

# CONFIDENCE PLUS 24 MONTH / 24,000 MILE NATIONWIDE LIMITED REPAIR WARRANTY

**WHO MAKES THIS LIMITED REPAIR WARRANTY (“WARRANTY”):** This limited repair 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 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 Sonosio Administrative Services, Inc. its affiliates, subsidiaries or any of their employees, or member companies. In addition, Sonosio Administrative Services, Inc. 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. Brake system(s).
- C. Electrical system(s).
- D. Emission control system(s).
- E. Engine cooling system(s).
- F. Electronic engine management system and other on-board computer systems (engine, body, brake and suspension computers), cruise control systems.
- G. Engine performance or drivability services and repair.
- H. Exhaust system(s).
- I. Fuel system(s).
- J. Ignition system(s).
- K. Other minor repairs.
- L. Starting and charging systems.
- M. Steering/suspension systems, wheel bearings, CV axles and 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 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 (“Warranty Period”).** 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 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.

**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 warranty 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, in either case, 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 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.

**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 1-877-230-0369, from 8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time), Saturday from 8:00 a.m. to 5:30 p.m., 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.

**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, alteration or “tampering with”. **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 of the engine, transmission, or transaxle, or the replacement or removal of internally lubricated parts and other such repairs as listed below. Automotive repairs excluded from the Warranty include:

- I. ENGINE
  - A. Any internal repairs or replacement of internal components, or replacement of engine assembly.
- II. TRANSMISSION, TRANSAXLES
  - A. Automatic – any internal repair or component replacement.
  - B. Manual – any internal repair or component replacement.
  - C. Clutches – clutch component or assembly repair and replacement.
- III. DRIVE AXLE/DIFFERENTIAL ASSEMBLY
  - A. Any repair or component replacement requiring the removal of internally lubricated components or replacement of the drive axle/differential assembly.
    - 1. Ring gear, pinion shaft and related gears
    - 2. Associated bearing with above
    - 3. Pinion seal
- IV. AUTO BODY, PAINT, MOLDING REPAIR
  - A. Any repair or materials related to auto body repair work.
  - B. Glass related repairs.
- V. REPAIRS PERFORMED ON COMMERCIAL VEHICLES
- VI. TIRES, BATTERIES
- VII. USED OR SALVAGED PARTS
- VIII. PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
  - A. Oil changes, fluid changes and flushes, wiper blades, filters.



Warranty coverage period is extended to 36-months or 36,000-miles when qualifying repairs are paid for with the AutoPass Card. - valid at participating dealers ONLY

**WARRANTY ADMINISTRATOR CONFIDENCE PLUS NORTH AMERICAN WARRANTY**  
P.O. BOX 17659, GOLDEN, CO 80402-6027  
**1-877-230-0369**