



FAQ TRUCK WARRANTY

Q What is an **extended warranty** for a used semi-truck?

- ✓ An extended warranty is a type of insurance policy that covers the cost of certain repairs and replacements for your used semi-truck if it experiences a mechanical breakdown or failure.

Q Why should I consider buying an extended warranty for my used semi-truck?

- ✓ Buying an extended warranty for your used semi-truck can provide peace of mind and financial protection against unexpected repair costs.

Q What **types of extended warranties** are available for used semi-trucks?

- ✓ Several types of extended warranties are available for used semi-trucks, including powertrain warranties, comprehensive warranties, and exclusionary warranties.



Q What is a **powertrain warranty** for a used semi-truck?

- ✓ A powertrain warranty covers the major components of your semi-trucks engine, transmission, and drivetrain.

Q What is a **comprehensive warranty** for a used semi-truck?

- ✓ A comprehensive warranty covers many parts and systems in your used semi-truck, including some wear and tear-items.

Q What is a powertrain warranty for a used semi-truck?

- ✓ A powertrain warranty covers the major components of your semi-trucks engine, transmission, and drivetrain.

Q What is an **exclusionary warranty** for a used semi-truck?

- ✓ A comprehensive warranty covers many parts and systems in your used semi-truck, including some wear and tear-items.



Q What does an extended warranty for a used semi-truck cover?

- ✓ The specific coverage of your extended warranty will depend on your warranty type. Still, it generally covers the cost of repairs and replacements for mechanical breakdowns and failures.

Q What is not covered by an extended warranty for a used semi-truck?

- ✓ Most extended warranties for used semi-trucks do not cover wear and tear items like tires, brake pads, and windshield wipers, as well as damage caused by accidents, neglect, or misuse.

Q How long does an extended warranty for a used semi-truck last?

- ✓ Up to 4 years max depending on the year of the truck and/or mileage

Q Can I buy an extended warranty for my used semi-truck after I purchase it?

- ✓ Yes, as long as your truck meets the requirements of a max of 10 years with mileage up to 1 million miles or less.



Q Can I choose my repair shop for covered repairs?

- ✓ Yes, the only requirement is that you choose a licensed repair shop. Be it a manufacturing dealership, standalone business, or chains like TA and Love's. We also pay for the repairs electronically, meaning the repair facility is paid immediately, like swiping a credit card.

Q Do I need regular maintenance on my used semi-truck to maintain my warranty?

- ✓ Yes, it's important to prioritize regular maintenance for your used semi-truck, not only to maintain your warranty but also to ensure the vehicle is operating safely and efficiently. Neglecting routine maintenance can lead to costly repairs and potentially unsafe driving conditions.

Q How do I make a claim using my extended warranty for my used semi-truck?

- ✓ Call our hotline at 704-499-8300 ext 836

Q Is there a deductible for covered repairs?

- ✓ Yes, the deductible is \$350 per occurrence



Q Can I transfer my extended warranty to a new owner if I sell my used semi-truck?

✓ Yes, as long as the warranty is fully paid, we can transfer the contract to a new name, and there is a \$100 transfer fee.

Q Can I cancel my extended warranty if I change my mind?

✓ If you paid it outright, you could get a refund depending on the last/final mileage record of the truck. However, if you are under financing, there will be no refund unless you have paid the full amount already, and the refund amount will be based on the last/final mileage record of the truck.

Q If I have a repair before my warranty balance is paid off, what happens? (eg. If I put down 5k on a 10k warranty and need major repair while making installment payments)

✓ The down payment does NOT count towards the FINANCED amount. It counts towards the TOTAL purchase price. If the amount of payments made is less than the cost of the repair's approved amount, the contract holder would either have to pay out of pocket the difference between what has been paid to Paylink and what the contract will cover OR they will need to contact Paylink and pay them the specified amount to bring the amount paid into the finance agreement to what the contract would need to pay for the approved payment amount. If the amount is within the amount they have paid into the finance agreement payment amounts, then they will not need to pay anything else.

Q Is the AC line included in climate plus?

- ✓ A/C lines are not covered. HVAC items that are protected can be found in the contract, but the lines are not.



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