

#### **“BEST IN CLASS” PARTS AND LABOR WARRANTY PLAN**

- Comprehensive parts & labor coverage
- Internal engine, transmission, clutch, or differential repairs excluded.
- Commercial vehicles excluded
- 12-month/12,000-mile coverage
- Honored at 35,000+ shops nationwide

#### **HOW TO USE NATIONAL WARRANTY**

- Call 1-877-367-6144 between 7am–7pm, Monday–Friday, and 8am–3pm, Saturday (Central Time)
- Warranty administrator will provide the closest participating repair facility
- Customer must have a copy of the original repair receipt
- If the repair facility determines the failure is a part from the original repair, the repairs will be made and the repair facility will be paid directly from the warranty administrator

#### **ROADSIDE ASSISTANCE**

- Call 1-877-367-6144 for roadside assistance
- 24/7/365 days per year
- Services provided for 12 months from ANY repair
- Customer must have copy of original repair receipt
- Towing coverage
- Fuel, oil, fluid, and water delivery
- Battery jump-start service and lock-out service
- Flat tire changing assistance
- No annual claim limit, \$75.00 per occurrence.
- Customer must pay for service up front and submit for reimbursement up to \$75.00 within 30 days of the claim

#### **FOR REIMBURSEMENT**

The customer must send the following to:

##### **FMP Roadside Assistance**

**P.O. Box 33535**

**Denver, CO 80233**

1. Photocopy of the original receipt
2. Customer's complete name, address, and phone number
3. Photocopy of roadside assistance bill. The vehicle information on the bill must match the vehicle on the repair receipt.



**FACTORYMOTORPARTS™**

## 24-HOUR ROADSIDE ASSISTANCE BENEFIT

Your Roadside Assistance Benefit is provided to you at no charge by the automotive facility that performed the service to your vehicle and is identified on your invoice. Your Roadside Assistance Benefit begins on the date identified on your original invoice from the participating facility and continues for a period of 12 months. Service provided after 12 months from the date on your invoice is not eligible for reimbursement.

This benefit is available only to you, the original purchaser as identified on the original invoice and is not transferable. Coverage is strictly limited to the specific vehicle identified on the original invoice.

If you are in need of roadside assistance, you must call 877-367-6144 to be connected with the nationwide service provider. You must pay for the requested service. The service provider requires use of a credit card to arrange for dispatch. You will be reimbursed for covered services up to a maximum of \$75.00 per occurrence.

The eligible services provided through the Roadside Assistance program are described below:

1. Towing: Your vehicle will be towed to the nearest qualified repair facility or to the repair facility of your choice.
2. Lock-Out Service: Assistance will be provided in unlocking your vehicle in the event the keys are lost or inside the vehicle.
3. Flat Tire Changing Assistance: Assistance will be provided for the installation of your useable spare tire.
4. Fuel, Oil, Fluid, and Water Delivery Service: An emergency supply of gasoline (where permitted), oil, fluid, and water will be delivered to your vehicle. You must pay for the costs of the actual fluid: The service provider will jump-start your vehicle in the event your battery becomes discharged.

The driver of the vehicle must be in the vehicle when the service provider arrives, as roadside assistance cannot be provided to an unattended vehicle. If the driver is not with the vehicle, you may incur additional fees that are not covered under the terms of this program.

**You must call 877-367-6144 to arrange for Roadside Assistance service. Service secured through any other source will not be reimbursed.**

To file a reimbursement claim, you must submit the following information within thirty (30) days of the service:

1. A photocopy of the original invoice identifying the participating repair center and the services performed. The invoice must identify the year, make, and model of your vehicle.
2. Your complete name, address, and telephone number.
3. A photocopy of the paid invoice for the roadside assistance from a valid auto service provider. This paid invoice must detail the name, address, and phone number

of the service provider. It must also identify the specific vehicle receiving the service.

Submit the above documentation to:

**FMP Roadside Assistance  
P.O. Box 33535  
Denver, CO 80233**

Services Not Covered:

- Cost of parts, replacement keys, lubricants, or fluids.
- The cost of installation for any product or materials.
- Tire repair, replacement, mounting, or removing of any tires, snow tires, or chains.
- Service on a vehicle that is unsafe in condition.
- Towing or services performed by an unauthorized service provider.
- Any additional labor due to specialized equipment of processes required to transport or service your vehicle due to non-factory modifications or enhancements made to the vehicle.
- Towing from or repair work performed at a service station, garage, or repair shop.
- A second tow or service for the same disablement.
- Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc.
- Any services performed off-road.
- Towing performed at the direction of law enforcement officer relating to traffic obstruction, impoundment, abandonment, accident, illegal parking, or other violations of the law.
- Towing due to an accident.
- Any roadside assistance services provided to your vehicle by a private citizen's assistance is not covered and is not reimbursable.
- Non-emergency towing or other non-emergency service.

The Roadside Assistance is provided to you through a network of independent service providers. As independent contractors, they have exclusive control over their own equipment and personnel. Neither the program administrator nor the participating automotive service facility is responsible for acts or omissions of the independent contractors.

### **Exclusions:**

*This benefit applies only to motorized passenger vehicles (automobiles and light trucks) and specifically excludes trailers, vehicles with a manufacturer's load rating capacity greater than one ton, motorcycles, recreational vehicles, and commercial vehicles. Any vehicle used for farm, ranch, agriculture, or off-road use.*