



THE TEAM YOU TRUST®

## Big O Tires Nationwide Limited Repair Warranty – 12 Months / 12,000 Miles

### WHO MAKES THIS LIMITED WARRANTY?

This limited 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 Limited Warranty is made by the Independent Repair Facility ("Facility") that is so named on the original repair invoice and performed the service/repairs on your vehicle. This limited warranty may be honored by other facilities participating in this program, or other authorized non-participating facilities anywhere in the United States.

This limited warranty is not a warranty of Big O Tires, LLC or Automotive Business Solutions, Inc. ("ABS"), their affiliates, subsidiaries or any of their employees, or member companies. In addition, ABS. serves as the administrator only.

### WHAT IS COVERED BY THE LIMITED WARRANTY?

This warranty covers the following types of repairs and services:

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

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 12 months or 12,000 miles of use, whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair invoice. Services performed not listed above carry a 3-month or 4000 mile warranty at the Independent Repair Facility providing said services but are not covered under the Nationwide Limited Repair Warranty..

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 Independent Repair Facility has the option to, perform remedial service work at no charge to you, replace the defective warranty part(s) without charge to you or refund the entire charge for the warranted repairs, minus any previous refunds.

**A buyer of covered products or services has the right to have warranty service performed during the warranty period. The warranty period will be extended for the number of whole days that the vehicle has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the Warranty Administrator of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return his vehicle for a replacement of parts, if applicable, or a refund, in either case, subject to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under any law. Parts listed are new unless noted otherwise.**

### WHERE YOU MUST GO TO OBTAIN LIMITED WARRANTY SERVICE:

If you are less than 25 miles away from the original repair Facility, you must return your vehicle to the facility location where the warranted service was performed and present your copy of the repair order to the Dealer. If you are more than 25 miles from the original Facility, then you must call the Warranty Administrator prior to any repair work being performed, at 1-800-351-8545, from 6:00 a.m. to 6:00 p.m. Monday through Friday, 7:00 a.m. to 4:00 p.m. Saturday (Mountain Time), excluding holidays. The Warranty Administrator will direct you to the nearest participating Facility.

### WHAT YOU MUST DO TO OBTAIN LIMITED WARRANTY SERVICE:

You must keep a copy of the original repair invoice (or legible copy) and present it when seeking service under this warranty. If warranty work is performed, you must temporarily surrender possession of the repair invoice (or legible copy). If there are no participating locations in your area, you may take your vehicle to a non-participating Repair Facility in your area. If the non-participating Repair Facility will not accept payment from the Warranty Administrator, you must pay for the warranty service and submit your original repair invoice (or legible copy) and subsequent warranty repair invoice (or legible copy) to the Warranty Administrator for review, within 90 days of the date of repair. If your vehicle is inoperable, and you are further than 25 miles from the original facility, you may be eligible for certain towing benefits, to a maximum of \$75.00. You may also be eligible for Rental Car benefits if your vehicle cannot be repaired the same day due to circumstances beyond your control. The maximum benefit would be for 2 days at a maximum of \$40.00 per day, as determined by the Warranty Administrator.

### WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

You must pay for any non-warranty service you order to be performed at the same time as the warranty service. This limited warranty will not apply to your repaired vehicle if it has been damaged by abnormal use, misuse, neglect, accident, and alteration or "tampering with" (by other than the Facility or Facility employees). The Facility's employees and/or agents do not have authority to modify the terms of this limited warranty nor to make any promises in addition to those contained in this limited warranty.

THIS LIMITED WARRANTY DOES NOT IN ANY WAY INCLUDE INCIDENTAL OR CONSEQUENTIAL DAMAGES (ADDITIONAL EXPENSES THAT 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 LIMITED WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

### AUTOMOTIVE REPAIRS EXCLUDED FROM LIMITED 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 ENGINE, TRANSMISSION, CLUTCH, OR DIFFERENTIAL REPAIRS, ASSOCIATED GASKETS AND SEALS, OR ASSEMBLY REPLACEMENT OF THE SAME. ALSO EXCLUDED ARE AUTO BODY PAINT, MOLDING, TIRES, GLASS REPAIRS AND USED PARTS. COMMERCIAL VEHICLES (INCLUDING BUT NOT LIMITED TO, ANY VEHICLE USED IN COMMERCE TO TRANSPORT PERSONS OR PROPERTY) ARE EXCLUDED.