

Know Your Rights

# Vehicle Maintenance and Warranties



SM

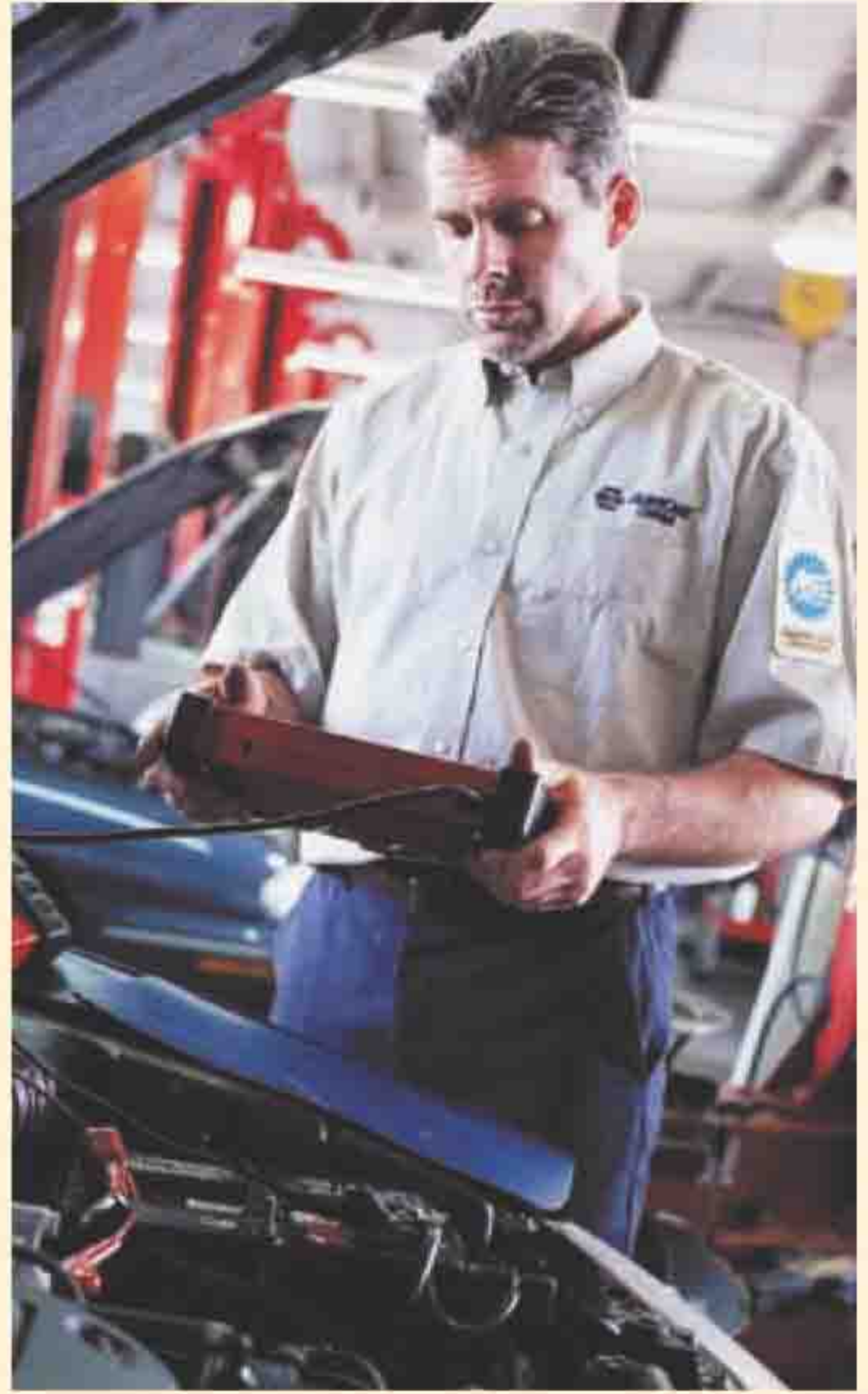




# Your Warranty Stays in Effect When We Perform Preventive Maintenance. CONGRESS SAYS SO.

In 1975, the U.S. Congress passed the Magnuson-Moss Warranty Act — a federal law that governs consumer product warranties. Among other things, Congress wanted to ensure that consumers could get complete and straightforward information about warranty terms and conditions.

## The Truth About Vehicle Warranties

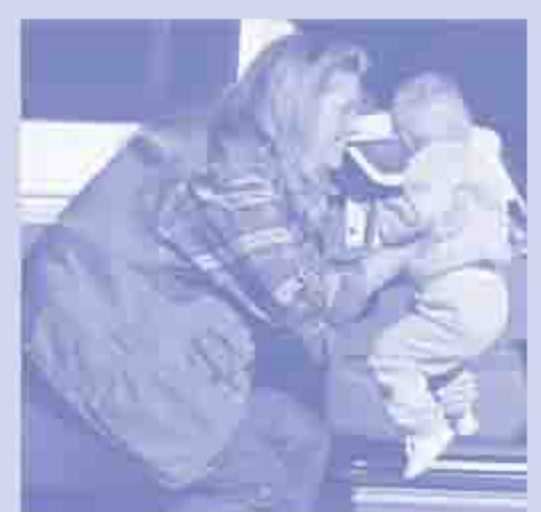
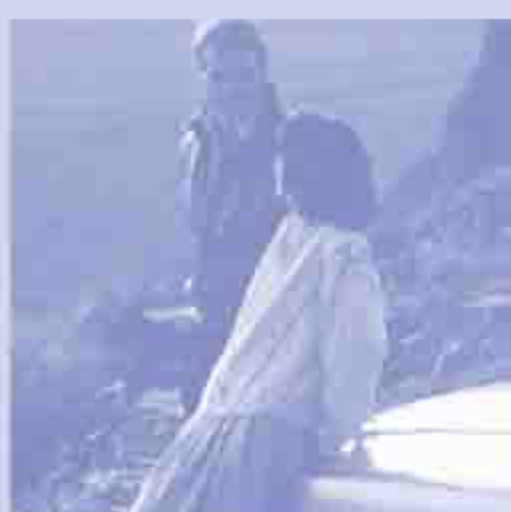


The Magnuson-Moss Act gives you these rights:

- **Generally, your vehicle manufacturer's warranty cannot require you to return to your auto dealer for vehicle maintenance** — or to only using the brand of replacement parts offered by that dealer.
- **By law, your vehicle manufacturer's warranty will stay in effect** when you have regularly scheduled maintenance performed at a qualified facility, like our NAPA AutoCare Center, that uses appropriate parts and procedures.

### **BOTTOM LINE:**

**Your Warranty Stays in Effect When We Perform Preventive Maintenance  
Since We Use Appropriate Parts and Procedures.**



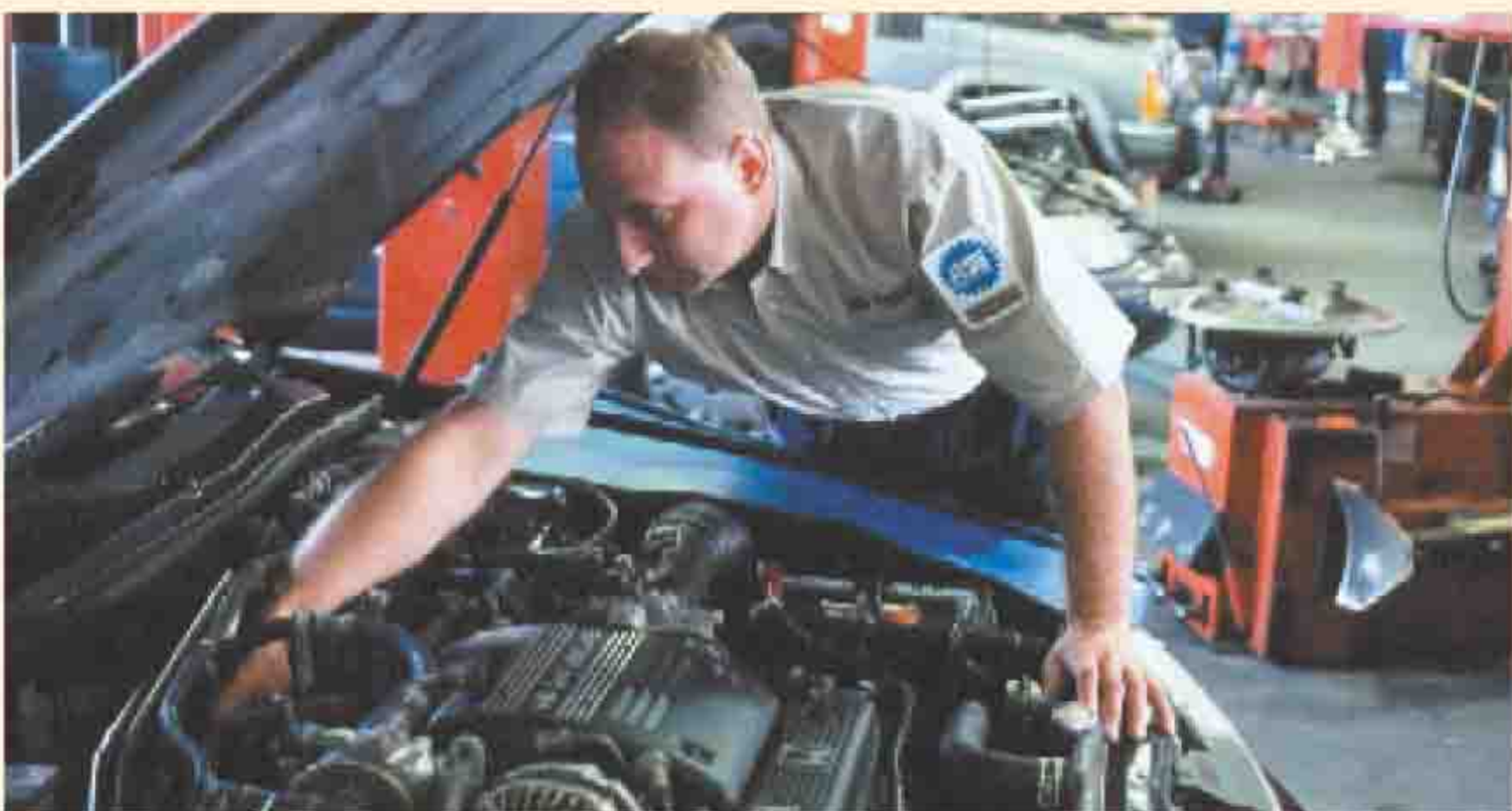


# Ask Us How You Can Save Money with a Customized **PREVENTIVE MAINTENANCE PLAN!**

By performing prescribed maintenance at recommended mileage intervals, we can help you prevent potential problems for the life of your vehicle. Plus, we can help improve your vehicle's fuel economy, overall performance and safety. A small investment in routine maintenance can save you a lot down the road.

## **Here's How We Give You the Best.**

- **ASE-certified technicians** who are knowledgeable and skilled in maintaining your vehicle make, model and year.
- **Quality NAPA parts** specified for your vehicle.
- **Qualified preventive maintenance that keeps your vehicle manufacturer's warranty in effect.**
- **The NAPA AutoCare "Peace of Mind" Warranty** backs our qualifying service and repair work for 12 months/12,000 miles — and is honored by more than 11,000 NAPA AutoCare Centers nationwide.





## Our NAPA AutoCare Center employs ASE-certified technicians.



### Here's why ...

#### **They have excellent experience, skills and knowledge.**

To become certified by the National Institute for Automotive Service Excellence (ASE), technicians must pass at least one of ASE's 40-plus exams and provide proof of two years of relevant work experience.

ASE exams are no cinch to pass; approximately one out of three of those tested fails. Prior to taking ASE exams, many technicians attend training classes or study after work in order to sharpen their skills.

#### **They stay current on changing technology.**

Today's vehicles are more complex than ever, and mistakes can be costly. Technicians with ASE credentials keep their skills current and must be retested every five years to remain certified.

#### **They're committed to quality.**

The ASE program is voluntary. Technicians who have invested the time and expense to earn ASE certification take pride in their work, and it shows in the service they provide.

Founded in 1972, the National Institute for Automotive Service Excellence is an independent, non-profit organization that tests and certifies the competence of individual automotive repair technicians.

For more information, visit [www.ase.com](http://www.ase.com).

