

CONFIDENCE PLUS® 24 MONTH/24,000 MILE NORTH AMERICAN WARRANTY

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



GIVE YOUR CUSTOMERS THE COVERAGE AND CONFIDENCE THEY WANT AND NEED:

- 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 trust and 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 (40,000 km). The Confidence Plus program is administered into two areas — outside 25-miles (40 km) and within 25-miles of original repair facility



Customers that require assistance inside the 25-mile (40 km) radius of your repair facility are instructed to contact you directly. Directing your customers back to you when they are close to home assures that they are handled the way you want them to be.

When customers require assistance and are outside the 25-mile (40 km) radius of your shop, they can contact the Confidence Plus Warranty Administrator who will refer the covered customer to a participating Service Center near them. Once the customer has demonstrated eligibility their repair can be made and they are eligible for free towing and free car rental as required.

The Confidence Plus Warranty covers parts and labor for 24 months or 24,000 miles (40,000 km), whichever comes first.

COVERED SERVICES INCLUDE:

- Air conditioning, heating and climate control systems
- Engine cooling system(s)
- Engine performance, driveability services and repairs
- Emission control system(s)
- Fuel system(s)
- Electronic engine management system and other on-board computer systems (engine, body, brake and suspension computers), cruise control systems
- Brake system(s)
- Starting and charging systems
- Electrical system(s)
- Exhaust system(s)
- Ignition system(s)
- Steering/suspension systems, wheel bearings, CV joints, half-shafts and drive shafts
- Other minor repairs. For a complete list of details, information on how the program works, and how to file claims, visit the Extranet or SPACE or contact your parts supplier

For additional information on how the program works and to find details for how to utilize the program log in to SPACE and click on the Service Center tab, then on the link to Confidence Plus warranty. The Confidence Plus warranty Fact Sheet contains all details you need to use the program.

