

HIGHLINE IMPORT AUTO

Start A Warranty Claim

A big big thank you!

1. If consumer is 25 miles or more from the original service center, the consumer must call the Warranty Administrator for instruction and approval, prior to warranty repair:Warranty Line Hours: Monday – Friday, 7:00 am – 5:00 pm (CST)

Phone: 1-800-477-6686 Fax: 817-430-9559

Website: www.ProntoCarCare.comAfter hours, an automated voicemail system will provide instructions on how to handle the warranty and an emergency phone number if needed.

2. Warranty administrator may direct you to the nearest participating service center. If there are no participating service centers in your area, you may take your vehicle to the service center of your choice to have your warranty work completed.
3. This is a limited reimbursement warranty. Please read “Reimbursement Limits.” Consumer is required to pay for any warranty work at time of service and submit required invoices for reimbursement. Non-warranty related items do not qualify for reimbursement.
4. Required documents: Please submit the following within 30 days of the Warranty repair:
 - a. a legible copy of the original invoice
 - b. a legible copy of paid warranty invoice
 - c. any rental car and/or towing invoices which may be eligible for reimbursement.

5. Mail documents to:

Warranty Processing
2601 Heritage Avenue
Grapevine, TX 76051

Include Full name and Current mailing address for payment.

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6. Allow two weeks for check processing and mailing.

 7. In some cases it may be required for the consumer to ship the failed part to the Warranty administrator. Shipping costs will be reimbursed. Failure to ship a required part will void the warranty.

For complete Warranty information visit ProntoCarCare.com.