



## Improved GSA1 and VIP is Now **NFWP!**

**New and Exciting Changes to VIP & GSA1...**

- VIP increasing benefits and changing to NFWP (No Fault Warranty Program)**
- GSA1 labor rate increasing to \$95 per flat rate hour**



**We hope these changes will:**

- **More clearly align our programs with others in the industry**
- **Reduce customer complaints by eliminating the ambiguity that now exists**
- **Speed customer payments**

- **NFWP (Former VIP):** ALL customers that purchase an engine from a NAPA Store and have the engine installed at a licensed repair facility, or purchase a NAPA Ironclad Engine from, and installed by, a licensed repair facility will now receive one free replacement of parts and labor [\$50 per hour and Mitchell time guide for hours] if engine failure occurs within warranty terms. This policy provides greater coverage to retail purchasers and greatly improves NAPA Ironclad's ability to expedite necessary payment. Any failure requiring replacement will receive product replacement and be issued labor payment, based on the Mitchell time guide, without waiting for engine return and inspection to occur. Retail purchases are now covered when engine is installed at a licensed repair facility. A retail customer (DIY) that purchases and installs an engine receives the standard product warranty and is not eligible for labor reimbursement.
- **GSA1:** Benefits now apply an enhanced labor rate of \$95 per hour and **WILL** include both approved and denied claims. Benefits also include rental car allowance, towing allowance, and fluid allowance. Retail purchase is now covered when engine is installed at a licensed repair facility. A retail (DIY) customer that purchases and installs an engine receives standard product warranty and is eligible for labor up to \$30 per flat rate hour on approved claims.

**GSA1 must be purchased at same time as engine.**

The NAPA GoldSeal Service Agreement, part number GSA1 offered by NAPA IRONCLAD is a premium supplemental service guarantee to the IRONCLAD Standard Limited Warranty. The GoldSeal Service Agreement (GSA1) is not a unique and separate warranty as it does not waive or modify any exclusions or limitations in the IRONCLAD Standard Warranty, except as specifically stated in this GoldSeal Service Agreement.

**TERM:** The term of this GoldSeal Service Agreement is coexistent with the IRONCLAD Standard Warranty that covers the particular product to which this GoldSeal Service Agreement applies. The term begins on the date of the original product's installation, or 10 days after the sale of the product whichever is earliest.

**SUPPLEMENTAL WARRANTY PAYMENTS:** IRONCLAD approved repairs will be compensated at a rate not to exceed the Mitchell Repair Manual published flat rate schedule. Under this GoldSeal Service Agreement, hourly rates for all approved labor claims performed by licensed repair facilities will be paid at their posted labor rate, not to exceed \$95 per flat rate hour.

**MARINE APPLICATIONS:** Maximum labor compensation for all approved repairs to marine applications is increased to \$800.

**MANUAL TRANSMISSIONS:** Maximum labor compensation for all approved repairs to manual transmissions is increased to \$500.

**FARM, LIFT TRUCK AND INDUSTRIAL APPLICATIONS:** Maximum labor compensation for all approved repairs on all Farm, Lift Truck and Industrial Applications is increased to \$500.

**DIY:** Hourly rates for all approved labor claims for do-it-yourself repairs, and repairs performed by unlicensed repair facilities, will be paid at a rate not to exceed \$30 per hour, and not to exceed the Mitchell Repair Manual published flat rate schedule. DIY purchases installed by a licensed repair facility will be paid at their posted labor rate, not to exceed \$95 per flat rate hour.

**TOWING:** Towing will be reimbursed up to a maximum of \$100 per occurrence. (Customer must supply a copy of the towing invoice/contract.)

**RENTAL:** Car rental will be reimbursed up to a maximum of 5 days, up to \$30 per day. (Customer must supply a copy of the rental contract.)

**FLUIDS:** Fluid replacement at the time of warranty repair will be reimbursed up to \$25.00 per occurrence.

**EXCLUSIONS:**

This GoldSeal Service Agreement is subject to all exclusions specified in the IRONCLAD Standard Warranty. No claims will be allowed under this GoldSeal Service Agreement that have been disallowed under the IRONCLAD Standard Warranty.

**INSTALLATION AND MAINTENANCE:**

- A. IRONCLAD's recommended installation procedures must be followed.
- B. Maintenance must conform to the original equipment manufacturer standards. You will be required to furnish proof of these services when making a claim.

**CLAIM PROCEDURE:**

- A. If the vehicle needs repair, you must contact IRONCLAD at (800) 831-5947 prior to starting the work.
- B. You must bring the vehicle, either to the repair facility where the original IRONCLAD product was installed or to another licensed repair facility.
- C. When calling, have your IRONCLAD product serial number (located on the back of this certificate) ready.
- D. Payment will not be made for any unauthorized repairs and/or replacements.

**TRANSFERABILITY:**

This GoldSeal Service Agreement may be assigned or transferred by sending your request to NAPA IRONCLAD, 1102 W.N. Carrier Pkwy., Suite 100, Grand Prairie TX 75050. You must include the new vehicle owner's name and address, the serial number of your IRONCLAD product, the Vehicle identification Number of the vehicle that the product is installed in, and \$55 to process the transfer.

**GENERAL:**

- A. This agreement may not be altered without the express written consent of IRONCLAD North America.
- B. If IRONCLAD elects to replace your unit with another remanufactured unit, the replacement is considered to be a repair of the original unit. Replacement of a component, or the entire product, does not extend the Standard Warranty or the GoldSeal Service Agreement above or beyond the original date of installation.
- C. This GoldSeal Service Agreement gives you specific legal rights. You may also have other rights that vary from state to state.

Product Type	NFWP	GSA1
Gasoline and CNG Engines installed in non fleet or commercial Automobiles and Light Trucks up to 11,000 GVW	3 Years, Unlimited Mileage, \$50 per hour Mitchell labor reimbursement rate. Parts & Labor paid on first claims. DIY purchase included when installed by licensed repair facility. DIY purchases installed by DIY have standard product warranty but are not labor eligible.	Standard warranty terms PLUS labor paid at posted or advertised shop rate – up to \$95 per hour, \$100 towing allowance, \$150 Car rental allowance, and \$25 fluid allowance. DIY purchases included when installed by a licensed repair facility. DIY purchases installed by DIY are eligible for \$30 per flat rate
Gasoline and CNG Engines Medium/Heavy Duty Trucks (Vehicles exceeding 11,000 GVW)	12 Months or 12,000 Miles, \$50 per hour Mitchell labor reimbursement rate. Parts & Labor paid on first claims. DIY purchase included when installed by a licensed repair facility	Standard warranty terms PLUS labor paid at posted or advertised shop rate – up to \$95 per hour, \$100 towing allowance, \$150 Car rental allowance, and \$25 fluid allowance. DIY purchases included when installed by a licensed repair facility.
Gasoline engines installed in Commercial Fleet Automobiles and Light Trucks	3 Years or 75,000 Miles, whichever comes first PLUS \$50 per hour Mitchell labor reimbursement. Parts & Labor paid on first claims. DIY purchase included when installed by a licensed repair facility.	3 Years or 75,000 Miles, whichever comes first PLUS labor paid at posted or advertised shop rate - up to \$95 per hour, \$100 towing allowance, \$150 Car rental allowance, and \$25 fluid allowance. See non-factory failure coverage that apply to program at <a href="http://atkvege.com">atkvege.com</a> or flyer
Marine Engines	18 Months, Unlimited Hours – \$50 per hour labor rate with a \$800 labor cap only on approved claims after factory inspection. First time part replacement is free. DIY purchase included when installed by a licensed repair facility.	Standard warranty terms PLUS labor paid at posted or advertised shop rate – up to \$95 per hour, \$800 labor cap, \$100 tow/haul out fee, and \$25 fluid allowance. DIY purchase included when installed at a licensed repair facility.
Automatic Transmissions installed in Automotive and Light Trucks	3 Years, Unlimited Mileage, \$50 per hour Mitchell labor reimbursement rate. Parts & Labor paid on first claims. DIY purchase included when installed by licensed repair facility.	Standard warranty terms PLUS labor paid at posted or advertised shop rate – up to \$95 per hour, \$100 towing allowance, \$150 Car rental allowance, and \$25 fluid allowance
Diesel Engines	Not Available	Not Available
Manual Transmissions	12 Months or 12,000 Miles, \$50 per hour with \$300 cap.	12 Months or 12,000 Miles, up to \$95 per hour with \$500 cap, car rental of up to 5 days at \$30 per day, towing reimbursement up to \$100, fluid reimbursement up to \$25.

**Contact Information:**

1102 W. N. Carrier Parkway, Suite 100, Grand Prairie, TX 75050

Fax: (972) 602-7526



**Available For Most Engines**  
**800.831.5947**