

A man with a beard, wearing a blue denim shirt, is driving a car. The image is overlaid with a large, semi-transparent gear graphic. In the center of the gear is a blue circle containing a white wrench and screwdriver icon. The background shows the interior of the car and a blurred view of the road.

**Oliver**  
FORD • LINCOLN

# POWERTRAIN PROMISE

**PROGRAM DETAILS**



## **BENEFITS**

Powertrain Promise provides coverage for the engine, transmission and drive components for as long as you own your vehicle. That means limitless time and limitless miles.

In the event of a failure, you are free to have your vehicle repaired at the repair facility of your choice, however if you come back to our facility, your deductible will be reduced by \$50!

Your only responsibility is to have your oil changed at the repair facility of your choice, as outlined in your agreement. If you have questions about your maintenance interval, contact our service department.

We run all of our pre-owned vehicles through an inspection. Once the vehicle passes all of our inspections, we will issue a Powertrain Promise!





## MAINTAIN WITH US

As your repair facility, we know the necessary services to perform, making it easier for you to keep your agreement valid.

Our ASE certified technicians give you the peace-of-mind that your vehicle is being properly serviced.

Plus, at time of claim, we will assist with submitting the required service records, making the claims process efficient and easy.

## OUR GUARANTEE

If you ever have a powertrain failure that exceeds your vehicle's value, the Powertrain Promise program will pay you the full NADA retail value of your vehicle at that time, and you keep your vehicle!





## REQUIREMENTS

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:

Oil and filter changes must be performed at the mileage interval outlined on the front page of your agreement. If no interval is chosen, the 5,000-mile interval will apply. These services must be performed within 1,000 miles of the selected service interval.

Follow all customary maintenance instructions outlined in your Powertrain Promise agreement. You can call our service facility or the Powertrain Promise toll free number with questions or for additional guidance at any time.

**Neither we nor the administrator will ever require you to return to our dealership or any other specific repair facility for maintenance. For any maintenance-related questions regarding Powertrain Promise, call (800) 810-8458.**



# COVERAGE

## LIMITED POWERTRAIN WARRANTY

The covered parts listed below are the items covered under the Powertrain Promise agreement. If it is not listed, it is not covered.

**1. ENGINE:** Engine block and all internally-lubricated parts, including the crankshaft, rod and main bearings, cam bearings, expansion (freeze) plugs, connecting rods, engine mounts, torque strut, wrist pins, pistons, piston rings, camshaft, cam tower, lifters, cylinder head, valves, guides and seats, valve springs, rocker arms (cam followers), pushrods, timing chain housing (cover), timing chain and sprockets, timing belt and pulleys, timing belt tensioner, intake and exhaust manifolds, eccentric shaft, flywheel/flex plate, balance shafts, harmonic balancer and retainer bolt, crankshaft pulley, valve covers, oil pan, oil pump and pressure relief valve, engine oil cooler hoses, oil filter adapter/housing, fuel supply pump, vacuum pump, dipstick and tube, and fasteners.

**4. STANDARD TRANSMISSION:** Case and all internally-lubricated parts, including the main shaft, gear sets, shift forks, synchronizers, bearings, and related bushings and fasteners.

### **5. TRANSFER CASE ON 4X4 VEHICLES:**

Case and all internally-lubricated parts, including the main shaft, gear sets, chain and sprockets, bearings, bushings, mounts, and related fasteners, and electronic and vacuum engagement components.

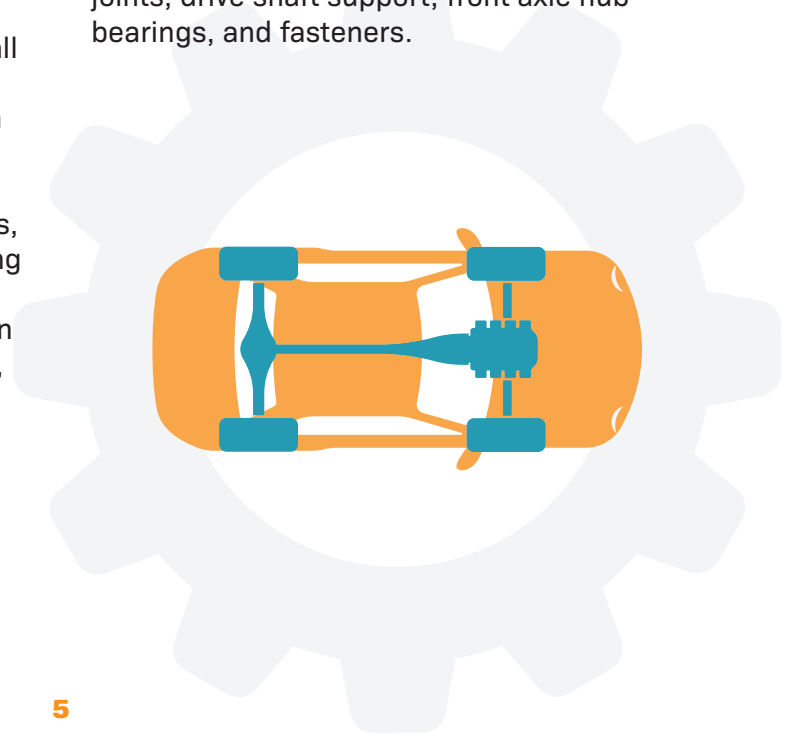
**6. FRONT WHEEL DRIVE:** Final drive housing and all internally-lubricated parts, including the carrier case, gear sets, chain and sprockets, bearings, bushings, axle shafts, axle hub bearings, propeller shafts, universal joints, drive shaft support, front axle hub bearings, and fasteners.

**2. TURBOCHARGED/SUPERCHARGED/ENHANCED ENGINES:** In addition to the parts listed above, the turbo-charger, waste gate controller, intercooler, hard lines, compressor, clutch and pulley, bypass valve, injection pump, lines, and nozzles.

**3. AUTOMATIC TRANSMISSION:** Case and all internally-lubricated parts, including the oil pump, valve body, torque converter, vacuum modulator, governor, main shaft, clutches (includes dual clutch transmission dry/primary clutch, and internal clutches), bands, drums, gear sets, bearings, bushings, sealing rings, TV cable, solenoids and electronic shift control unit (internal only), transmission mounts, cooler, cooler hoses and hard lines, dipstick and tube, and fasteners.

**Car rental, towing and roadside assistance expenses are not covered under the Powertrain Promise agreement.**

**7. REAR WHEEL DRIVE:** Drive axle housing and all internally-lubricated parts, including the carrier case, gear sets, bearings, bushings, limited slip clutch pack, axle shafts, axle hub bearings, propeller shafts, universal joints, drive shaft support, front axle hub bearings, and fasteners.





### **1. 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.

### **2. What is covered by the program?**

The program provides stated component coverage for 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 or how many miles you drive.

### **3. What is the program limit of liability?**

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

### **4. Can my Powertrain Promise agreement be transferred to the next owner if I sell my vehicle?**

The agreement is not eligible for transfer.

### **5. How do I make a claim if I have a breakdown?**

Take your vehicle to any professional service facility, or 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 the administrator, you may call 800-810-8458 and speak with a claims specialist.



**6. 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.

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

Reference your customer agreement to determine the deductible that applies to your agreement. Regardless of the deductible listed in your agreement, it will be reduced by \$50 when you return to the dealer where you purchased your vehicle.

**8. If my vehicle breaks down and the breakdown is covered by the Powertrain Promise 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.

**9. 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 Powertrain Promise agreement. However, if you purchased an extended service contract, your contract will most likely provide that coverage for you.

**10. How do I know what maintenance is required to keep my Powertrain Promise agreement in force?**

Oil and filter changes must be performed at the mileage interval outlined on the front page of your agreement. If no interval is chosen, the 5,000-mile interval will apply. These services must be performed within 1,000 miles of the selected service interval.



## FAQ CONTINUED

### **11. 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 Powertrain Promise agreement. If you have any further questions, please contact a claims specialist at 1-800-810-8458.

### **12. 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 Powertrain Promise agreement, we strongly encourage you to follow your dealership's recommendations when being offered additional services.

### **13. 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 Powertrain Promise agreement for complete details on customary maintenance requirements.

### **14. 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.

**15. 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.

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

You may have your vehicle serviced by any licensed repair facility. If you need assistance with this, you may also contact your selling dealer's service department for details.

**17. What if I am traveling out of town and have a breakdown that would be covered under my Powertrain Promise agreement?**

You may have your vehicle repaired by any licensed repair facility. For assistance, you may call us or you may contact your selling dealer's service department. Remember, all repairs must be authorized by the administrator prior to completing the repair, or the claim will not be paid.



877-222-1645 | [WWW.NAENWAN.COM](http://WWW.NAENWAN.COM)

©2020 Portfolio Holding, Inc. All rights reserved. 20-EW-18-01