

Benefits of the First Automotive Dent & Ding Protection

- Unlimited usage during the service agreement term
- "Sign and Drive" service - No Deductible, No Out-of-Pocket Expense
- PDR services also include a lifetime repair warranty, which guarantees:
 - 100% customer satisfaction on performed repairs
 - The dents or dings will not re-appear
- Transferable to the next owner*
- PDR services are more convenient and less time consuming than traditional body shop repair methods
- Protects the vehicle's value when it comes time to sell or trade
- May reduce lease turn in penalties
- All PDR Service Agreements include a \$200 Hail Damage Repair Discount off Qualified Hail Damage Repairs of \$1,000 or More

Keeps YOUR car looking new, LONGER!

1-800-896-2790
TOLL-FREE TELEPHONE ASSISTANCE IS AVAILABLE
24 HOURS A DAY, 7 DAYS A WEEK
www.FirstAutomotiveDent.com

* A nominal transfer fee and some restrictions may apply
** Some limitations apply, see service agreement for details

The information contained in this brochure provides a brief overview of the product and services offered through First Automotive Dent & Ding Protection. Please refer to your service agreement for complete details on exclusions and limitations.

Administered by First Automotive Service Corporation
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PDR Fulfillment by:
PDR LINX™
NETWORK
A Division of Dent Zone Companies

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FIRST AUTOMOTIVE DENT & DING PROTECTION

Dents and dings from things such as runaway shopping carts and wind blown car doors are more than annoying. Dings reduce your vehicle's value and overall appearance; and the truth is, most cars have them or are going to get them.



What is Paintless Dent Repair?

Paintless Dent Repair (PDR) is an innovative process developed by automobile manufacturing production teams to remove small dents and dings from painted sheet metal surfaces without harming the vehicle's factory finish.

Our Certified PDR Service Technicians are highly skilled craftsmen who utilize specialized hand tools to manipulate and flex the metal back to its original form.



PDR works from behind the vehicle's damage; therefore, it does not require sanding, painting, or body fillers.

In most cases, there is no evidence a dent ever existed.

PAINTLESS DENT REPAIR PLAN

Eligible Vehicles

First Automotive Dent & Ding Protection is available from your local participating dealer when purchasing a new or used vehicle.

The following vehicles are eligible for the First Automotive Dent & Ding Protection.

- New & Used Vehicles
- Domestic Vehicles
- Asian
- European

*(Certain Make and Model restrictions apply)

First Automotive Dent & Ding Protection Available Terms

- 12 months
- 24 months
- 36 months
- 48 months
- 60 months

Coverage begins on the purchase date of your vehicle and will expire at the end of the term you have selected.

Additional Benefit:

Hail damage is excluded from this plan. However, as an added benefit, First Automotive Dent & Ding Protection contract owners are eligible for a \$200 discount off qualified hail damage repairs totaling \$1,000 or more. To qualify, hail damage repairs must be arranged through the Hail Claims Center. Call the Hail Claims Center at 1-866-737-5469.

Repairable Damage

- The First Automotive Dent & Ding Protection covers minor dents and dings up to four (4) inches in diameter that can be fully repaired using PDR methods.
- Repairable areas are limited to exterior horizontal and vertical painted sheet metal body panels.**
- Light abrasions to paint or paint transfer on dented areas can generally be buffed out.

Examples of non-covered Damage

The First Automotive Dent & Ding Protection does not cover any type of collision damage, sharp creases, large dents, hail damage, or surfaces where the paint has been damaged.



Collision Damage



Hail Damage



Dents with Paint Scratches

Our Claims Process is Painless

Processing a claim for your vehicle is simple:



1. Call our Service Center at 1-800-896-2790 to report a claim. A representative will take your claim information and coordinate service with one of our Dent Zone Certified Technicians.



2. Our certified PDR technician will contact you to schedule an appointment at a time and location that is mutually convenient.



3. The certified PDR technician will repair your vehicle while you wait. Most repairs can be completed in about the time required for an oil change.
4. Once you have inspected the repairs on your vehicle, just "sign and drive"! With First Automotive Dent & Ding Protection, there are no deductibles, out of pocket costs or reimbursement forms to file.

Covered And Non-Covered Body Panels



Sedan

Minivan
(rear hatch included in coverage)



Sports Utility Vehicle
(rear hatch included in coverage)



Pick-up Truck
(tailgate included in coverage)



 - Covered Body Panels
excludes roof panels
with sunroof or moonroof

 - Non-Covered
Body Panels