BRYANS ROAD CROWN

48-MONTH / 48,000-MILE LIMITED PARTS & LABOR WARRANTY

Quality Repairs. Confidence That Lasts.

At Bryans Road Crown, we take pride in the quality of our repairs and the trust our customers place in us. We offer a **48-month/48,000-mile limited parts and labor warranty** on most qualifying automotive repairs.

Coverage applies to qualifying defects in replacement parts supplied and installed by Bryans Road Crown and defects in our workmanship. Coverage ends when either 48 months or 48,000 miles has elapsed from the original repair date and recorded mileage, whichever occurs first.

Effective November 1, 2026. Qualifying repairs performed before this date remain subject to the warranty terms in effect at the time of their original repair.

Have a Warranty Concern? Contact Us First!

Please contact Bryans Road Crown before authorizing repairs elsewhere. We want the opportunity to inspect the concern and address covered failures.

Local service: Vehicles within 50 miles of Bryans Road Crown must generally be returned to our facility for warranty inspection and repair unless management authorizes an alternative arrangement.

Trouble away from home: If a potential warranty issue occurs more than 50 miles from our facility, contact us before authorizing repairs. Distance alone does not authorize work at another shop. We will consider the vehicle condition, safety, distance, and practicality of returning to our facility.

Outside repairs: Outside warranty work and reimbursement amounts require prior management authorization, except where otherwise required by applicable law.

Warranty Coverage

Coverage applies to the original purchaser and only to qualifying parts and workmanship for the specific repairs documented on the original invoice. Warranty repairs do not restart or extend the original coverage period.

Brake System Warranty

Qualifying brake repairs, including pads, rotors, calipers, and related components, receive 48-month/48,000-mile coverage against defects in materials and workmanship. Normal brake wear is excluded.

Brake noise, pulsation, vibration, and uneven wear are evaluated individually to determine whether they result from a defect, workmanship, normal wear, or an unrelated condition; these symptoms are not automatically approved or denied.

Commercial & Fleet Vehicles

Commercial and fleet vehicles receive a **24-month/24,000-mile** limited parts and labor warranty, whichever occurs first, subject to applicable exclusions.

Battery Warranty

Replacement batteries are covered by their applicable manufacturer or supplier warranty. For an approved battery warranty replacement, Bryans Road Crown covers labor to remove and install the replacement battery at our facility. Battery coverage does not extend beyond the applicable supplier or manufacturer warranty.

Tire Warranty & Optional Road Hazard

Tires carry their applicable manufacturer warranty rather than the standard 48/48 repair warranty. Normal tread wear is excluded. Optional road-hazard protection applies only if separately purchased and is governed by the terms of the purchased plan.

Maintenance Services

Workmanship on qualifying oil services, fluid exchanges, and other preventive maintenance is covered under the 48/48 limited workmanship warranty. Normal deterioration, consumption, and scheduled replacement of fluids, filters, and other maintenance items are excluded.

Exclusions & Limitations

1. **Normal wear:** Normal deterioration, wear, and consumption are not covered.
2. **Modifications:** Modified vehicles are not automatically excluded; failures caused or contributed to by modifications are excluded.
3. **Abuse or neglect:** Failures due to abuse, misuse, racing, accidents, improper operation, or neglected maintenance are excluded.
4. **Unrelated failures:** Coverage applies only to the qualifying repair originally performed, not unrelated components or systems.
5. **Declined repairs:** Failures caused or contributed to by previously recommended but declined repairs or services are excluded.
6. **Preventing further damage:** Customers must take reasonable steps to prevent additional damage. Damage caused or worsened by continued driving after clear warning signs, overheating, or other serious symptoms may be excluded.
7. **Separate warranties:** Batteries, tires, and other expressly identified components with separate warranties follow those terms. Coordination with other coverage is subject to applicable terms and law.
8. **Customer-supplied parts:** Bryans Road Crown does not accept or install customer-supplied parts.
9. **Outside repairs:** Repairs elsewhere without prior authorization may not qualify for reimbursement, except where required by law.
10. **Additional expenses:** To the extent permitted by law, towing, rental vehicles, transportation, lost wages, loss of use, and incidental or consequential expenses are excluded.
11. **Maximum liability:** To the extent permitted by law, financial responsibility is limited to the original parts and labor charges for the specific covered repair.
12. **Remedy:** For an approved claim, Bryans Road Crown may repair, replace, or refund the original charges for the specific covered repair, subject to applicable law.

13. **Diagnostic testing:** Testing necessary to verify a covered failure is provided without charge. If a concern is unrelated or excluded, diagnostic charges disclosed and authorized before testing may apply.

14. **Eligibility:** Claims are determined through inspection, necessary testing, and documentation of the cause of failure.

Our Commitment

We stand behind our work and are committed to handling warranty concerns fairly and professionally.

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