

How To Obtain Warranty Service

1. You **must** return to the Pronto Auto Service Center where the original repair was performed.
2. **You must keep a copy of the original repair invoice and present it when seeking service under this Warranty.**
3. The Service Center will diagnose the current issue and if it is related to the original repair they will warranty the re-repair as documented for up to 3 years or 36,000 miles whichever comes first.

NOTE: If your vehicle is inoperable or cannot be driven without further damage you may be eligible for additional coverage of up to \$90 reimbursement for tow services and/or Rental Car reimbursement of \$50 a day for up to 2 days while the vehicle is being re-repaired as determined by the Administrator.

If you are unable to reasonably return to the original Pronto Auto Service Center then you must:

1. Call the Pronto Warranty Administrator to obtain a warranty claim number **prior to making any repairs on your vehicle.** This claim number will be used to reference all records associated with this claim including reimbursement remittance to the car owner if required.

Warranty Line Hours: 7am – 5pm (CST) Monday – Friday

Phone: 1-800-477-6686 **Fax:** 817-430-9559

Email: warranty@Pronto-Net.com

Website: www.ProntoCarCare.com

Note: After hours, an automated voicemail system will provide instructions on how to handle the warranty and an emergency phone number if needed.

2. The Warranty Administrator will direct you to the nearest participating service center to diagnose vehicle issues and confirm warranty. The Warranty Administrator will require, you, the car owner, to provide the original repair order to Pronto for warranty eligibility.

If the re-repair meets the requirements as listed above:

The Protection Plus warranty program will reimburse you, the car owner. Reimbursement is limited to covering the failed part (s) (as listed on the original repair invoice), labor, and taxes associated with said part up to the original dollar amount (as listed on the original repair invoice).

Reimbursement process: Please submit all invoices and documents to the Warranty Administrator *within 30 days* of the re-repair. Required legible documents include but are not limited to the following:

- Original invoice
- Re-repair invoice
- Rental Car and/or Towing invoices which may be eligible for reimbursement.
- **Send to:** "Warranty Processing" via either,
Online: www.prontocarcare.com/mywarrantyinfo
Email: warranty@pronto-net.com
Mail: 2601 Heritage Avenue, Grapevine, TX 76051
Fax: 817-430-9559
- Please allow two weeks for processing

In some cases it may be required for the consumer to ship the failed part to the Warranty administrator. Shipping costs will be reimbursed. Failure to ship a required part will void the warranty.

For complete warranty information visit ProntoCarCare.com

Roadside Assistance Reimbursement

Thank you for your business! With a qualifying service or repair, you may qualify for Roadside Assistance Reimbursement of up to \$90 Cash back towards a future Roadside Event. See Details Below:

How to Qualify for Reimbursement:

1. You must have an original repair, of more than \$20, performed at a participating Pronto Service Center. This original repair becomes your "qualifying repair" under the terms of this program.
2. You must **register** the qualifying repair within 30 days of the repair date online at www.ProntoCarCare.com to receive a one-time use certificate good towards a future Roadside event.
3. The Roadside Assistance event must take place at least 24-hrs after the original qualifying repair date.

Program Rules:

- Reimbursement up to \$90 can be used towards a tow, jump start, lock-out, flat tire assistance, or fuel service effective 24-hrs after qualifying repair for one year.
- One reimbursement per registered car, per year.
- Only vehicle & consumer listed on original invoice and Roadside Assistance Certificates are eligible.
- Consumer is responsible for finding a roadside assistance provider.
- Roadside Service on the qualifying vehicle must be provided by a licensed Roadside Assistance Provider or licensed Service Center.
- All documents required for reimbursement must be mailed within 30-days of the Roadside Event per instructions on certificate.

National Pronto has the right to cancel or modify the terms of this program without notice.

National Pronto accepts no liability for the Roadside Service provider chosen by the consumer for service.

**National Pronto Association
Roadside Assistance Reimbursement
2601 Heritage Avenue
Grapevine, TX 76051**

For complete Roadside information visit ProntoCarCare.com.



*Quality Service & Value
from your
Pronto Auto
Service Center*

ProntoCarCare.com



**This folder contains your
important Service, Warranty
and Roadside information.**

Pronto Protection Plus Warranty

Nationwide Parts and Labor Warranty 3 Years/36,000 Miles

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 Service Center who is so named on the original repair order and performed the service/repairs on your vehicle. This warranty is administered by National Pronto Association. This limited warranty will be honored by any service center participating in this program or any authorized non-participating repair facility within the United States or Canada.

Services Covered By the Warranty:

- Air Conditioning, heating and climate control systems
- Brake system(s)
- Clutches – clutch component or assembly repair and replacement
- Engine performance, drivability services and repair
- Electronic Engine Management System and other on-board computer systems, (engine, body, brake and suspension computers), cruise control systems
- Electrical system(s)
- Emission control system(s)
- Fuel system(s)
- Hybrid Drive battery replacements
- Starting & Charging system (s)
- Steering and Suspension system (s), wheel bearings, CV joints, half-shafts, and driveshafts
- Other minor repairs and services
- Engine cooling system(s)
- Exhaust system(s)
- Ignition system (s)

Automotive Repairs Excluded from Warranty:

This Warranty does not cover repair(s) or replacement(s) except as listed in the section, “Services Covered by this Warranty,” even though the Facility may offer other services. Repairs and services excluded from the Limited Warranty include:

- Engine: Any internal repairs or replacement of internally lubricated components, or replacement of engine assemblies
- Transmission: Automatic or Manual - any internal repairs or replacement of internally lubricated components, or replacement of transmission assembly or transfer case
- Drive Axle/Differential: any internal repairs or replacement of internally lubricated components, or
- replacement of the drive axle/differential assembly, ring gear, pinion shaft, pinion seals, and related gears
- Tires & Batteries (excluding hybrid drive battery replacement).
- Auto body, paint, and molding repair including any repair or materials related to auto body work and glass related repairs
- Used, salvaged or customer supplied parts
- Sublet repairs
- Preventive Maintenance Services (oil changes, fluid changes and flushes, wiper blades, filters)
- Any repairs performed on commercial use vehicles with a load carrying capacity greater than 1 ½ tons

Reimbursement Limits

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 3 years or 36,000 miles of use, 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 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 independent repair facility has the option to perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund the entire charge for the warranted repairs, minus any previous refunds.