

# **WARRANTY FOREVER!**

**TRUE PEACE-OF-MIND...FOREVER!**



**PROGRAM BENEFITS**

**WARRANTYFOREVER.COM**





# THANK YOU!

We understand the importance of choosing a dealer that thinks of you not only during the sale, but long afterward. That's why we are an exclusive Warranty Forever® dealership.



We want you to have the greatest ownership experience possible, and we believe that it starts and ends with a REAL VALUE offering to our customers.



Warranty Forever® will pay for repairs to the powertrain components of your vehicle for as long as you own it, at absolutely NO COST to you!



Simply follow the recommended maintenance, outlined in your Warranty Forever® agreement, at your selling dealer or a pre-authorized facility of your choice and your powertrain components are covered FOREVER!\*

\* See Warranty Forever® agreement for complete details.

# BENEFITS OF WARRANTY FOREVER<sup>®</sup>

At our dealership, we want to make your next vehicle purchase an experience worth talking about. Our Warranty Forever<sup>®</sup> program is REAL powertrain coverage, that lasts for as long as you own your vehicle. So, when we say FOREVER, we mean FOREVER!



There is no deductible. The program pays 100% of parts and labor costs anywhere in the USA! There is NO maximum mileage and NO maximum ownership term.



Buy your next vehicle with complete confidence, and never pay for repairs to the most expensive components of your vehicle. Simply complete the customary maintenance outlined in your Warranty Forever<sup>®</sup> agreement and you're covered FOREVER!



We run all of our pre-owned vehicles through a rigorous safety and mechanical inspection. Once the vehicle passes all of our inspections, only then will it receive lifetime powertrain coverage.

## MAINTAIN WITH US

- ✔ As your repair facility, we know the necessary services to perform, making it easier for you to keep your agreement valid.
- ✔ Our ASE certified technicians give you the peace-of-mind that your vehicle is being properly serviced.
- ✔ When servicing with us, there are no requirements to contact the administrator for maintenance notification. At time of claim, we will assist with submitting service records, making the claims process efficient and easy.

## OUR GUARANTEE TO YOU

If you ever have a powertrain failure that exceeds your vehicle's value, the Warranty Forever® program will pay you the full NADA retail value of your vehicle at that time, and you keep your vehicle!

## MAINTENANCE NOTIFICATION

Routine maintenance is critical to ensure optimum performance of your vehicle. You have the option of servicing your vehicle at a repair facility of your choice. Remember, you must notify the administrator in advance of any maintenance performed outside of our dealership so that they can keep records of all work you have performed. Failure to notify the administrator will result in a denial of coverage.

# MAINTENANCE REQUIREMENTS

You are required to change your vehicle's engine oil, check and maintain the transmission fluid level (if applicable), top off all powertrain fluid levels and check and maintain the proper level of coolant as follows:

**Manufacturer Required Synthetic or Synthetic Blend Oil:** Every 12 months OR 10,000 miles, whichever comes first.

**Conventional Oil:** Every 6 months OR 7,500 miles, whichever comes first.

## HOW TO CONTACT THE ADMINISTRATOR FOR MAINTENANCE NOTIFICATION

- 1** Choose a licensed repair facility to perform your maintenance. We do not provide a list of authorized dealers, so the choice is yours.
- 2** **Call the administrator at 800-810-8458** to notify them of the maintenance you are having performed.

### You will need the following information during the call:

- ✓ Warranty Forever® agreement number or last 8 digits of VIN
- ✓ Date of scheduled maintenance appointment
- ✓ Name of the licensed repair facility where you are having maintenance performed
- ✓ Maintenance you are going to have performed
- ✓ Current mileage on odometer
- ✓ Any additional questions you may have

**3** Follow all customary maintenance instructions outlined in your Warranty Forever® agreement. You can call our service facility or the Warranty Forever® toll free number with questions or for additional guidance at any time.

**REMEMBER,** that although you must notify the administrator in advance of any maintenance performed outside of our dealership, neither we nor the administrator will ever require you to return to our dealership or any other specific repair facility for maintenance. The purpose of the call is so that they can keep records of all work you have performed. Failure to notify the administrator will result in a denial of coverage.

# COMPONENT COVERAGE

## LIMITED POWERTRAIN WARRANTY

The covered parts listed below are the items covered under the Warranty Forever® agreement. If it is not listed, it is not covered.



## ENGINE

Engine block and all internal lubricated parts, including: crankshaft, rod and main bearings, cam bearings, expansion (freeze) plugs, connecting rods, engine mounts, torque strut, wrist pins, pistons, piston rings, camshaft, cam tower, lifters, cylinder head, valves, guides and seats, valve springs, rocker arms (cam followers), pushrods, timing chain housing (cover), timing chain and sprockets, timing belt and pulleys, timing belt tensioner, intake and exhaust manifolds, eccentric shaft, flywheel/flex plate, balance shafts, harmonic balancer and retainer bolt, crankshaft pulley, valve covers, oil pan, oil pump and pressure relief valve, engine oil cooler hoses, oil filter adapter/housing, fuel supply pump, vacuum pump, dipstick and tube, fasteners and seals and gaskets for the components listed above.

### **Turbocharged/Supercharged/Enhanced Engines -**

All of the above listed parts or equivalent plus: turbo-charger, waste gate controller, intercooler, hard lines, compressor, clutch and pulley, bypass valve, injection pump, lines and nozzles.



## TRANSMISSION

**Automatic** - Case and all internal lubricated parts, including: oil pump, valve body, torque converter, vacuum modulator, governor, main shaft, clutches, bands, drums, gear sets, bearings, bushings, sealing rings, TV cable, solenoids and electronic shift control unit (internal only), transmission mounts, cooler, cooler hoses and hard lines, dipstick and tube, fasteners and seals and gaskets for the components listed above.

**Manual** - Case and all internal lubricated parts, including: main shaft, gear sets, shift forks, synchronizers, bearings, bushings and fasteners for the components listed above.

**Transfer Case** - (4x4 vehicles) - Case and all internal lubricated parts, including: main shaft, gear sets, chain and sprockets, bearings, bushings, mounts, fasteners for the components listed above, electronic and vacuum engagement components.

## FRONT WHEEL DRIVE

Final drive housing, and all internal parts, including: carrier case, gear sets, chain and sprockets, bearings, bushings, axle shafts, axle hub bearings, propeller shafts, universal joints, drive shaft support, front axle hub bearings, fasteners, seals and gaskets for the components listed above.

## REAR WHEEL DRIVE

Drive axle housing, and all internal lubricated parts, including: carrier case, gear sets, bearings, bushings, limited slip clutch pack, axle shafts, axle hub bearings, propeller shafts, universal joints, drive shaft support, front axle hub bearings, fasteners, seals and gaskets for the components listed above.

**Car rental, towing and roadside assistance expenses are not covered under the Warranty Forever® agreement.**

# FREQUENTLY ASKED QUESTIONS

## **? How do I locate a dealer that offers Warranty Forever® on a vehicle I would like to purchase?**

You can locate a dealer by visiting our website, [www.warrantyforever.com](http://www.warrantyforever.com) and submitting an inquiry on the Contact Page.

## **? What's the catch?**

There is no catch; this program is provided to you at no charge. The only requirement is that you follow the customary maintenance outlined in your agreement and keep records of all customary maintenance performed. Maintenance records can easily be saved in the NAE/NWAN Connect app.

## **? What is covered by the program?**

The program provides coverage to the engine, transmission and drive axle components listed in the agreement for as long as you own your vehicle regardless of how long you own the vehicle and how many miles you drive.

## **? What is the program limit of liability?**

The limit of liability is the NADA average retail value of the vehicle at time of claim.

## **? Can my Warranty Forever® agreement be transferred to the next owner if I sell my vehicle?**

The agreement is not eligible for transfer.

**? How do I make a claim if I have a breakdown?**

Contact the dealer where you purchased your vehicle, they will handle it from there! If you have any questions that you would like to ask us directly, you may call 800-810-8458 and speak with a claims specialist.

**? When are the claims specialists available to take my call?**

Claim specialists are available Monday–Friday 8:00AM – 8:00PM and Saturday 9:00AM – 5:00PM Eastern to answer all your questions.

**? Is there a deductible that I need to pay when making a claim?**

There is no deductible on the program. All parts and labor are covered 100%.

**? If my vehicle breaks down and the breakdown is covered by the Warranty Forever® agreement, am I required to pay for the repair and then wait to be reimbursed?**

No, you are not required to pay for covered repairs out of pocket. All repairs are paid via credit card by the program administrator. Please be sure, however, that all repairs are authorized prior to the repair being completed. Unauthorized repairs will not be covered.

**? What if I need to be towed or need a rental car while my vehicle is being repaired?**

Towing and rental car coverage is not provided by your Warranty Forever® agreement. However, if you purchased an extended service contract, your contract will most likely provide that coverage for you.

**? How do I know what maintenance is required to keep my Warranty Forever® agreement in force?**

You are required to change your vehicle's engine oil, check and maintain the transmission fluid level (if applicable), top off all powertrain fluid levels and check and maintain the proper level of coolant as follows:

**Manufacturer required synthetic or synthetic blend oil:** Every 12 months OR 10,000 miles, whichever comes first.

**Conventional oil:** Every 6 months OR 7,500 miles, whichever comes first.

**? What if my vehicle is equipped with an oil change light/indicator reminder system?**

Recommended maintenance will need to be performed when your indicator signals you for maintenance, but cannot exceed the customary maintenance intervals outlined in your Warranty Forever® agreement. If you have any further questions, please contact a claims specialist at 1-800-810-8458.

**? Why do I have to do all recommended services?**

Proper maintenance to any mechanical component is the best preventative measure in reducing future breakdowns. That is the reason we ask that you use these guidelines.

**? Why is my dealership suggesting additional maintenance services?**

Manufacturers only require a minimum level of services to be performed and will often list them in the owner's manual. Your driving conditions and environmental conditions can demand additional service work be performed to keep your vehicle performing at peak levels. While you are only required to complete the minimum services outlined in your Warranty Forever® agreement, we strongly encourage you to follow your dealership's recommendations when being offered additional services.

**? Can I change my own oil?**

No. All services must be performed by a professional service facility. This is to ensure proper documentation, as well as the workmanship of the services performed on your vehicle. See your Warranty Forever® agreement for complete details on customary maintenance requirements.

**? What is a professional service facility?**

Any service facility that has a license to do business. The facility must be able to provide a detailed repair order that contains the pertinent information regarding the services performed.

**? Do I have to use an ASE certified facility?**

No, however, we strongly recommend it. ASE technicians are certified through a national non-profit organization to ensure the technicians competency in many areas of the automotive industry. Repair establishments with at least one ASE technician are permitted to display the ASE sign. Motorists should look for facilities that display the ASE Blue Seal of Excellence® logo.

**? What if I am traveling out of town and need to have a maintenance service performed while I am traveling?**

You may have your vehicle serviced by any licensed repair facility. Just call us at 800-810-8458 and notify us of service facility of your choice that will be performing the maintenance while you are traveling. If you need assistance with this, you may also contact your selling dealer's service department for details.

**? How does the Warranty Forever® administrator know when I have customary maintenance performed?**

You are required to keep records of all maintenance performed on your vehicle. Record of maintenance must include the VIN, description of the vehicle, date of service, and your vehicle's odometer miles. The NAE/NWAN Connect app allows you to save all maintenance records associated with your vehicle.

**? What if I am traveling out of town and have a breakdown that would be covered under my Warranty Forever® agreement?**

If you are within 150 miles of your selling dealer, you are required to have all repairs performed at their facility. If you are 150 miles, or more, away from your selling dealer, you may take your vehicle to any licensed repair facility to have your repair work completed. For assistance, you may call us at 1-800-810-8458 or you may contact your selling dealer's service department for details. Remember, all repairs must be pre-authorized, or the claim will not be paid.

**? Why do I need to contact the administrator for scheduled maintenance outside of my selling dealer?**

The reason we require you to call prior to having your maintenance performed, is for record keeping purposes only. We will also assist you in your dealer's absence to ensure all maintenance required by your agreement is performed. You are not required to return to your selling dealer or any specific repair facility for scheduled maintenance.

**? Where can I find the NAE/NWAN Connect app?**

The NAE/NWAN Connect app is available for download on compatible iOS and Android devices. To download the app, visit the Apple App Store or GooglePlay store and search "NAE/NWAN."

**BROWSE & BUY WITH CONFIDENCE**





NAENWAN.COM | 1-800-810-8458

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**THE WAY IT SHOULD BE.®**

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