



Receive Up To **\$80** on a VISA Prepaid Card with a purchase of KYB Shocks or Struts

March 1st - April 30th 2017



FREQUENTLY ASKED Qs

GET THE REBATE FORM

## Feeling Is Believing FAQs

### Rebate:

- 1. How much money will I get back?**
  - a. You will receive a Visa Prepaid Card for a set amount depending on purchased items (this does not include installation or labor costs)
- 2. Where is the rebate form?**
  - a. You can download the rebate form by clicking on “Get the Rebate Form” on the banner at the top of [www.1aauto.com/feelingisbelieving](http://www.1aauto.com/feelingisbelieving)
- 3. Can I do the rebate online?**
  - a. No, this is a mail in rebate only
- 4. What needs to be mailed in for me to get my rebate?**
  - a. Your complete invoice that’s included in your package
  - b. The original UPC symbol from all 4 boxes
  - c. The downloadable rebate form
- 5. How fast will I get my rebate?**
  - a. Please allow 8-10 weeks for processing
- 6. When does Feeling Is Believing start/end?**
  - a. This promotion starts March 1, 2017 and ends April 30, 2017
  - b. Offer submission must be postmarked by May 31, 2017
- 7. Who can I call for help when I’m confused?**
  - a. You can call 1A Auto’s excellent customer service department at 888.844.3396
- 8. Do all four items need to be on one order?**
  - a. Purchases must be on one invoice for one vehicle
- 9. How many times can I get the rebate?**
  - a. You can only redeem this offer once per person, household, or address
- 10. What if I just want to read the fine print myself?**
  - a. Just click “Get the Rebate Form” on the banner at the top of [www.1aauto.com/feelingisbelieving](http://www.1aauto.com/feelingisbelieving) to see all of the terms & conditions



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### Technical:

#### 1. How long do shocks & struts usually last?

- a. The Motorist Assurance Program has done extensive research on shocks & struts, and they have found that there is measurable degradation at 50,000 miles. Depending on driving habits, pot holes or rough country/dirt roads, 50,000 miles is usually about 3-7 years. By that time, the shocks/struts have gone up & down 87.5 MILLION times!

#### 2. They look fine, so why should I replace them?

- a. Shocks and struts don't always fail in a method that can be seen. In fact, they often fail internally with no outward signs other than the lack of ride control in the vehicle. Lack of ride control often includes excessive braking distance, weight transfer and body roll. This excessive weight transfer will cause all of the braking, steering, and suspension components to work harder. Ball joints, control arms, and brakes will all wear out faster when the shocks or struts are not working effectively. Tires end up wearing in a "cupped" pattern becoming noisy, and shorten the life of the tire. If you find yourself needing these associated suspension parts, your shocks/struts may actually be the root cause.

#### 3. Why should someone buy 4 struts instead of 1 or 2?

- a. Having one shock/strut that is degraded by 50% can increase stopping distance up to 10 feet. Mismatched working and non-working shocks/struts can also cause a vehicle to become unpredictable during cornering, braking, and steering. Under normal conditions, shocks and struts are replaced in sets of 4, so if one shock/strut is not working, the rest are likely in similar condition. Mixing old and new struts/shocks can drastically reduce the life of the new part.

#### 4. Why KYB over another brand?

- a. KYB is the world's biggest producer of automotive shocks and struts. Founded in 1919 in Japan as Kayaba Research Center, KYB has excelled in manufacturing hydraulic parts for nearly a century. KYB produces a wide variety of shocks and struts for many models, ranging from OE replacements to performance upgrades, with options no matter your handling or ride comfort needs. KYB is known around the world for its forward-looking engineering and precision manufacturing. Today, the company has manufacturing plants in 15 countries including the United States. KYB is an OE supplier to many of the biggest auto makers out there.

#### 5. Is installing shocks and/or struts a do-it-yourself job?

- a. This depends on your skill level and ambition. Basic hand tools are required for loaded struts and shocks, along with several hours of labor. Some vehicles are very do-it-yourself friendly, and others are far less. At 1AAuto, we have over 100 videos showing how to replace shocks/struts on popular vehicles. We encourage you to browse [our comprehensive video library](#) for helpful installation tips and tricks. Bare struts may require additional time/specialty tools/safety precautions.