

FAQ



? How do I locate a dealer that offers Warranty Forever® on a vehicle I would like to purchase?

You can locate a dealer by visiting our website, www.warrantyforever.com and submitting an inquiry on the Contact Page.

? What's the catch?

There is no catch; this program is provided to you at no charge. The only requirement is that you follow the customary maintenance outlined in your agreement and keep records of all customary maintenance performed. Maintenance records can easily be saved in the NAE/NWAN Connect app.

? What is covered by the program?

The program provides coverage to the engine, transmission and drive axle components listed in the agreement for as long as you own your vehicle regardless of how long you own the vehicle and how many miles you drive.

? What is the program limit of liability?

The limit of liability is the NADA average retail value of the vehicle at time of claim.

? Can my Warranty Forever® agreement be transferred to the next owner if I sell my vehicle?

The agreement is not eligible for transfer.

? How do I make a claim if I have a breakdown?

Contact the dealer where you purchased your vehicle, they will handle it from there! If you have any questions that you would like to ask us directly, you may call 800-810-8458 and speak with a claims specialist.

? When are the claims specialists available to take my call?

Claim specialists are available Monday–Friday 8:00AM – 8:00PM and Saturday 9:00AM – 5:00PM Eastern to answer all your questions.

? Is there a deductible that I need to pay when making a claim?

There is no deductible on the program. All parts and labor are covered 100%.

? If my vehicle breaks down and the breakdown is covered by the Warranty Forever® agreement, am I required to pay for the repair and then wait to be reimbursed?

No, you are not required to pay for covered repairs out of pocket. All repairs are paid via credit card by the program administrator. Please be sure, however, that all repairs are authorized prior to the repair being completed. Unauthorized repairs will not be covered.

? What if I need to be towed or need a rental car while my vehicle is being repaired?

Towing and rental car coverage is not provided by your Warranty Forever® agreement. However, if you purchased an extended service contract, your contract will most likely provide that coverage for you.

? How do I know what maintenance is required to keep my Warranty Forever® agreement in force?

You are required to change your vehicle's engine oil, check and maintain the transmission fluid level (if applicable), top off all powertrain fluid levels and check and maintain the proper level of coolant as follows:

Manufacturer required synthetic or synthetic blend oil: Every 12 months OR 10,000 miles, whichever comes first.

Conventional oil: Every 6 months OR 7,500 miles, whichever comes first.

? What if my vehicle is equipped with an oil change light/indicator reminder system?

Recommended maintenance will need to be performed when your indicator signals you for maintenance, but cannot exceed the customary maintenance intervals outlined in your Warranty Forever® agreement. If you have any further questions, please contact a claims specialist at 1-800-810-8458.



? Why do I have to do all recommended services?

Proper maintenance to any mechanical component is the best preventative measure in reducing future breakdowns. That is the reason we ask that you use these guidelines.

? Why is my dealership suggesting additional maintenance services?

Manufacturers only require a minimum level of services to be performed and will often list them in the owner's manual. Your driving conditions and environmental conditions can demand additional service work be performed to keep your vehicle performing at peak levels. While you are only required to complete the minimum services outlined in your Warranty Forever® agreement, we strongly encourage you to follow your dealership's recommendations when being offered additional services.

? Can I change my own oil?

No. All services must be performed by a professional service facility. This is to ensure proper documentation, as well as the workmanship of the services performed on your vehicle. See your Warranty Forever® agreement for complete details on customary maintenance requirements.

? What is a professional service facility?

Any service facility that has a license to do business. The facility must be able to provide a detailed repair order that contains the pertinent information regarding the services performed.

? Do I have to use an ASE certified facility?

No, however, we strongly recommend it. ASE technicians are certified through a national non-profit organization to ensure the technicians competency in many areas of the automotive industry. Repair establishments with at least one ASE technician are permitted to display the ASE sign. Motorists should look for facilities that display the ASE Blue Seal of Excellence® logo.

? What if I am traveling out of town and need to have a maintenance service performed while I am traveling?

You may call us at 1-800-810-8458 and PRE-AUTHORIZE any maintenance service to be performed while you are traveling. If you need assistance with this, you may also contact your selling dealer's service department for details.

? How does the Warranty Forever® administrator know when I have customary maintenance performed?

You are required to keep records of all maintenance performed on your vehicle. Record of maintenance must include the vehicle identification number (VIN), description of the vehicle, date of service, and your vehicle's odometer miles. For your convenience, the NAE/NWAN Connect app allows you to save all maintenance records associated with your vehicle.

? What if I am traveling out of town and have a breakdown that would be covered under my Warranty Forever® agreement?

Although you are required to have all repairs performed at your selling dealer, if you are 150 miles, or more, away from your selling dealer, you may take your vehicle to any licensed repair facility to have your repair work completed. For assistance, you may call us at 1-800-810-8458 or you may contact your selling dealer's service department for details. Remember, repair service must be pre-authorized or the repairs performed by an outside dealer will not be accepted.

? How can I be certain that a pre-authorization for service has been granted?

At the end of your pre-authorization call, you will receive a unique pre-authorization code. We suggest that you retain this code for your records.

? Why do I need to pre-authorize each scheduled maintenance when not returning to my selling dealer?

The reason we require you to call prior to having your maintenance performed, is to assist you in your dealer's absence. We will guide you and ensure that you have all the required customary maintenance completed on your vehicle, so you do not void your Warranty Forever® agreement.

? Where can I find the NAE/NWAN Connect app?

The NAE/NWAN Connect app is available for download on compatible iOS and Android devices. To download the app, visit the Apple App Store or GooglePlay store and search "NAE/NWAN."