

## How to Obtain Warranty Service

**Consumer must complete the following steps prior to any warranty work being performed. All claims are subject to verification before any reimbursement may be made.** Reference 25 Mile Rule: If a consumer is 25 miles or less from the original repair facility, the consumer is required to return to the original facility for warranty repair.

If a consumer is 25 miles or more from the original Service Center, please follow the steps below:

### Steps to start a Warranty Claim:

1. If consumer is 25 miles or more from the original service center, the consumer must call the Warranty Administrator for instruction and approval, **prior to warranty repair**:

Warranty Line Hours: Monday – Friday,  
7:00 am – 5:00 pm (CST)  
Phone: 1-800-477-6686 Fax: 817-430-9559  
Website: [www.ProntoCarCare.com](http://www.ProntoCarCare.com)

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

2. Warranty administrator may direct you to the nearest participating service center. If there are no participating service centers in your area, you may take your vehicle to the service center of your choice to have your warranty work completed.
3. This is a limited reimbursement warranty. Please read "Reimbursement Limits". Consumer is required to pay for any warranty work at time of service and submit required invoices for reimbursement. Non-warranty related items do not qualify for reimbursement.
4. Required documents: Please submit the following within 30 days of the Warranty repair: a legible copy of the original invoice, a legible copy of paid warranty invoice, and any rental car and/or towing invoices which may be eligible for reimbursement.
5. Mail documents to: Warranty Processing, 2601 Heritage Avenue, Grapevine, TX 76051. Include Full name and Current mailing address for payment.
6. Allow two weeks for check processing and mailing.
7. 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](http://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 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](http://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 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](http://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 24 Months/24,000 Miles\*

This limited warranty covers the following parts if installed by a participating Pronto Warranty Service Center.

1. Engine performance, drivability, services and repair
2. Engine cooling systems
3. Emission control system
4. Fuel system
5. Electronic engine management system and other on-board computer systems. (Engine, body, brake, and suspension computers).
6. Brake system
7. Starting and charging systems
8. Electrical systems
9. Exhaust systems
10. Ignition system
11. Steering/suspension systems, wheel bearings, CV Joints/U-joints, half-shafts and drive shafts

### What's Not Covered Under This Warranty:

Fleet or commercial vehicles, motor homes of any type, recreational vehicles, or high performance vehicles, and vehicles owned by a dealer are not eligible under this warranty.

Repairs made outside the warranty period. Repairs made by an individual and not a licensed Service Center are excluded. Warranty will not apply if vehicle ownership has been transferred by any means: consumer to consumer or dealer to consumer. Specifically excluded are any repairs involving replacement or removal of internally lubricated parts and other such repairs as listed below:

- Engines, rebuilt engines, or engine assembly
- Tires
- Incidental or consequential damages
- Batteries
- Turbo parts and related components
- Sublet Repairs
- Vehicles involved in an accident
- Shop supply fees
- Transmission flush, transmission replacement, rebuilt transmissions, transaxles, transfer cases for automatic and manual transmission
- Differential assembly; any repair or component replacement including, but may not be limited to: ring gear, pinion shaft and related gears, associated bearings, and pinion seals
- Auto body, paint, molding, air bags, or glass repairs
- Used parts; parts purchased from a junk yard or an individual
- Customer supplied parts or parts purchased from the internet

### Reimbursement Limits

Reimbursement is limited to covering the failed part (as listed on original ticket), labor, and tax associated with said part for a period of 24 months or 24,000 miles, \*whichever comes first.

Reimbursement is limited to covering up to the original dollar amount paid for the failed part, labor, and tax as listed on the original invoice or the lesser of. If the warranty repair is less than the original repair, the lesser amount of the two will be paid. At no time will reimbursement exceed the cost of the original repair. Incidental or Consequential damages are not covered.

Inside of Pocket

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