



As a Platinum Banner Shop Member, not only do your customers get the benefit of the extended 3-Year / 36,000 Mile Warranty, you also receive (4) Labor Claims that can be used for warranty work to be performed at your shop! If your customer has a warranty claim, they should return to your shop for diagnosis.

## LOCAL LABOR CLAIM PROVISIONS:

- The Service Center must be current on the Platinum Banner Shop Program to be eligible.
- Labor Reimbursement is for 36 months or 36,000 miles, whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair invoice.
- Platinum Banner Shops can receive a 3-hour labor max at \$75 per hour (based on Chilton book time).
- Parts eligible for claims must have been Purchased from a TPN Supplier and are listed as a "covered part" within the Nationwide Protection Plus Warranty program.
- Claims must be submitted within 60 days of the 2nd repair (re-repair) to be paid by Mile 1.
- Platinum Banner shops must use their (4) claims in a calendar year (pro-rated for partial year sign ups).
- Nationwide Protection Plus Warranty Membership for the Mile 1 program is non-transferable (i.e. if business is closed or sold).
- If an eligible Service Center uses all their Mile 1 local labor claims in a calendar year, they are not eligible to use future Mile 1 claims from the following year to cover additional Mile 1 claims for the current year.

*Example: The Service Center has 4 Mile 1 claims for the current year (2024) and used all 4 claims prior to the end of 2024. If the Service Center renews for the new year (2025) they cannot use their new claims to cover a previous year's (2024) claim, as all the previous year's claims (2024) claims have been used.*

- If an eligible Service Center does not use all their Mile 1 local labor claims in a calendar year, they are eligible to use their remaining Mile 1 claims from the previous year within the first 60 days of the new year which will count towards the previous year's claim total, not the current year claim total.

*Example: The Service Center has 4 Mile 1 claims for the current year (2024) and used 2 claims prior to the end of 2024. If the Service Center renews as a Platinum shop for the new year (2025) they will be able to use the 2 remaining Mile 1 claims from the previous year (2024) within the first 60 days of the new year (2025) and the claims will count toward their previous year's (2024) claims.*

## PARTIAL MEMBERSHIP PRO-RATED CLAIMS:

Sign-up or renew membership during the months below & receive the corresponding pro-rated claims to use throughout the calendar year.

JAN — MAR (4 CLAIMS) | APR — JUN (3 CLAIMS) | JUL — SEP (2 CLAIMS) | OCT — DEC (\*)

### \*OCT-DEC

- New Sign Ups are Eligible for Mile 1 claims Starting January 1st. NWW coverage will begin from the signup date thru the following new year.
- Renewal Shops will still have the current year's claims and be eligible to submit new year's claims January 1st.
- Upgraded Shops (Gold to Platinum) are Eligible for Mile 1 claims starting January 1st. Warranty repair date must be in the new year when the shop is active on the Platinum program.
- Downgraded Shops (Platinum to Gold) will still have the current year's claims and be able to submit current years Mile 1 claims for the first 60 days of the new year.

## COVERED REPAIRS

- Air Conditioning, heating and climate control systems
- Brake system (s)
- Clutches - clutch component or assembly repair and replacement
- Engine cooling system (s)
- Engine performance, drivability services and repair
- Electrical system (s)



- Electronic Engine Management System and other on-board computer systems, (engine, body, brake and suspension computers), cruise control systems
- Emission control system (s)
- Exhaust system (s)
- Fuel system (s)
- Hybrid Drive battery replacements (claim coordinated with battery manufacture for replacement)
- Ignition system (s)
- Starting & Charging system (s)
- Steering and Suspension system (s), wheel bearings, CV joints, U-joints, half-shafts, and driveshafts
- Other minor repairs and services

### REPAIRS EXCLUDED FROM WARRANTY:

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- **Engine:** Any internal repairs or replacement of internally lubricated components, or replacement of engine assembly
- **Transmission:** Automatic or Manual – any internal repairs or replacement of internally lubricated components, or replacement of transmission assembly or transfer case
- **Drive Axle/Differential:** any internal repairs or replacement of internally lubricated components, or replacement of the drive axle/differential assembly, ring gear, pinion shaft, pinion seals, and related gears
- Tires & Batteries (excluding hybrid drive battery replacement)
- Auto body, paint, and molding repair including any repair or materials related to auto body work and glass related repairs
- Used, salvaged or customer supplied parts
- Sublet repairs
- Preventive Maintenance Services (oil changes, fluid changes and flushes, wiper blades, filters)
- Any repairs performed on commercial use vehicles with a load capacity greater than 1 ½ tons (maximum gross vehicle weight rating of 16,000 pounds).

### PROCEDURES / AUTHORIZATION:

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- Call 877-342-9615 or visit [www.NationwideProtectionPlus.com](http://www.NationwideProtectionPlus.com) to submit a claim.
- Required documents for labor claim review:
  1. Original Repair Invoice
  2. Original Part Invoice
  3. Warranty (re-repair) Invoice
  4. Warranty (re-repair) Part Invoice

*Mile 1 reserves the right to modify the terms of the labor reimbursement portion of this program. The facilities employees and/ or agents do not have authority to modify the terms of this program. The terms of the parts warranty is governed by the manufacturer of the components. This program does not include incidental or consequential damages, or other additional expenses which may be incurred as a result of a premature parts or labor failure. Some states do not allow the exclusion of incidental or consequential damages and therefore this limitation may not apply, as rights vary from state to state.*

**[www.NationwideProtectionPlus.com](http://www.NationwideProtectionPlus.com)**

EFFECTIVE 10/01/24