

## Consumer Warranty



**24 months/24,000 mile limited warranty**



The Confidence Plus North American Warranty takes customer security to new heights for Bumper to Bumper Certified Service Centers. This warranty enables all Certified Service Centers to provide their customers a guarantee on work performed with a 24 month, 24,000 mile limited parts and labor warranty. This doubles the coverage of the old Confidence Plus program and positions all Certified Service Centers as the leaders in warranty coverage for the work they perform in their market. There is no better repair warranty available in the automotive service market today!

The Confidence Plus warranty helps affiliated Certified Service Centers

- Project a more professional image
- Offer a warranty on their work that is unmatched in the industry
- Be more competitive with retail service chains and car dealerships
- Offer the security and trust that comes with this extended and enhanced program

For a complete list of details, information on how the program works, and how to file claims, visit the Alliance Extranet and select the 'Dealer' tab, then Confidence Plus subfolder.



travel with  
**confidenceplus**  
NORTH AMERICAN WARRANTY

- Confidence Plus members are part of a network of more than 30,000 service repair facilities throughout North America.
- Confidence Plus warranty helps certified service centers attract new business and build customer loyalty
- Confidence Plus warranty invoice envelopes provide a reference for what to do in case service is required
- Warranty period 24 months/24,000 miles
- Program is divided into two areas — outside 25-miles and within 25-miles of original repair facility

Customers that require assistance and are outside the 25-mile radius of the original repair facility will receive:

**Free Towing:** (maximum \$75 per incident, per qualified warranty repair). The customer can either pay the towing company and get reimbursed by the Warranty Administrator, or the repair facility can pay the towing company and add the charges to the invoice that is sent to the Warranty Administrator for reimbursement.

**Free Car Rental:** (maximum \$60 with two day limit, no more than \$40 per day when qualified warranty repair and parts need to be ordered). To file for reimbursement, customers should call toll-free 1-877-230-0369.

Make it easy for your customers to get the help they need when they need it.

The back of the key fobs can be customized with the certified service center information. Key fobs may be ordered, along with paper supplies, through your normal ordering process.



If you have questions or need assistance, contact the Confidence Plus Warranty Center toll-free at 1-877-230-0369.