Systems

Engine Performance, Driveability, Service and Repair

Emission Control Systems

Fuel Systems

Electronic Engine Management System and other On-board Computer Systems, (engine, body, brake and suspension computers), Cruise Control Systems

Brake System

Starting and Charging Systems

Electrical Systems

Exhaust System

Ignition System

Steering/Suspension Systems, Wheel Bearings, CV Joints/ U-joints, Half-shafts and Driveshafts

With the **Confidence Plus** limited parts and labor warranty, most of the service work performed on your vehicle will be covered. As one of our valued customers, it is our goal to provide you with the highest level of service and ensure you receive the best automotive repairs in the industry.

* For a complete listing of all covered components, please see your **Confidence Plus** Warranty Statement on the inside of this invoice holder.



24 Months / 24,000 Miles Limited Warranty

WHAT MAINTENANCE SHOULD I DO?

CHECK MONTHLY

- Check Engine Light On
- Cleaning
- Lights
- Tire Inflation and Condition
- Windshield Washer Fluid

CHECK EVERY 3-MONTHS

- Automatic Transmission Fluid
- Battery and Cables
- Belts
- Check Engine Light On
- Engine Air Filter
- Exhaust
- Fuel Filter
- Hoses
- Lights
- Power Steering Fluid
- Tire Inflation and Condition
- Windshield Washer Fluid

CHECK EVERY 6-MONTHS

- Automatic Transmission Fluid
- Battery and Cables
- Belts
- Chassis Lubrication
- Check Engine Light On
- Polish
- Engine Air Filter
- Engine Oil and Filter
- Exhaust
- Fuel Filter
- Hoses
- Lights
- Power Steering Fluid
- Tire Inflation and Condition
- Windshield Washer Fluid
- Wiper Blades

CHECK EVERY 9-MONTHS

- Automatic Transmission Fluid
- Battery and Cables
- Belts
- Check Engine Light On
- Engine Air Filter
- Engine Oil and Filter
- Exhaust
- Fuel Filter
- Hoses
- Lights
- Power Steering Fluid
- Tire Inflation and Condition
- Windshield Washer Fluid

CHECK EVERY 12-MONTHS

- Automatic Transmission Fluid
- Battery and Cables
- Belts
- Cabin Air Filter
- Chassis Lubrication
- Check Engine Light On
- Coolant (Antifreeze)
- Engine Air Filter
- Engine Oil and Filter
- Exhaust
- Fuel Filter
- Hoses
- Lights
- Polish
- Power Steering Fluid
- Spark Plugs
- Tire Inflation and Condition
- Windshield Washer Fluid
- Wiper Blades



Service interval schedule recommended by the Car Care Council.



NORTH AMERICAN WARRANTY

24 Months / 24,000 Miles Limited Warranty

In the event you have a problem resulting from our repair, please return to our facility.

If you are more than 25-miles from our facility, please call toll-free

1-877-230-0369

and you will be directed to the nearest Confidence Plus Network Facility.



WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE

- Before you do anything, call the toll free number:

1-877-230-0369

- You must keep a copy of the original repair invoice and present it when seeking service under this warranty.
- If you are less than 25 miles away from the original repair Facility, you must return your vehicle to that Facility and temporarily surrender your original repair invoice, or a legible copy of the same, to the Facility.
- If you are more than 25 miles from the original Facility, prior to any warranty repair work being performed you must call the Administrator at 1-877-230-0369 during normal business hours Monday through Friday from 8:00 a.m. to 8:00 p.m., and Saturdays from 8:00 a.m. to 5:30 p.m. (Eastern Time), excluding all major U.S. holidays. The Administrator will direct you to the nearest participating facility location. If there are no participating locations in your area, you may take your vehicle to a non-participating facility in your area.
- If your vehicle is inoperable, and you are more than 25 miles from the original Facility, you may be eligible for towing and/or rental car benefits as determined by the Administrator.
- If the non-participating facility will not accept payment from the Administrator, you must pay for the warranty service and submit your original repair order and subsequent warranty repair invoice to the Administrator for review. In all cases, these original document(s) will be returned to you as soon as practicable. Please send them to:

ConfidencePlus Warranty
P.O. Box 17659
Golden, CO 80402-6027



24 Months/24,000 Miles
Limited Warranty

WARRANTY STATEMENT

WHO MAKES 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 ("Facility") who is so named on the original repair invoice and performed the service/repairs on your vehicle. This warranty may be honored by any Facility participating in this program, or other authorized facility anywhere in the United States and Canada. Sonsoio Management, Inc. serves as the administrator only. This warranty is not a warranty of Sonsoio Management, Inc., its affiliates, subsidiaries or any of their employees, or member companies.

WHAT IS COVERED BY THE WARRANTY

This warranty covers the following types of repairs and services:

- Air conditioning, heating and climate control systems.
- Engine cooling systems.
- Engine performance, driveability, services and repair.
- Emission control system.
- Fuel systems.
- Electronic engine management system and other on-board computer systems, (engine, body, brake and suspension computers), cruise control systems.
- Brake system.
- Starting and charging systems.
- Electrical systems.
- Exhaust system.
- Ignition system.
- Steering/suspension systems, wheel bearings, CV joints/U-joints, half-shafts and driveshafts.
- Other minor repairs.

The Facility warrants that the above repairs and services performed at this location will be free from defects in materials and workmanship for 24 months or 24,000 miles whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair invoice. This warranty is conditioned on the vehicle being subjected only to normal, non-commercial 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 perform remedial service work at no charge to you, replace the defective warranty part(s) without charge to you, or refund the entire charge for the warranted repairs, minus any previous refunds.

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 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, which in either case is 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 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 you are less than 25 miles away from the original repair Facility, you must return your vehicle to that Facility and temporarily surrender your original repair invoice, or a legible copy of the same, to the Facility. If you are more than 25 miles from the original Facility, you must call the Administrator at 1-877-230-0369 prior to any warranty repair work being performed.

The Administrator will direct you to the nearest participating facility location. You may contact Administrator from 8:00 a.m. to 8:00 p.m. Monday through Friday, 8:00 a.m. to 5:30 p.m. Saturday (Eastern Time), excluding holidays. If there are no participating locations in your area, you may take your vehicle to a non-participating facility in your area. If your vehicle is inoperable, and you are more than 25 miles from the original Facility, you may be eligible for towing and/or rental car benefits as determined by the Administrator. If the non-participating facility will not accept payment from the Administrator, you must pay for the warranty service and submit your original repair order and subsequent warranty repair invoice to the Administrator for review. In all cases, these original document(s) will be returned to you as soon as practicable.

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, and alteration or "tampering with" (by other than the Facility or Facility employees). 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 that 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 limited warranty gives you specific rights. 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 replacement or removal of internally lubricated parts and other such repairs as listed below. Automotive repairs excluded from the Limited Repair Warranty include:

- ENGINE:
 - Any internal repairs or replacement of internal components, or replacement of engine assembly.
- TRANSMISSION, TRANSAXLES:
 - Automatic – any internal repair or component replacement requiring the removal of the automatic transmission or transaxle from the vehicle or disassembly of same.
 - Manual – any internal repair or component replacement requiring the removal of the transmission or transaxle from the vehicle or disassembly of same.
 - Clutches – clutch component or assembly repair or replacement.
- DRIVE AXLE/DIFFERENTIAL ASSEMBLY:
 - Any repair or component replacement requiring the removal of internally lubricated components or replacement of the drive/axle differential assembly.
 - Ring gear, pinion shaft and related gears.
 - Associated bearing with above.
 - Pinion seal
- AUTO BODY, PAINT, MOLDING REPAIR:
 - Any repair or materials related to auto body repair work.
 - Glass related repairs.
- COMMERCIAL VEHICLES
- TIRES
- BATTERIES

CONFIDENCE PLUS WARRANTY CENTER
P.O. BOX 17659
GOLDEN, COLORADO 80402-6025
1-877-230-0369

CAR RENTAL

Maximum \$60 USD with two day limit, no more than \$40 USD per day when there is a qualified warranty repair and parts need to be ordered.