

No Fault Warranty Gold Program

Factory's No-Fault Warranty GOLD (NFWG) is supplemental to the Standard Limited Warranty. Our NFWG program is not a warranty itself, but it does modify and/or improve upon specific benefits offered through our standard warranty.

PROGRAM TERM

This No-Fault Warranty GOLD plan must be purchased from at the time of product sale. There is no provision for the sale of an NFWG plan after the remanufactured product is purchased.

The term mirrors the Factory Standard Warranty term and covers the remanufactured product for which the NFWG plan was purchased.

The term begins as of the date of first installation or 10 days following the original purchase date, whichever comes first. The warranty period continues for the period of time specified in the Factory Standard Warranty.

SUPPLEMENTAL WARRANTY PAYMENTS

Authorized repairs will be reimbursed at a rate not too exceed the Mitchell® Repair Manual published applicable late-rate schedule. Hourly rates for all authorized repairs will be paid in accordance with rate paid for the original installation but not to exceed \$95.00 an hour.

The labor guarantee under terms of No-Fault Warranty GOLD is limited to the first-time failure of the remanufactured product. In no case will the total labor under the terms of this guarantee EXCEED the Mitchell® Repair Manual published applicable late-rate schedule of \$95 per hour

DO-IT-YOURSELF INSTALLATION AND REPAIRS

DIY installations, not performed by Licensed Automotive Repair Facilities do not qualify for this program or reimbursements. This includes DIY repairs, repairs performed by unlicensed repair facilities, and repairs made to units not originally installed by Licensed Automotive Repair Facilities.

EXCLUSIONS

This No-Fault Warranty GOLD program is subject to the following exclusions:

1. Products used in a manner that violates the terms of the Factory Standard Warranty or are used for purposes other than their original intended use.
2. DIY installations or repairs, not performed by Licensed Automotive Repair Facilities, do not qualify for this program or reimbursements.
3. Diesel applications do not qualify for No Fault Warranty Gold protection.
4. Any class of motorhomes (A, B, or C) that exceed 11,000 lbs. Gross Vehicle Weight do not qualify for No Fault Warranty Gold protection.

INSTALLATION AND MAINTENANCE

1. Factory-recommended installation procedures must be followed.
2. Maintenance must conform to the original equipment manufacturer's standards. You may be required to furnish proof of these services when making a claim.

CLAIM PROCEDURE

1. If the vehicle needs repairs involving the purchased product, you must contact Factory prior to starting the work.
2. You must take the vehicle to the repair facility where the original remanufactured product was installed or to another Licensed Automotive Repair Facility.
3. When calling Factory Customer Service regarding your claim have your Factory product serial number ready. This is available from the original installer or located on the product itself.

4. Payment will not be made for any unauthorized repairs and/or replacements. These include repairs or replacements made prior to contacting Factory about the claim.

WARRANTY REPLACEMENT

If required, first-time, authorized replacements will be provided at no additional charge.

TOWING

Towing will be reimbursed up to a maximum of \$100/occurrence. The customer must supply a copy of the towing invoice or contract.

RENTAL

Car rental will be reimbursed at \$30/day up to a maximum of 5 days. The Customer must supply a copy of the rental contract.

FLUIDS

Fluid replacement at the time of warranty repair will be reimbursed up to \$50/occurrence.

CONTACT INFORMATION

Engines Factory.

Website: <https://MyCarCare.info>

Customer Service: (800) 355-0068