

## Solid Start® True Protection Warranty Program - FAQ

### 1. What is the Solid Start® True Protection Warranty Program?

This is a **Limited Lifetime Warranty** that provides added protection when services are performed using **approved True Brand® products**. Services must be conducted by an automotive professional using Solid Start-approved procedures.

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### 2. Who is eligible for this warranty?

The program covers **legally registered, privately owned passenger cars, SUVs, vans, and pickup trucks (up to 9,500 lbs. GVW)** used for personal use only.

Vehicles used for commercial, agricultural, racing, or emergency services **are not eligible**.

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### 3. What are the coverage tiers?

- **Tier 1:** 0 - 50,000 miles (max coverage: \$4,000)
- **Tier 2:** 50,001 - 100,000 miles (max coverage: \$2,000)

You must enroll within the specified mileage range to qualify.

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### 4. When does coverage begin?

Coverage starts **60 days and 500 miles (800 km) after** the qualifying True Brand product is installed. If an existing True Brand warranty is already in effect, the waiting period does not apply.

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### 5. How do I maintain coverage?

- Return to a **True Brand service facility** for required services at specified mileage intervals.
  - **Keep all receipts and repair records** as proof of maintenance.
  - A minimum of **5,000 miles per year** must be accumulated to maintain eligibility.
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### 6. What is covered under this program?

Coverage includes deposit-related malfunctions and lubrication failures in **fuel, engine, transmission, brake, cooling, driveline, and power steering systems** when services are performed using True Brand-approved products.

- **Gasoline & Diesel Fuel System:** Oxygen sensors, PCV, fuel injectors, intake valves, and throttle body.
    - Service Intervals: 7,500 - 15,000 miles
  - **Engine Components:** Piston rings, timing gears, valve lifters, push rods, turbo bearings, camshafts, crankshaft, and bearings.
    - Service Intervals: 7,500 - 15,000 miles
  - **Transmission (Automatic & CVT):** Lubricated parts within the transmission housing.
    - Service Intervals: 30,000 - 45,000 miles
  - **Brake System:** Master cylinder, calipers, valves, and metalized hoses.
    - Service Interval: 30,000 miles
  - **Cooling System:** Heater core, water pump, radiator, and freeze plugs.
    - Service Interval: 30,000 miles
  - **Driveline & Power Steering:** Lubricated parts within the differential, transmission case, and power steering system.
    - Service Interval: 30,000 miles
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## 7. What is NOT covered?

- Seals, gaskets, electrical components, timing belts/chains, and hoses.
  - Vehicles with tampered, inoperative, or inaccurate odometers.
  - Damage due to collision, fire, theft, vandalism, acts of God, or misuse.
  - Pre-existing conditions or damage before service.
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## 8. How do I file a claim?

- **Call the Claims Administrator at 1-877-290-3950** (Monday - Friday, 8 AM - 5 PM ET) **before any repairs are made.**
  - Provide proof of required services and receipts.
  - Claims will be assessed based on labor hours and repair costs as per industry-standard guides.
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## 9. Can this warranty be transferred?

Yes, coverage is transferable to a new owner if the vehicle has been properly maintained under the program guidelines.

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## 10. How are disputes handled?

All disputes must be settled through **binding arbitration in Lakeland, Florida**, as per the American Arbitration Association rules.

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For further details, visit your True Brand service provider or contact the Claims Administrator.