

CERTIFIED SERVICE CENTER KIT

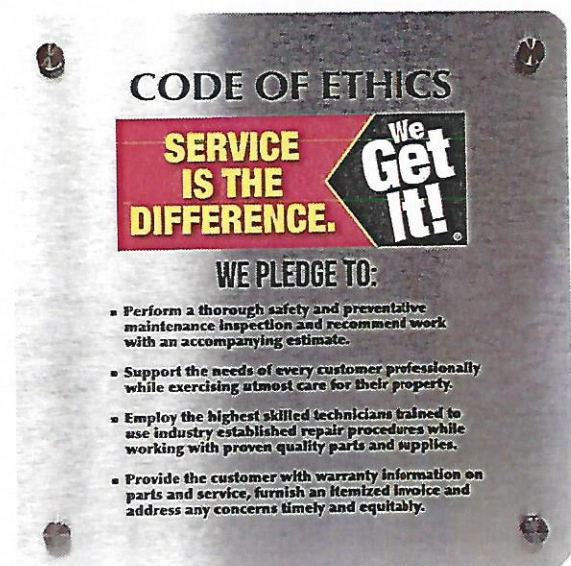
As a member of our strong nationwide network you'll receive a Certified Service Center (CSC) welcome kit.

Our aftermarket CSC network provides independent and often family owned service centers, like yourself, with a comprehensive support program to compete with national service chains.

As a CSC, your membership includes a welcome kit delivered to your repair shop.

CSC Welcome Kit includes items like:

- Code of Ethics Plaque
- Certified Service Center Indoor/Outdoor Sign
- Counter Mat Inserts
- Invoice Envelopes
- Mirror Hangars
- Posters
- and more!



Support Services

As a CSC you also have a variety of Marketing, Training, IT, and Product support programs and services available to you including access to:

- Confidence Plus® North American Warranty
- MyPlace4Parts®
- SafeRoute Roadside Assistance®
- And More



For more information on the CSC Welcome Kit or any of the available programs contact your parts supplier.

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

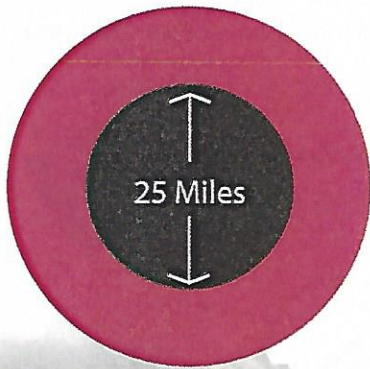
Travel with Confidence



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

- A network of more than 35,000 service repair facilities throughout North America.
- Attract new business and build customer trust and loyalty.
- Warranty invoice envelopes provide an easy reference for what to do in case service is required.

The Confidence Plus 24 months/24,000 miles (40,000 km) parts and labor warranty is administered in two areas:



Inside 25 Miles

Customers that require assistance inside the 25-mile (40 km) radius of your repair facility are instructed to contact your shop directly to ensure they are handled the way you want them to be.

Outside 25 Miles

When customers require assistance outside the 25-mile (40 km) radius of your shop, they can contact the Confidence Plus® North American Warranty Administrator, where they will be referred 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.

COVERED SERVICES INCLUDE:

- Air conditioning, heating and climate control systems
- Engine cooling system(s)
- Engine performance, drivability services and repairs
- Emission control system(s)
- Steering/suspension systems, wheel bearings, CV joints, half-shafts and drive shafts
- Electronic engine management system and other on-board computer systems (engine, body, brake and suspension computers), cruise control systems
- Other minor repairs
- Fuel system(s)
- Brake system(s)
- Starting and charging systems
- Electrical system(s)
- Hybrid batteries
- Exhaust system(s)
- Ignition system(s)

For a complete list of details or program information, and how to file claims, contact your parts supplier.