

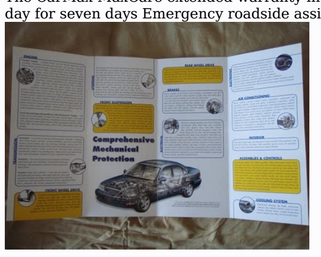
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Maxcare service contract

Maxcare service contract phone number. What does maxcare service contract cover. Maxcare service contract pdf. Maxcare service contract login.

135 Views To learn more about our editorial integrity policy and how we make money through affiliate partnerships, read our full disclosure here.If you buy a used car from CarMax, you'll be given the option of purchasing the CarMax MaxCare warranty. This warranty is available with most CarMax cars, but only at the point of purchase, so you'll want to consider it before you even start your vehicle-buying process. Learn beforehand if the MaxCare extended warranty is a good choice or if you should decline it in favor of better options.To see how a CarMax MaxCare warranty compares to the best extended car warranty companies in the industry, use the buttons above to get an idea of pricing for your vehicle. Table of contents CarMax Warranty Review: 3.8 Stars CarMax is an established company with a strong reputation. With locations available across the US, there is likely a repair facility near you. Using a certified CarMax repair facility can eliminate your deductible. However, the quality of CarMax service technicians may be lower than mechanics at a dedicated dealership. CarMax offers an excellent price for a car warranty, but the drop in price comes with lower-quality service and basic coverage. A CarMax warranty isn't a bad choice, but it is worth investigating other providers before making your final decision. CarMax MaxCare Highlights Overall Rating 3.8 Reputation 4.2 Coverage 3.0 Price 4.3 Transparency 4.0 Customer Service 3.6 Originally a subsidiary of Circuit City, CarMax split into its own business in 2002. It has over 190 locations and was ranked number 20 on the Fortune list of the top "100 Best Companies to Work For in 2020." While CarMax's primary business is selling new and used vehicles, it also offers an extended warranty option called MaxCare. CarMax MaxCare Coverage All CarMax vehicles come with an automatic 90-day/4,000-mile CarMax limited warranty. This standard warranty covers: Engine Transmission Drivetrain Electronics Electrical systems Steering Suspension Cooling system Climate control The MaxCare extended service plan from CarMax is a vehicle service contract that increases your warranty to 5 years and up to 150,000 miles. There are options for 75,000, 100,000, and 125,000-mile plans as well. A CarMax extended warranty can be purchased for both new and used cars.

The CarMax MaxCare extended warranty includes the same coverage as the 90-day warranty and is fully transferable. Warranties are serviced by an independent third-party service plan administrator. CarMax Warranty Extra ServicesIn addition to the warranty coverage listed above, CarMax warranties include: Rental reimbursement up to $40 per day for seven days Emergency roadside assistance up to $100 per occurrence (does not include tire replacement or cost of fuel) Coverage for all CarMax accessories CarMax Warranty ExclusionsCarMax warranties also come with a list of excluded uses that will void your warranty.



MaxCare does not cover breakdowns caused by: Addition of aftermarket accessories or equipment Abuse or misuse Towing a trailer or another vehicle with a car that is not equipped for towing as recommended by the manufacturer Using your vehicle as a commercial vehicle, such as a taxi, police car, or delivery service Wear-and-tear components like brake pads, shock absorbers, and wiper blades are also excluded from coverage. This is standard for any warranty. In order to keep your MaxCare contract valid, you must also follow the maintenance procedures recommended by the manufacturer for your vehicle. The MaxCare warranty explicitly states that you must keep service receipts that include your vehicle identification number (VIN), the date, a description of your vehicle, and all services performed. Maintenance services such as tire rotations, coolant refills, or oil changes are not covered under the MaxCare warranty. The MaxCare warranty is most similar to a powertrain warranty in what it covers, but it is a little more expansive. It also includes systems such as the suspension, climate control, and steering. While a CarMax MaxCare warranty offers only bare-bones coverage, coverage does include most of the essential parts of your vehicle. There is a good chance most major repairs would be covered by this contract. CarMax MaxCare Cost Warranty costs are determined by vehicle model, mileage, and the specific terms of your contract. With all CarMax contracts, the price can be paid in total upfront or included with your vehicle's financing. We reached out to CarMax for warranty quotes on a 2017 Ford Explorer XLT with 23,000 miles and received these quotes for a five-year plan: CarMax Warranty $50 deductible $100 deductible $200 deductible $300 deductible 75,000 miles $1,759 $1,659 $1,549 $1,459 100,000 miles $2,069 $1,949 $1,789 $1,659 125,000 miles $2,399 $2,229 $2,029 $1,869 150,000 miles $3,249 $2,989 $2,679 $2,399 It's possible that if you elect to include your CarMax MaxCare plan cost with your vehicle's financing, you will end up paying interest, effectively raising the total cost of your warranty. However, this option does allow you to make a monthly payment rather than fund the entire cost of your extended warranty upfront. CarMax warranty prices are very good for the industry. A low-deductible, 75,000-mile plan comes to around $352 per year. Given that the average annual repair cost for a Ford Explorer (according to RepairPal) is $732, this is a pretty good deal. The most common problem for a 2017 Ford Explorer is an air conditioning fan issue, which would be covered under the CarMax MaxCare warranty. CarMax Warranty DeductibleWith a CarMax warranty, your vehicle can be serviced at any repair shop. However, if you elect to have your car serviced at a certified RepairPal or CarMax service center, $50 is knocked off the deductible. This means if you have a $50 deductible plan, you will pay no deductible for covered repairs. CarMax Warranty RefundsAll CarMax contracts have a 90-day money-back guarantee. If you cancel your contract within 90 days of your purchase date, you will receive a full refund, minus a $30 processing fee. While the processing fee may be annoying, 90 days is much longer than standard warranty money-back guarantees. CarMax Warranty Quotes and Claims Process CarMax MaxCare warranties are offered only at the point of purchase. For a quote, you will have to ask your CarMax dealer. You can also reach out to CarMax through its website to be contacted by email or phone. When we messaged CarMax for a quote, we were contacted within minutes. If you purchase a MaxCare plan, when a breakdown occurs, you can call or visit MrClaims.net to file a claim. Note that an extended car warranty will not cover any conditions that exist before coverage begins. CarMax Ratings and Reviews CarMax holds an A+ rating from the Better Business Bureau (BBB). In the past three years, there have been around 1,095 customer complaints about CarMax warranties logged with the BBB. CarMax customers who complained were upset that they had difficulty having their vehicles repaired. They claimed that CarMax facilities do a poor job servicing vehicles. Many customers were also upset that they had to pay diagnostic fees when repairs were not covered by the CarMax warranty. However, this condition is standard among car warranty service contracts. Top Recommendations for Extended Car Warranties If you're considering purchasing a used car or your manufacturer's warranty has expired, it's not a bad idea to consider extended auto warranty options for added peace of mind. Most dealerships offer extended warranties, but these generally must be bought at the point of purchase, and the cost of the warranty may be rolled into your financing, meaning you will pay interest on it. You should at least have an idea of the cost of warranties from other providers before you sign up for a dealership warranty. If you think an extended warranty is right for you, compare quotes from multiple providers to find the best coverage and price. Here are three top recommendations beyond the CarMax warranty. CarShield: Best Value If you are looking for a quality extended warranty at a low price, we recommend CarShield. Our CarShield review rates the warranty company at 4.2 out of 5.0 stars because of its reasonable cost and expansive coverage options. CarShield even offers warranties that go as high as 300,000 miles. The company holds a "Great" rating on Trustpilot based on more than 23,000 reviews.

It has been selling policies since 2005 and has covered over one million vehicles since its founding. Our rating: 4.2 out of 5.0 Our research found this provider to be the most affordable. Plus, it offers monthly plans.



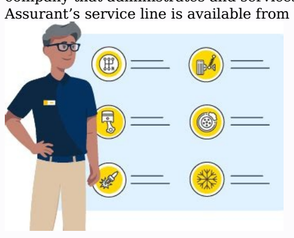
Endurance: Best Coverage Since 2006, Endurance has continually kept customers satisfied with its customer service and six different tiers of coverage, which is why its plans hold a rating of 4.6 out of 5.0 stars from our review team.

(Dollars in millions)	THREE MONTHS ENDED FEBRUARY 29, 2020	THREE MONTHS ENDED FEBRUARY 28, 2019	NINE MONTHS ENDED FEBRUARY 29, 2020	NINE MONTHS ENDED FEBRUARY 28, 2019
REVENUES				
North America	$ 3,979	$ 3,810	$ 12,254	$ 11,737
Europe, Middle East & Africa	2,709	2,435	8,019	7,355
Greater China	1,506	1,588	5,032	4,511
Asia Pacific & Latin America	1,414	1,307	4,227	3,875
Global Brand Divisions	8	8	24	33
Total NIKE Brand	9,616	9,148	29,556	27,511
Converse	506	463	1,541	1,415
Corporate	(18)	—	(7)	7
TOTAL NIKE, INC. REVENUES	**$ 10,104**	**$ 9,611**	**$ 31,090**	**$ 28,933**
EARNINGS BEFORE INTEREST AND TAXES				
North America	$ 937	$ 916	$ 2,912	$ 2,877
Europe, Middle East & Africa	575	538	1,694	1,489
Greater China	556	639	1,919	1,702
Asia Pacific & Latin America	387	339	1,165	983
Global Brand Divisions	(895)	(788)	(2,624)	(2,432)
Converse	96	79	324	221
Corporate	(763)	(420)	(1,600)	(1,245)
Interest expense (income), net	12	12	39	37
TOTAL NIKE, INC. INCOME BEFORE INCOME TAXES	**$ 881**	**$ 1,291**	**$ 3,691**	**$ 3,558**

All Endurance car warranty plans come with rental car reimbursement, roadside assistance, and trip interruption coverage, plus a free year of Endurance Elite Benefits, which offers benefits including: Key fob replacement Total loss protection Tire repairs or replacements Roadside assistance Collision discount Endurance mobile app For a free, customized Endurance quote, click below. Our rating: 4.6 out of 5.0 Endurance is our pick for best coverage with its comprehensive warranty options. CARCHEX: Best For Used Cars CARCHEX offers five levels of warranty coverage. The Silver package, which provides essential coverage to the major systems of your vehicle, is probably most similar to the CarMax MaxCare warranty. We rate CARCHEX at 4.4 out of 5.0 stars and believe it provides the highest quality service of any extended car warranty provider for used vehicles. CARCHEX has a large number of licensed repair facilities nationwide, where customers can have their vehicles serviced, plus perks like roadside assistance and rental car reimbursement coverage. Methodology Our review team prides itself on sharing accurate and unbiased information with consumers. We have accumulated data from dozens of extended auto warranty companies to formulate our rankings of the industry's best providers. Companies receive a score out of 5.0 overall, as well as a rating in each of the following categories: Price: Comparing providers can be difficult due to the many factors that influence cost. To determine this score, we employ a secret shopper analysis using different vehicles, mileages, warranty plans, and locations. Coverage: A wide variety of coverage is essential to support the differing needs of customers. We take into account the number of extended car warranty plans available, term limits, exclusions, and additional benefits. Customer Service: The level of customer service and care provided by an extended warranty company is an important consideration. Our review team sifts through customer reviews and complaints from reputable sources such as the Better Business Bureau (BBB) and Trustpilot. We also consider the responsiveness of each company's customer service team based on our secret shopper analysis. Reputation: Good extended warranty providers consistently provide quality experiences.

Our team takes into account BBB ratings and the company's history of reliable service when giving this score. Transparency: Customers value a commitment to open and honest communication when it comes to vehicle service contracts. Our team of experts takes into account the availability of money-back guarantees and sample contracts. The CarMax warranty lasts for 90 days/4,000 miles. Coverage for up to 5 years/150,000 miles can be found through an extended warranty from CarMax.What will void the CarMax warranty?Your CarMax warranty will be voided if you neglect to take care of your vehicle, don't cover regular maintenance on it, or fail to make payments on time.What is not covered under MaxCare?Regular maintenance needs such as oil changes and tire rotations are exclusions from the CarMax warranty. You'll also not receive coverage for vehicle modifications or for damages from collisions or environmental factors.How much does the CarMax warranty cost?Prices for the CarMax warranty vary widely based on your specific vehicle, but the company is generally known for its competitive rates. Published November 25th, 2022 3:30 PM The CarMax Extended Warranty (also known as the MaxCare Service Plan) is a vehicle service contract that can help you pay should your car need repairs. MaxCare is an interesting example, because you can only get it for cars sold by CarMax. We think this is by design, but we'll get into that later. Like with any extended warranty the CarMax MaxCare can absolutely be worth it for you, depending on your financial situation, and if you're feeling lucky enough to hit on 16. You are feeling lucky, right? Because if you're feeling lucky, you can avoid any extended warranty. But, if you're worried that your transmission is going to fall out, then you might want to keep reading. Before we go on, it's important that we make a quick distinction. CarMax has two different types of warranties. They have a limited warranty that is automatically granted to all cars sold, and the MaxCare warranty, which is what we'll be talking about today. First though, let's quickly cover the CarMax Limited Warranty. What Does CarMax Limited Warranty Cover? All cars sold by CarMax come with a 4,000 mile / 90 Day (whichever comes first) limited warranty. You'll get this included with your car whether you buy a MaxCare service plan or not. This essentially serves as protection should CarMax's 125-point inspection procedure not deliver on what it promises. The limited warranty remains in effect even if your car is covered under it's manufacturer's warranty. The coverage is similar to MaxCare, and covers the major systems (engine, transmission, and drivetrain) as well as hundreds of other components in the car itself. The MaxCare Limited Warranty is also free – as mentioned, it comes with any car bought from CarMax. The MaxCare Limited Warranty also will run side by side with the MaxCare warranty, should you choose to buy it. The Carmax MaxCare Warranty Vital Info vs Protect My Car Terms and Vital Info CarMax MaxCare Protect My Car Vehicle Service Contract Administrator Consumer Program Administrators, Inc (Assurant) Protect My Car, LLC Contact Number 1-800-731-2834 1-888-964-6754 Administrator Hours Monday-Friday- 9:00 AM – 5:00PM Monday-Friday- 8:00 AM – 7:00PM Saturday: 10AM – 4:00PM Contact Website www.mrclaims.net www.protectmycar.com Get A Quote Plans only available for cars sold by CarMax. Contact CarMax for further details. Financial Information Deductible $100-$500 per repair visit. Bringing the car to an authorized CarMax center will get you a $50 dollar discount $100 dollars Rental Reimbursement $40 dollars per day, for up to 7 days $30 dollars per day, for up to 7 days Towing Reimbursement $100 or less $100 or less Trip Interruption Reimbursement Not offered $50 dollars per day for motel and restaurant expenses for up to 3 days For those of you thinking about the CarMax warranty, there's a few vital bits of information you'll need. Firstly, you only have one chance to buy the MaxCare service plan. You have to buy it while purchasing your vehicle. CarMax does not provide you the opportunity to do so after the purchase. If you didn't buy it originally, you'll be out of luck, and you'll need get another 3rd party warranty. The second thing you need to understand is that CarMax's MaxCare plan is not administered by CarMax themselves. As is the case with many extended warranty companies, when you buy a MaxCare plan, you won't be dealing with CarMax themselves if you have a claim, which you need to consider when thinking about a purchase. While we can't comment on the service quality directly, experience tells us that working through an intermediary typically results in less stellar service, then if you go with a company that administrates and services it's own contracts, like Endurance and Protect My Car both do. The Administrator in this case is Consumer Program Administrators, Inc (otherwise known as Assurant), which is based out of Chicago Illinois and can be contacted by calling 1-800-731-2834.

Assurant's service line is available from 7:00 AM – 7:00PM Central Time, Monday-Friday. You can also reach the claims portal by visiting www.mrclaims.net. What Are You Responsible For With The MaxCare Service Plan?



With any extended warranty, you'll need to adhere to the manufacturer's maintenance schedule, as described in the vehicle handbook. CarMax is no exception. To stay in compliance with your MaxCare warranty, you'll need to keep receipts that detail the services performed. These work orders should show your car's VIN and mileage. Failure to follow this schedule may prevent your repair charge from being approved, but in our experience, this is only in cases of a large deviation from the schedule, such as not doing oil changes or replacing lubricated parts.

You also waive your right to a dispute through a judge and jury. You'll instead have to work through an arbitration process. You'll also waive your right to join any class action litigation against the company.

Prior to getting a warranty through CarMax, your check engine and temperature warning lights should be off. If you experience a breakdown, you are responsible for: Preventing more damage to the vehicle Informing Assurant as soon as possible about the breakdown to get repair authorization Authorize the diagnostic work so Assurant can get an estimate Provide Assurant with your maintenance schedule as specified in the contract Allow your vehicle to be examined by Assurant, if needed (this is uncommon) Obtain repair authorization prior to beginning any repairs If a breakdown occurs on a weekend or holiday, call the claims number on the following business day You'll also be responsible for obtaining a manufacturer's maintenance schedule, found in the vehicle handbook for your car. CarMax leaves this responsibility up to you, even though they sell you the car. The good news is, many manuals are available online. Just search your vehicle name. Occasionally you'll have to enter your VIN, but manufacturers including Chevy, Dodge, Ford, And Toyota offer PDF versions on their website. If you can't find one on the website, give your vehicle manufacturer a call. You may be able to buy one from them, although it can cost over $50 dollars. What Does The CarMax MaxCare Plan Cover? MaxCare covers many of the most expensive parts of your car. These include: Engine Transmission Drivetrain Electronics Electrical Systems Steering Suspension Cooling System Climate Control The CarMax MaxCare Contract covers all parts of the car not named in the exclusions below. CarMax MaxCare Exclusions/What's Not Covered It's important to always review the exclusions on your extended warranty prior to purchase! It's the exclusions that get you into trouble. MaxCare includes plenty of these that you'll need to review.

Exclusion Estimated Cost Of Repair Normal Maintenance service and parts including (spark plugs, batteries, wiper blades, engine wires, filters, shocks fluids, hoses and belts). Essentially anything that is considered "wear and tear" that requires regular replacement. $15-$600 Brakes (Rotors and Pads) $200-$700 Tires $200-$500 Catalytic Converter $945-$2,475 Exhaust System $651-$700 Body Panels and Glass $200-$4,000+ Emissions Repairs $200+ Alignments, and wheel balancing $50-$100 As a rule, you should expect that anything in your manufacturer's maintenance schedule to be covered. This policy also does NOT cover repairs without prior authorization, so make sure to report your repair before you authorize any work being done. MaxCare also differs from most warranty plans on the market, as it doesn't cover the exhaust system or the catalytic converter.



Upfront and Fair

Your deductible is per visit, not per repair. MaxCare can pay the participating service center directly.

What MaxCare® covers

MaxCare® provides comprehensive mechanical protection. A category list of parts and systems covered in the comprehensive MaxCare® plan is included below. Except for the named exclusions, you can rest assured your car is covered.

Engine	Electronics	Suspension
Transmission	Electrical	Cooling System
Drivetrain	Systems	Climate Control
	Steering	

And that's not all.

NATIONWIDE PROTECTION: You're covered no matter where you are in the United States or Canada.

RENTAL REIMBURSEMENT: When your vehicle is inoperable or unsafe to drive and kept overnight for covered repairs, we'll reimburse your rental expenses from a licensed rental agency up to $40 per day for 7 days.

EMERGENCY ROADSIDE ASSISTANCE: Benefit from emergency roadside assistance available 24 hours a day, 365 days a year.

TOWING: If towing is required due to a covered failure, reimbursement up to $100 is provided.

TOLL-FREE ASSISTANCE: Call the MaxCare toll-free number and you'll be directed to the nearest authorized repair facility.

DIRECT PAYMENT: MaxCare can pay the participating service center directly.

AVAILABLE ON ALL CARMAX USED CARS: MaxCare benefits all customers, whether your car is still under factory warranty or not.

Beyond that, it also doesn’t cover commercial use or any business use of the vehicle involving more than one person. Otherwise, the exclusions read like most other warranties on the market. Notable exclusions include: Damage caused by towing a trailer or other vehicle, unless your vehicle is equipped to tow by the manufacturer. Damaged caused by racing Damage caused by acts of nature (fire, hale, flooding, etc) Damaged caused by collision Cosmetic Damage Damaged caused by contaminated fluids Damage caused by rust or corrosion Recall related defects that you have failed to repair, and any damage caused by a failure to replace a recalled part Damage caused by lack of fluids, or caused by improper fluids or irresponsible fluid use A breakdown in a covered part caused by a non-covered part breaking down What Voids CarMax’s MaxCare Warranty? MaxCare, much like any warranty, has several conditions that will void your warranty and result in your car not getting covered. We wrote a full article with a detailed breakdown on what voids most other warranties, which you can read here to get a better understanding of car warranty exclusions. Your MaxCare warranty will be void if: If you fail to make your payments in time If you cancel the contract before 30 days, and have no claims Your vehicle is declared a total loss, salvage, or junk vehicle You fail to observe the automated warnings your car or fail to observe documented warnings by the mechanic you’re seeing. Damage caused by abuse or misuse Your odometer has been altered or tampered with Carmax Extended Warranty Reviews Reviewer CarMax MaxCare Protect My Car Consumer Affairs 2.0/5 stars 4.1/5 stars Better Business Bureau (BBB) 1.5/5 stars 4.5/5 stars Trustpilot 2.9/5 stars 3.9/5 stars BestCompany 3.7/5 stars 4.3/5 stars Sorting through some of the reviews, some stand out positives include: Many MAJOR Repairs Paid: Several reviews report that expensive repairs have been paid for, including transmission service, and engine related concerns. High Total Repair Cost Paid: Other reviews mention MaxCare paying out large sums, such as one reviewer who had over $25,000 in repairs to his Corvette paid for by MaxCare over the course of 13 months.

However, for all the positive remarks, there have been some negative ones as well that you need to be aware of. Incorrect/Minimal Information: Multiple reviews have pointed to lack of documentation as a major flaw. Some of these reviews also feel mislead as to what the warranty covers and what it doesn’t. For our part, this is concerning, although warranty contracts can be confusing. Delay In Payment To Repair Shop: There also seems to be an issue with payments taking an extended period of time to approve. As a consumer, this means it’ll take longer to get your car back from the repair shop, which is an issue if you don’t have an alternate form of transportation. This is a fairly common problem when a company sells your contract to a financing company, and another reason why it’s worth it to work with a company that directly administers their own contracts.

Issues With Customer Service: These issues include, but are not limited to: long wait times, rude representatives, and an inability to provide clarification on issues. Again, this is one of the downsides of dealing with a 3rd party warranty company that sells the contract to someone else. Follow Up Issues: A number of reviews mention customers failing to receive the promised follow up for a number of issues. One important thing to note: review sites may not always give you the complete picture. It’s been our experience that unless the service is exceptional, satisfied customers are less apt to leave a review than unhappy customers. We encourage you to do the research as well and take a look at the tone of the reviews to make your own determination! Can You Cancel Your CarMax Extended Warranty? According to CarMax, you can cancel your MaxCare warranty at any time. To cancel, you’ll need to either contact the dealer you bought the car from, or the administrator of the policy. If you’re unable to return to the selling location, you’ll need to notify Assurant in writing. You can contact Assurant, your policy administrator by calling 1-800-731-2834 as previously mentioned. To cancel, you’ll need a copy of your vehicle service contract and a odometer reading statement to be included in your mailing. If your service contract is canceled within ninety (90) days after the purchase date, and you haven’t filed any claims, a 100% refund of the service contract cost will be refunded to you, although you will be charged a $30-dollar administrative fee. If you have made a claim, you’ll receive a pro-rated refund equal to the unused months or miles. The refund formula is: (Your Extended Warranty Price) * (Miles Or Months Left On Your Contract (whichever is less)) – $30 dollar administrative fee. If you’re thinking of canceling your CarMax warranty because it’s too expensive, we might be able to help you get a better price.

Get a quote with us and see how much you can really save on car repairs. Carmax Extended Warranty Cost Your CarMax MaxCare cost consists of two parts: Your Deductible: Depending on the level of service you select; your deductible will range between $100-$500 dollars per repair. Again, when taking your car to a CarMax repair center, you’ll receive $50 dollars off this. Your Payment: From what we’ve seen, your payment can be purchased up front when you buy the car. You also have the option to roll MaxCare into your monthly payment. Depending on the model, your total cost will range between $1,000 – $8,500 dollars, with BMWs, Range Rovers, and the like occupying the higher threshold. Your cost is going to depend strictly on your car, the mileage, and any risk factors that CarMax assesses on your car. For the best estimate, contact CarMax directly. The one thing to note here, is that CarMax’s higher deductibles can mean additional expenditure if you have multiple repairs over a short period of time, even if they are covered. If you’re buying a warranty to avoid paying large portions of cash out, you may want to consider a plan with a lower deductible. Is Carmax Extended Warranty Worth It? This is where the jury is split. On one hand, there’s what seems like an entire category on Jalopnik dedicated to singing the praises of CarMax’s warranty for Range Rovers. Some of the articles are freaking hilarious (like this one). However, for every glowing review, we see negatives as well, including many that were mentioned in our section on reviews. To make your decision a little bit easier, we’ll give you a side by side with our own vehicle service contracts. CarMax MaxCare Protect My Car Plans Deductible $100-$500 $100 Price $1,000-$8,500 $2,000-$3,800 Coverage Less Comprehensive More Comprehensive (Catalytic Converter, Exhaust) Average Review Score 2.5/5 Stars 4.2/5 Stars Complaints Frequent Infrequent Mileage Up To 75,000/policy Up To 300,000 All Cars Accepted? Only vehicles purchased from CarMax Yes Self-Administered? No Yes Roadside Assistance? Yes Yes Rental Reimbursement Yes Yes Trip Interruption? No Yes Free Oil Changes/Tire Rotations?

No No Aftermarket Mods? No No CarMax warranties have the potential to be slightly cheaper than our low end plans, but the low price means your deducible will be higher, so the savings may not be all that much. With that being said, if you can get a CarMax policy for around $1,000-$1,500 dollars, that is a fantastic deal for what it covers, even if the deductible is closer to the maximum range of $500. However, if you want more comprehensive coverage, you’d be better off going with a Protect My Car plan, or a similar plan from one of our competitors. Otherwise though, CarMax does compare favorable at face value. However, we have questions about the level of customer service, as well as the details of the discrepancies that frequently seem to be mentioned in the reviews. The other downside to this policy is it can only be transferred within 30 days of purchase. That means if you choose to sell your car with the paid off policy after the initial 30 days are up, the warranty won’t transfer, and will instead void. Considering a paid off extended warranty is a great upselling point, this is not ideal. Many extended warranty companies including Protect My Car, offer policies that are fully transferrable to a new owner, which makes them worth buying even if you plan on selling your car. We recommend you do your due diligence, and don’t feel pressured into buying an extended warranty from CarMax even if it’s offered during the buying process for your new car. CarMax only offers the option to purchase MaxCare during the car buying process. While we can’t comment on why this is exactly, we feel that it’s a sales tactic designed to give new car buyers a fit and prevent them from doing comparison shopping after the fact. Frequently Asked Questions Does The CarMax Extended Warranty Cover Alternators? Yes. Your warranty does cover alternators, considering that the alternator is part of the drivetrain! As long as your alternator failure wasn’t caused by improper maintenance or failure of a non-covered part, you’ll be in the clear. Does The CarMax Extended Warranty Cover Your Battery? No. Your battery is considered a wear and tire item that is scheduled to be replaced in your vehicle handbook. Most extended warranties do not cover batteries, including our own. Does The Carmax extended warranty cover brakes No. CarMax considers brakes to be a wear and tear item. This includes the pads, the shoes, the rotors, and drums. These are again, scheduled to be replaced in your normal maintenance schedule. Does The Carmax extended warranty cover oil changes No. CarMax doesn’t offer free oil changes like most extended warranty plans do. CarMax considers oils a fluid, which isn’t covered by the MaxCare service plan. Does The CarMax extended warranty cover your transmission Yes. Your transmission is covered, other than the friction clutch disk and pressure plate, and clutch thrown out bearing. However, if the transmission failure is found to be caused by improper maintenance, or due to issues with transmission fluid, your repair may not be covered, so make sure your transmission fluid is replaced according to the maintenance schedule for your car. How Long Does The CarMax Extended Warranty Last? CarMax’s MaxCare Extended warranty lasts either 5 years / 125,000 miles from the date of purchase, whatever comes first. Protect My Car Gives You More Choice As previously mentioned, CarMax Extended Warranties are only for cars bought from CarMax, and if you don’t buy one at the time of purchase, you’re out of luck. Fortunately, you have options. Protect My Car offers comparable coverage for less.

Our average plan costs about $70 dollars per month, and offers roadside assistance, trip interruption, and rental car reimbursements. We also cover repairs that MaxCare doesn’t, including your exhaust and your catalytic converter. Better yet, you can choose from a number of different deductibles, starting as low as $100 dollars. Protect My Car plans can be bought at any time, no matter what dealer you purchased your car from, so unlike with CarMax, there’s no pressure if you want to take the time to compare options. We’ll work with you to find a plan that works for your car and your budget. We cover cars that are 1997 or newer, with up to 300,000 miles, so there’s a very good chance we have a plan for you. So if you’re thinking about an extended warranty, get a quote with us today and start saving thousands on your auto repairs. {{cta(‘9c322e0a-2a57-4c4c-b0b6-b7a6173d17fc’)}}