



Call or text:
616-669-6592

Warranty FAQ

Q: On which parts do you offer a warranty?

A: Any part that can fail can be warrantied, so all electrical and mechanical parts are eligible. Engines, transmissions, and axles are our most popular warrantied parts, but we also warranty electric door mirrors, engine control modules, radios, speedometers, seats with electric motors, etc.

Q: What do I need to do to make sure you will honor the warranty?

A: Before you install the used part from Pete's, make sure you read the warranty policy and follow all manufacturer installation and maintenance instructions.

Here is a partial list:

- Complete all the service bulletins on the vehicle.
- Cooling systems must have proper capacity and must be flushed and filled with new fluid upon installation;
- Engines must have new oil and filter installed upon installation thereafter according to manufacturer specs;
- Transmissions must have new seals, filters, gaskets, and proper type & amount of fluids upon installation;
- Front/Rear axles and carrier must have new fluid and gaskets upon installation;
- Proper fluid levels must be maintained at all times after installation;

You will need proper diagnostics equipment – we will ask for the codes the part is throwing, and we cannot honor the warranty if you do not have the proper equipment to evaluate the part!

Also, SAVE YOUR RECEIPTS! If a transmission fails, we may ask you to provide the receipt showing that you did indeed purchase and install new filter, fluids, and seals, etc.

Q: What do I do if the part fails?

A: Call or text your salesperson immediately! We cannot stress this enough, call us if you are having problems with the part (we may be able to help, and all correspondence is logged in our computer system to make warranty claims faster and easier.) Call us if there is a part failure; have the VIN and codes ready. Our salespeople will:

1. Look up the VIN in Identifix and check for known issues, in case there is a fix that can repair the part.
2. If the part is not repairable, they will search for a replacement and get it to you as soon as possible.
3. They will ask you to submit an estimate/invoice for the work (whether you repair or replace.)
4. Once they have received your bill, they will submit a warranty claim.
5. If no part is available, (this is VERY rare) they will turn the claim over to the sales manager for a refund.

Q: How do you calculate the warranty payout?

A: When you buy a labor warranty, you set the amount of labor coverage. Our labor coverage is always 5 times the amount paid, so \$100 buys \$500 in labor coverage. Another way to look at it is the labor costs 20% of payout.

Q: When will I be paid?

A: Our policy is to mail the check within 3 business days, but often it's the same day the claim is approved. Keep in mind if you have a charge account with us, the parts must be paid for before we mail any labor checks.

Q: What happens if the part fails one day outside of the warranty?

A: What about 5 days? 15 days? The warranty period starts from the invoice date: 90 days standard, 365 days for a Gold warranty or 1095 days for a Platinum warranty. The warranty period is the warranty period. Period.

Q: What if my it's my customer's car and they want to take the vehicle somewhere else?

A: Whoever we sell the warranty has the right to be paid for the warranty. If you want the customer to bring the car back to you, we will write the warranty payout to you, our contract is with you. If you would rather never see the customer again and you give us verbal permission on our recorded phone lines or written permission, we are happy to cut the check to another shop. This also applies to car dealerships and individuals.

Q: Can I buy a warranty after the part is delivered?

A: You can buy a warranty up to the point when the delivery driver is at your doorstep. Once you accept delivery, you cannot add a warranty. Similarly, you cannot have a warranty refunded after you accept delivery (or pick up.)

Q: I bought a warranty on the engine, what exactly is covered?

A: The long block only. Accessory parts are sometimes left attached for your convenience but are not warrantied.