

# PROCEDURE GUIDE

## *Parts and Labor Mechanical Warranty*

*for NAPA Warranty Assurance Standard*

**Up to 12-Months/12,000 Miles**  
*with NAPA Warranty Assurance Standard*

***Driven*Brands<sup>®</sup>**

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## **Section One**

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# **Overview**

***NAPA Warranty Assurance Standard  
12 Months / 12,000 Miles Parts and Labor  
Mechanical Warranty***

***1-844-281-0745***

# ***Introduction***

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This warranty program is available exclusively to Customers who have their auto repairs done at a currently active NAPA Major Accounts Facility.

The program is designed to help your Customers when they experience a repair failure. For qualifying automotive mechanical repairs, the Warranty covers warranty repairs even when your Customers are unable to return to you, the original repairing facility.

- The importance of a repair guarantee is clear. Surveys conducted by major automotive aftermarket groups consistently show that Customers will choose a repair facility that issues a written, guarantee over one that does not.
- The Parts and Labor Mechanical Warranty will give your Customers the security and confidence they are looking for when choosing a repair facility. The Up-Front Labor Program applies only to normally-stocked parts carried by and purchased from a NAPA Parts Store.

## ***Who Makes the Warranty?***

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This limited warranty is made by the NAPA Major Accounts Facility (the “Facility”) who is so named on the original repair order, and whom performed the service/repairs on the vehicle. This warranty will be honored by any Facility participating in this program. This warranty is not a warranty by National Automotive Parts Association (NAPA), its employees, jobbers, member companies, or the administrator, Sonsio Administrative Services, Inc., its affiliates, subsidiaries or any of their employees, or member companies. Sonsio Administrative Services, Inc. serves as the administrator only.

## ***Program Implementation Tip Sheet***

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HERE ARE SOME TIPS ON IMPLEMENTING THE WARRANTY PROGRAM SUCCESSFULLY:

1. Make sure the Customer is aware of the new warranty program. This is accomplished by making sure every Customer has received a printed copy of the warranty statement with their original invoice.
2. Explain the warranty to each Customer on initial contact, as well as reviewing your warranty with each Customer on check out. Knowing you are willing to stand behind your work with a written warranty may be the deciding factor not only on a sale, but more importantly should a Customer have a problem after they leave your facility. The warranty provides Customers with the security knowing that they are receiving a quality repair or service, especially if they are unable to return to you for warranty work.
3. Ensure all of your employees have adequate knowledge of the warranty and its parameters. Everyone should read the warranty statement thoroughly. Short meetings from time to time can be the most effective method of getting everyone acquainted with the program, as well as reviewing how the program benefits your Customers. Remember that the NAPA Warranty Assurance Standard 12 Months / 12,000 Miles Parts and Labor Mechanical Warranty applies only to qualified mechanical repairs of passenger vehicles.

## **Section Two**

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# ***The Warranty***

***NAPA Warranty Assurance Standard  
12 Months / 12,000 Miles Parts and Labor  
Mechanical Warranty***

***1-844-281-0745***

# ***Warranty General Summary***

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The NAPA Warranty Assurance Standard covers parts and labor for 12 months or 12,000 miles, whichever comes first, on qualifying automotive repairs, when the Customer experiences a warranty related failure during the warranty period.

- **For existing Customers returning to your facility for the warranty service work:**
  - Parts Coverage: This program only covers repairs where a NAPA part was used. The part(s) must be returned to the NAPA store for exchange. The NAPA store will provide the replacement part(s).
  - Labor Coverage: 100% of the original labor charges or 100% of your shop's hourly labor rate times Mitchell Labor Guide, whichever is less, up to a maximum of \$300 per claim. *(NOTE: Your facility has a maximum of twelve (12) total claims per year.)*
- **For Customers who obtain the warranty service work from another facility:**
  - Parts & Labor Coverage: The covered repair has parts and labor coverage not to exceed the cost of the original repair service. This program will cover all part manufacturers.

## ***Warranty Repairs and Services Covered Include***

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

# ***Services and Vehicles Not Covered by Warranty***

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This Warranty will not apply to ANY repaired vehicle if it has been damaged by abnormal use, misuse, neglect, accident, alteration or “tampering with”.

THE WARRANTY DOES NOT COVER REPLACEMENT OR REPAIRS DUE TO NORMAL WEAR AND TEAR.

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 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 REPLACEMENT OR REMOVAL OF INTERNALLY LUBRICATED PARTS AND OTHER SUCH REPAIRS AS LISTED BELOW:

- 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 USE VEHICLES with a load carrying capacity greater than 1 1/2 tons.
- VI. TIRES, BATTERIES
- VII. USED, SALVAGED OR CUSTOMER SUPPLIED PARTS
- VIII. PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
  - A. Oil changes, fluid changes and flushes, wiper blades, filters.



# DRIVEN BRANDS 12 MONTH / 12,000 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 Sosisio Administrative Services, LLC, National Automotive Parts Association (NAPA), either company’s affiliates, subsidiaries or any of their employees, or member companies. In addition, Sosisio Management, 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. Starting and charging systems.
- L. 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 12 months or 12,000 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 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 can reasonably return to 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 unable to reasonably return your vehicle to the original service Facility, then prior to any Warranty repair work being performed you must call the Warranty Administrator, at 1-844-281-0745, 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.

- 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 with a load carrying capacity greater than 1 1/2 tons
- VI. TIRES, BATTERIES
- VII. USED, SALVAGED OR CUSTOMER SUPPLIED PARTS
- VIII. PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
  - A. Oil changes, fluid changes and flushes, wiper blades, filters.

**NATIONWIDE WARRANTY ADMINISTRATOR  
P.O. BOX 17659, GOLDEN, CO 80402-6027  
1-844-281-0745**



## **Section Three**

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# ***Program Procedures***

***NAPA Warranty Assurance Standard  
12 Months / 12,000 Miles Parts and Labor  
Mechanical Warranty***

***1-844-281-0745***

# ***How to Obtain Authorization for Repairs***

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## **WHAT TO DO WHEN AN EXISTING CUSTOMER COMES BACK TO YOUR FACILITY FOR WARRANTY REPAIRS**

**You, the original Facility, are responsible to stand behind and uphold the terms of the limited warranty for any Customer who returns to your Facility for warranty service work.**

1. Verify that the failed part is a NAPA part.
2. Obtain a copy of the original repair invoice from the Customer. The Customer must have a copy of the original repair invoice in order to exercise their warranty privileges.
3. Verify that less than the specified warranted time or miles have elapsed since the date and mileage documented on the original repair invoice. (If either parameter has elapsed, the warranty is expired.)
4. Perform the proper diagnostic procedures and verify whether a defect exists with the original repair or NAPA part(s).
5. Contact the Warranty Administrator at 1-844-281-0745. You will be required to provide technical data and diagnostics to the Administrator surrounding the defective part to receive authorization for the warranty repair.
6. Proceed with the necessary re-repair of the Customer vehicle and issue a written repair order that lists the specific repair including labor that was performed to resolve the Customer warranty claim.
7. The parts must be returned to the NAPA store for exchange. The NAPA store will provide the replacement part.
8. Once you complete the approved warranty repairs, submit a copy of the following documents to the Warranty Administrator using the instructions provided to you by the Warranty Administrator:
  - i. a copy of the Customer's original repair invoice showing that a NAPA part was installed
  - ii. a signed copy of the Customer's re-repair invoice
  - iii. the original parts purchase invoice (if you performed the original repair)
  - iv. the warranty repair invoice of exchanged part
9. If your claim is approved you will be paid at 100% of the original labor charges or 100% of your shop's hourly labor rate times Mitchell Labor Guide, whichever is less, up to a maximum of \$300 per claim. *(NOTE: Your facility has a maximum of twelve (12) total claims per year.)*
10. The Administrator will issue payment to you by check or credit card for the approved amount.

## **WHAT TO DO WHEN A CUSTOMER IS REFERRED TO YOU FROM ANOTHER FACILITY FOR WARRANTY RELATED REPAIRS**

If a Customer comes into your Facility for a warranty repair (another Facility performed the original repair), contact the Warranty Administrator at 1-844-281-0745. If your claim is approved, the covered repair has parts and labor coverage not to exceed the cost of the original repair service.

# ***Submitting Claims for Payment***

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1. For the fastest payment of approved warranty repairs, please follow the instructions provided to you by the Warranty Administrator.
  - a. If the claim is for an existing Customer coming back to your facility, submit the following documentation to the Warranty Administrator using the instructions provided to you by the technician handling your claim:
    - i. a copy of the Customer's original repair invoice showing that a NAPA part was installed
    - ii. a signed copy of the Customer's re-repair invoice
    - iii. the original parts purchase invoice
    - iv. the warranty repair invoice of exchanged part
  - b. If the claim is for a Customer referred to you from a different facility, submit the following documentation to the Warranty Administrator using the instructions provided to you by the technician handling your claim:
    - i. a copy of the Customer's original repair
    - ii. a signed copy of the Customer's re-repair invoice

Once the claim is processed, within 48 business hours you will receive a return call from one of our claims administrators ready to issue payment to you via credit card or check.

2. Failure to submit any or all of the required documents will result in a delay of payment or nonpayment of the claim.
3. **ALL CLAIMS MUST BE SUBMITTED FOR REIMBURSEMENT WITHIN 30 DAYS OF THE DATE THE CLAIM NUMBER WAS ISSUED.** Failure to submit the required invoices within 30 days will void the claim. No reimbursement will be issued for claims that exceed this time limit.

# **Samples**

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The following pages are examples of the:

- Warranty Labor Request Worksheet
- Claims Fax Cover Sheet

The Warranty Labor Request Worksheet may be used to track labor reimbursements when the original Facility is performing the re-repair.

Using the Claims Fax Cover Sheet will help the Warranty Administrator process your claims more quickly.

# Warranty Labor Request Worksheet Sample

## NATIONWIDE WARRANTY TRACKING WORKSHEET

FOR NAPA WARRANTY ASSURANCE STANDARD LOCATION USE

Defective parts MUST be returned to your local NAPA Store for credit.

### CUSTOMER INFORMATION

Name	_____	Phone	_____
Address	_____	Contact	_____
City	_____		
State/Province	_____	Zip/ Postal Code	_____

### Commercial vehicles are not eligible

Vehicle Year	_____	Vehicle Make	_____	Vehicle Model	_____
Engine Size	_____	Body Style	_____	Part Number	_____
Original Mileage	_____	Install Date	_____	Manufacturer (Line Code)	_____
Replacement Mileage	_____	Replacement Date	_____	Original Labor	_____
Requested Amount	_____	Labor Hours	_____	Hourly Labor Rate	_____
What is the Failed Part? (Spark Plug, etc.) _____					

**Please provide a detailed description of the original repair as it pertains to the failed component. Include the specific location, if applicable.**

\_\_\_\_\_

**What was the customer's concern when the vehicle was returned for warranty repairs?**

\_\_\_\_\_

**Please provide a detailed description of the diagnostic steps and your findings to determine the part failure.**

\_\_\_\_\_

Date of authorization by Sonsio:	_____		
Authorization Number:	_____	Authorized Amount:	_____



Warranty Administrator  
PO Box 17659  
Golden, CO 80402-6027  
1-844-281-0745

# Fax Cover Sheet

FOR USE WHEN INSTRUCTED BY THE WARRANTY ADMINISTRATOR

**To:** **Warranty Administrator** **From:**  
Claim Fax # will be provided by Claim Agent

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**Fax:** **Phone:**

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**Phone:** **1-844-281-0745** **Date:**

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**Re:** **NAPA Warranty Assurance Standard - Claim #** **Pages:**

- Urgent**
- For Review**
- Please Comment**
- Please Pay by Credit Card**
- Please Pay by Check**

Include the following required documents for your claim to be processed. Approved claims will be paid by check or credit card

- A copy of the Customer's original repair invoice
- A signed copy of the Customer's re-repair invoice
- A copy of the warranty repair invoice for the exchanged part (if you performed the original repair)
- A copy of the original parts purchase invoice (if you performed the original repair)

● **Additional:**



# Frequently Asked Questions

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## 1. What benefits do I receive?

As a participating Facility, you will receive the following benefits from the Warranty Program based on program participation:

- a. The Warranty Center will pay the cost of labor to repair the Customer's vehicle, as outlined below, when they experience a warranty related failure during the warranty period.
  - i. For existing Customers returning to your facility, 100% of the original labor charges or 100% of your shop's hourly labor rate times Mitchell Labor Guide, whichever is less, up to a maximum of \$300 per claim. *(NOTE: Your facility has a maximum of twelve (12) total claims per year.)* The part(s) must be returned to the NAPA store for exchange. The NAPA store will provide the replacement part(s).
  - ii. For Customers who obtain service from another facility, the covered repair has parts and labor coverage not to exceed the cost of the original repair service.
- c. As a participant in this warranty network, you may receive referrals of Customers from other service facilities when those Customers experience a warranty related failure and are in need of repair while located in the vicinity of your service center.

## 2. When a Customer has a warranty claim that is handled by another location, will the Warranty Center bill me for the cost of the re-repair?

No. The cost of the re-repair is covered by the Warranty Center when a Customer is unable to return to the original repair location. There will be absolutely no cost to you for such repairs.

## 3. If a non-NAPA part was used for the original repair, is the Customer still covered?

- a. For existing Customers returning to your facility, this program only covers repairs where a NAPA part was used.
- b. For Customers who obtain service from another facility, this program will cover all part manufacturers.

## 4. During what hours can Customers contact the Warranty Center?

The Warranty Center is open Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time, and Saturday from 8:00 a.m. to 5:30 p.m. Eastern Time, excluding the six primary holidays (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day).

## 5. If a Customer goes out of the United States (Mexico, Canada, etc.), are they still covered under the warranty?

Yes. The Customer is covered anytime or anywhere within the warranty parameters. Claims outside the country will be handled on a reimbursement basis.

## 6. If a Customer goes elsewhere and has repairs performed and then returns to the original facility seeking a refund, what should the original facility do?

If the claim meets the warranty parameters, contact the Warranty Administrator. They will open a file and the claim will be processed in the normal manner. Any reimbursement will be made directly to the Customer.

## ***Frequently Asked Questions*** *(continued)*

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**7. If a Customer has a repair redone under the warranty, are they then given a new warranty or does the warranty go back to the date of the original repair?**

A new warranty will be given on the repair that is performed if the repair is performed at a participating Facility.

**8. What if a Customer loses the original repair order?**

The Customer is responsible for supplying the original repair order. If the Customer loses the original repair order, they should contact the original facility to see if a copy of the invoice can be reproduced.

**9. How will Customers know who to call should they experience a failure and can't return to my facility?**

You should provide a copy of the warranty statement to all Customers.

**10. How can Customers find out where another participating Facility is located?**

When you are reviewing your final invoice with a Customer you should take the time to discuss the warranty and circle or highlight the toll-free number on the warranty statement. Customers should call this number for a referral to another Facility.

# Quick Reference Guide

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- **All claims must be called in to Sonsio for approval 1-844-281-0745.**
- **Coverage term is 12 months or 12,000 miles, whichever occurs first.**
- **For existing Customers returning to your facility for the warranty service work:**
  - **Parts Coverage:** This program only covers repairs where a NAPA part was used. The part(s) must be returned to the NAPA store for exchange. The NAPA store will provide the replacement part(s).
  - **Labor Coverage:** 100% of the original labor charges or 100% of your shop's hourly labor rate times Mitchell Labor Guide, whichever is less, up to a maximum of \$300 per claim. *(NOTE: Your facility has a maximum of twelve (12) total claims per year.)*
- **For Customers who obtain the warranty service work from another facility:**
  - **Parts & Labor Coverage:** The covered repair has parts and labor coverage not to exceed the cost of the original repair service. This program will cover all part manufacturers.