

BEST AUTO 24 MONTH / 40,000 KILOMETER NORTH AMERICAN LIMITED REPAIR WARRANTY

WHO MAKES THIS LIMITED REPAIR WARRANTY (“WARRANTY”): This limited repair warranty is extended only to you, the original purchaser, and not to anyone who may purchase your vehicle from you during the term of the warranty. This Warranty is made by the Independent Service Facility (“Facility”) who is so named on the original repair invoice and performed the service/repairs on your vehicle. This Warranty may be honored by any Facility participating in this program, or other authorized facility anywhere in the United States and Canada. This Warranty is not a warranty of Sonsoio Management, Inc., Bestbuy Distributors Ltd., either company’s affiliates, subsidiaries or any of their employees, or member companies. In addition, Sonsoio Management, Inc. serves as the administrator (“Administrator”) only.

WHAT IS COVERED BY THE WARRANTY: This Warranty covers the following types of repairs and services:

- A. Air conditioning, heating and climate control systems.
- B. Brake system(s).
- C. Electrical system(s).
- D. Emission control system(s).
- E. Engine cooling system(s).
- F. Electronic engine management system and other on-board computer systems (engine, body, brake and suspension computers), cruise control systems.
- G. Engine performance or drivability services and repair.
- H. Exhaust system(s).
- I. Fuel system(s).
- J. Ignition system(s).
- K. Other minor repairs.
- L. Starting and charging systems.
- M. Steering/suspension systems, wheel bearings, CV axles and joints, half-shafts and driveshafts.

The Independent Repair Facility warrants that the above repairs and services performed at their location will be free from defects in materials and workmanship for 24 months or 40,000 kilometers (24,000 miles), whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair invoice (“Warranty Period”). This Warranty is conditioned on the vehicle being subjected only to normal, non-commercial use, and receiving reasonable and necessary maintenance during the Warranty Period. **Warranty repair costs shall in no case exceed the costs of the original repair or service.** If there is a defect in either materials or workmanship within the Warranty Period, the Facility has the option to either perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund to you the entire charge for the warranted repairs, minus any previous refunds or credits.

WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE: You must keep a copy of the original repair invoice and present it when seeking service under this Warranty. If Warranty work is performed, you must temporarily surrender possession of the original repair invoice, or a legible copy of the same. If you are less than 40 kilometers (25 miles) away from the original service Facility, you must return your vehicle to that Facility and present your copy of the original repair invoice to the Facility.

If you are more than 40 kilometers (25 miles) from the original service Facility and you are unable to reasonably return your vehicle to the that Facility, then prior to any Warranty repair work being performed you must call the Warranty Administrator, at 1-855-246-6003, from 8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time), Saturday from 8:00 a.m. to 5:30 p.m., excluding U.S. holidays. The Warranty Administrator will direct you to the nearest participating Facility location. If there are no participating Facility locations in your area, you may take your vehicle to a non-participating service facility in your area. If the non-participating service facility will not accept payment from the Warranty Administrator, you must pay for the Warranty service and submit your original repair invoice and subsequent Warranty repair invoice to the Warranty Administrator for reimbursement. In all cases, these original document(s) will be returned to you as soon as practicable.

WHAT IS NOT COVERED BY THIS WARRANTY: You must pay for any non-warranty service you order to be performed at the same time as the Warranty service. This Warranty will not apply to your repaired vehicle if it has been damaged by abnormal use, misuse, neglect, accident, alteration or “tampering with”. **This Warranty does not cover replacement or repairs due to normal wear and tear.** The Facility’s employees and/or agents do not have authority to modify the terms of this Warranty nor to make any promises in addition to those contained in this Warranty. **THIS WARRANTY DOES NOT IN ANY WAY INCLUDE INCIDENTAL OR CONSEQUENTIAL DAMAGES** (additional expenses which you may incur as the result of faulty repair or service). Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Warranty gives you specific rights, and you may also have other rights, which vary from state to state.

AUTOMOTIVE REPAIRS EXCLUDED FROM WARRANTY: This Warranty does not cover repair(s) or replacement(s) except as listed in the section, “What is Covered by this Warranty,” even though the Facility may offer other services. Specifically excluded are any repairs involving the removal of the engine, transmission, or transaxle, or the replacement or removal of internally lubricated parts and other such repairs as listed below.

- I. ENGINE
 - A. Any internal repairs or replacement of internal components, or replacement of engine assembly.
- II. TRANSMISSION, TRANSAXLES
 - A. Automatic – any internal repair or component replacement.
 - B. Manual – any internal repair or component replacement.
 - C. Clutches – clutch component or assembly repair and replacement.
- III. DRIVE AXLE/DIFFERENTIAL ASSEMBLY
 - A. Any repair or component replacement requiring the removal of internally lubricated components or replacement of the drive axle/differential assembly.
 - 1. Ring gear, pinion shaft and related gears
 - 2. Associated bearing with above
 - 3. Pinion seal
- IV. AUTO BODY, PAINT, MOLDING REPAIR
 - A. Any repair or materials related to auto body repair work.
 - B. Glass related repairs.
- V. REPAIRS PERFORMED ON COMMERCIAL VEHICLES
- VI. BATTERIES, TIRES (if no dealer warranty)
- VII. USED OR SALVAGED PARTS
- VIII. PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
 - A. Oil changes, fluid changes and flushes, wiper blades, filters.

**NORTH AMERICAN WARRANTY ADMINISTRATOR
P.O. BOX 17659, GOLDEN, CO 80402-6027**

1-855-246-6003





FOR



24 Month Roadside Assistance Program

This 24-Hour Roadside Assistance Program (the "Program") has been given to you for no additional charge by the repair facility where you recently received service for your vehicle. All services provided through the 24-Hour Roadside Assistance Program are described below:

Benefit Period: The Program begins on the date identified on your invoice from the participating authorized service facility and continues for 24 months from the date of your invoice ("Benefit Period").

What are the Benefits? During the Benefit Period, this Program provides reimbursement of two (2) claims per 12-month period for covered roadside assistance service up to \$75.00 per Covered Vehicle ("Benefit Limit").

What are the Limitations?

You may obtain roadside assistance for your Eligible Vehicle from a licensed service provider of your choice; OR

If you cannot locate a provider on your own, you may contact the Administrator for assistance locating a licensed service provider by calling 1-855-246-6003. This toll-free number provides access to a roadside assistance dispatcher 24 hours a day, 365 days a year. **This service requires use of a credit card to arrange for dispatch.**

- When you submit your claim for reimbursement as instructed below, you will be reimbursed up to the Benefit Limit for Covered Services upon our receipt of your reimbursement claim.
- The Program is intended to cover emergencies and is not intended to be a substitute for proper vehicle maintenance or repair.
- **The driver of the Covered Vehicle must be with the Covered Vehicle when the service provider arrives;** roadside assistance cannot be provided to an unattended vehicle. If the driver is not with the Covered Vehicle, you may be charged an associated fee that is not reimbursable under the terms of this Program.

Covered Vehicle: The Program benefits are limited to the vehicle identified on the invoice (the "Covered Vehicle") and will be provided to the vehicle owner, spouse and/or dependent children when driving the Covered Vehicle. Requests for roadside assistance will only be honored for Covered Vehicles under the Program. This Program is not transferable.

Excluded Vehicles: Vehicles with a manufacturer's load rating capacity greater than one-ton, or any vehicle with a load rating capacity of one-ton or greater designed for, built for or used in a private recreational or commercial application including but not limited to Class A (or Type A) motor homes and Class C (or Type C) motor homes; vehicles used for competitive driving or racing, police or emergency service, principally off-road use (off-road use is described as driving on anything that is not a paved or gravel road maintained by the state or local authority), snow removal, carriage of passengers for hire, commercial towing, construction, postal service, farm, ranch, or agriculture, motorcycles, or trailers.

Roadside Assistance: If you are in need of roadside assistance, call 1-855-246-6003 toll-free. Roadside Assistance is available 24 hours a day, 7 days a week.

Covered Services: The following roadside assistance services are reimbursable up to the Benefit Limit:

- 1. Towing** - When towing is necessary, the disabled Covered Vehicle will be towed to the nearest qualified repair facility or to the repair facility of your choice.
- 2. Lock-Out Assistance** - Assistance will be provided in unlocking the Covered Vehicle in the event the keys are lost or locked inside.
- 3. Flat Tire Assistance** - If the Covered Vehicle's spare tire is serviceable, it will be installed to replace the flat tire. If the disabled Covered Vehicle has no serviceable spare, or if it has two or more flat tires, the vehicle will be towed.
- 4. Fuel, Oil, Fluid and Water Delivery Service** - An emergency supply of gasoline (where permitted), oil, fluid and water will be delivered to any Covered Vehicle in immediate need. The customer must pay for the costs of the actual fluids delivered.

- 5. Battery Jump-Start** - If a battery failure occurs, a battery jump-start will be provided to start the Covered Vehicle.

Reimbursement Procedures: To file a reimbursement claim, you must submit the following information within sixty (60) days of the disablement:

1. Your current contact information including phone number and address; who the driver of the vehicle was at time of disablement and their relation to the vehicle owner identified on the invoice; and type of assistance for which you are requesting reimbursement.
2. Copy of one of the following documents: (i) the original receipt for roadside assistance service performed; or (ii) your credit card statement showing the charge for roadside assistance - please conceal your credit card number before sending your statement.
3. Copy of the invoice from the repair facility showing the following:
 - Name and Address of the Repair Facility, and
 - A Legible Date, and
 - Customer Name, Home Address, Phone Number, and
 - Vehicle Year, Make, Model

Submit reimbursement claims by:

Fax: 1-866-924-3668 (toll-free)

Email: mechclaims@sonsio.com

Mail: Customer Care, P.O. Box 17659, Golden, CO 80402

EXCLUSIONS: This Program will not pay or reimburse for:

1. Repair or damage to a Covered Vehicle.
2. Cost of parts, replacement keys, lubricants, fluids; cost of installation of products or materials.
3. Tire repair or non-emergency mounting or removing of any tires, snow tires, or chains.
4. Service on a vehicle that is not in a safe condition to be towed.
5. Impound towing or towing by other than an authorized service provider; vehicle storage charges.
6. Any additional labor related to towing due to specialized equipment or processes required to transport your Covered Vehicle due to non-factory modifications or enhancements made to the Covered Vehicle.
7. Towing from or repair work performed at a service station, garage or repair shop; towing by other than a licensed service station or garage; a second tow for the same disablement.
8. Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc.
9. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law.
10. Traffic fines, citations or penalties.
11. Coverage shall not be provided in the event of emergencies resulting from the use of intoxicants or narcotics, or the use of the Covered Vehicle in the commission of a felony.
12. Any roadside assistance services provided to a Covered Vehicle by a private citizen's assistance is not covered and is not reimbursable.
13. Non-emergency towing or other non-emergency service.

Service Providers: ToYourRescue Roadside Assistance operates through a network of contracted service providers who have agreements to perform road and towing service for the customers of registered automotive service facilities. As independent contractors, they have exclusive control over their own equipment and personnel. Neither ToYourRescue nor the participating automotive service facility is responsible for acts or omissions of independent contractors.