



---

## **NAPA Peace Of Mind Warranty**

Recently, at Jay's Automotive, we have become a NAPA Autocare Center member! There's no greater peace of mind than knowing you have one less worry by having your vehicles serviced by the professionals at your local NAPA AutoCare Center. They stand behind their work with the NAPA AutoCare Peace of Mind Warranty.

It's a written warranty that is honored at more than 12,000 locations nationwide – more than any other automotive repair brand. So – no matter where your travels take you – if you ever experience a problem with a covered repair, you can count on a NAPA AutoCare Center being nearby.

### **What are the Benefits to You?**

- Included FREE with your qualifying repair or service work.
- Covers parts and labor on qualifying\* repairs and services for 12 months/12,000 miles.
- That doubles to 24 months/24,000 miles if you use your NAPA AutoCare EasyPay Credit Card (applications available at participating locations).
- Honored nationwide by thousands of NAPA AutoCare Centers, so you're protected even when you travel.

### **Phone Numbers:**

- Mechanical Warranty Phone Number: 1-800-452-6272
- Collision Warranty Phone Number: 1-800-452-6272
- Truck (Heavy Duty) Warranty Phone Number: 1-888-925-5428

All NAPA AutoCare Center locations are locally owned and operated. NAPA AutoCare is not a franchise, but a high standard in the automotive industry developed by NAPA more than 20 years ago. Because it meets or exceeds NAPA's high standards – and has an outstanding reputation in your community – your local NAPA AutoCare Center can offer exclusive benefits like the NAPA AutoCare Peace of Mind Warranty to its customers.

\* Ask your local [NAPA AutoCare Center](#) for details on the Peace of Mind Warranty and covered services and repairs.

## UNDERSTANDING YOUR WARRANTY

The following information describes the law on vehicle warranties and will provide a sense of what is and is not an improper warranty denial. After reviewing this information, you will be aware of the steps to take to fight unlawful warranty denials. In many cases it will not be necessary to take all the steps outlined here because disputes are often resolved at an early stage.

## What Does the Warranty Actually Say?

Start by re-reading the warranty documents. Become familiar with what the documents actually say, not what you think they should say. If the language is confusing, get help in understanding what it really means. Look for specific items or circumstances that may or may not be covered. Determine if there is a process specified for resolving disputes.

## The Law

Federal law sets forth requirements for warranties and contains a number of provisions to prevent vehicle manufacturers, dealers and others from unjustly denying warranty coverage. With regard to aftermarket parts, the spirit of the law is that warranty coverage cannot be denied simply because such parts are present on the vehicle, or have been used. The warranty coverage can be denied only if the aftermarket part caused the malfunction or damage for which warranty coverage is sought. Disputes in this area usually boil down to arguments over facts and technical opinions, rather than arguments over interpretations of the law.

## Check Vehicle History

Sometimes a malfunction in a new vehicle may be identified as a “pattern failure,” a failure that is recognized as common to your make and model of vehicle. It may be a manufacturing defect which has become the subject of a government-mandated recall. You should check with another dealer, the vehicle manufacturer or an independent service provider such as those listed below to see if there are any Technical Service Bulletins (TSBs), field fixes or other service-related information for your vehicle which would indicate that the problem you are experiencing is a common one. In cases of government-mandated recalls, the dealer is obliged to notify you as a vehicle owner. However, you may check for yourself by calling the vehicle manufacturer’s 800 number, the EPA (for emissions systems issues) or the [National Highway Traffic Safety Administration \(NHTSA\), for safety-related issues.](#)

- EPA: 202/233-9040
- NHTSA: 800/424-9393
- Chiltons: 610/964-4600
- AllData: 916/684-5200
- Motor Publications: 800/426-6897
- American Automobile Manufacturers Association: 313/872-4311
- Japanese Automobile Manufacturers Association: 202/296-8537