

# Jiffy Lube Brakes and Services Nationwide Warranty Program

## Customer Benefits:

- Warranty coverage is provided nationwide from a network of 35,000 participating facilities
- Provides Jiffy Lube Brakes and Services customers with a written limited nationwide parts and labor warranty
- Terms vary based on the service purchased with some parts covered with a lifetime warranty

## Eligible Repairs and Services Covered:

<b>Basic Coverage: 12 mos/12,000 miles</b>	
Engine Performance, drivability services and repair	Starting and charging system
Heating and air conditioning repairs:	Alignment (excluding parts)
Emission control system	CV Joints, Half shafts and drive shafts
Electronic engine management system and other on-board computer systems (engine, body, brake and suspension computers)	Miscellaneous minor repairs
<b>Extended Coverage</b>	
Brake system: Parts: <b>24 mos/24,000 miles</b> Labor: <b>12 mos/12,000 miles</b>	Brake system: (with calipers, wheel cylinders replaced or overhauled) Parts: <b>Lifetime</b> Labor: <b>12 mos/12,000 miles</b>
Shocks & Struts: Parts: <b>Lifetime</b> Labor: <b>12 mos/12,000 miles</b>	Steering Suspension systems (excluding alignment): <b>24 mos/24,000 miles</b>
<b>***Commercial Vehicles</b>	
Alignment: <b>3 months / 3,000 miles</b>	All other covered services: <b>12 months / 12,000 miles</b>

\*\*\*A **commercial vehicle** is any type of motor vehicle used for transporting goods and/or passengers including taxis, shuttle vans and those vehicles used for delivery and hauling of heavy loads.

## Terms and Conditions:

- The service center listed on the original invoice warrants that the eligible repair will be free from defects in materials and workmanship for the terms listed above
- Coverage timeframe is measured either from the date of the original repair or the odometer reading shown on the original invoice whichever comes first

## What customers need to do to obtain warranty service:

- Customers must present a copy of the original repair invoice when requesting warranty service
- If the customer is less than 25 miles away from the service center that performed the original repair the customer must return to that service center for warranty service
- If the customer is more than 25 miles away from the original repairing service center then prior to any warranty work being performed they must call the **Warranty Administrator** at **1-866-330-9183**.

## Warranty Limitations

- The warranty is extended only to the original purchaser and is not transferrable
- The warranty is conditioned on the vehicle being subjected to normal non-commercial use
- Repair costs shall not exceed the costs of the original related repair or service.
- The customer must pay for any non-warranty service they authorize to be performed at the same time as warranty service

**Note:** Complete program details can be referenced in the Nationwide Warranty Procedure Manual for complete program details. The warranty on Jiffy Lube Signature Service Oil Change and related preventive maintenance services can be found on the back of the customer invoice.