

VEHICLE SERVICE CONTRACT

The best way to help protect yourself from unexpected repair costs



Protection for the Road Ahead

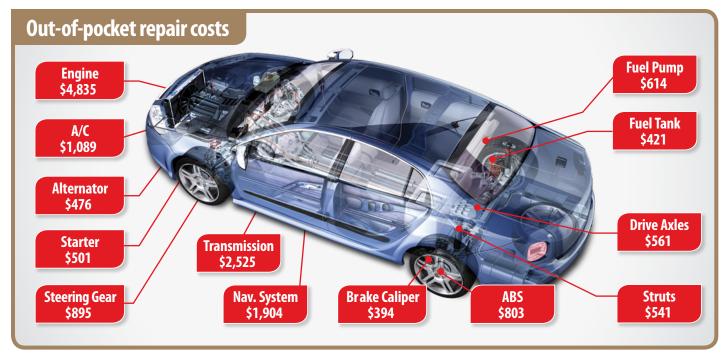
Purchasing a vehicle is a significant investment that is worth protecting. While vehicles today are built better than ever before, there is always the chance of a mechanical breakdown that requires a major repair. With a vehicle service contract, you can help protect yourself against unexpected repair costs that may result in significant out-of-pocket expenses.

With our contract, you'll have the confidence of knowing that your vehicle has coverage throughout the United States and Canada. You can even choose the length and type of coverage that best fits your driving habits and matches your specific needs. Hopefully you will never have a problem, but driving with a service contract will reassure you while on the road.



Reduce your out-of-pocket expenses

The costs of repairs tend to increase every year, and even one unexpected mechanical breakdown could burden you with thousands of dollars in unplanned expense. With the advanced technology in today's vehicles, repairs can be costly and are often unpredictable. With our contract, you can help protect your future finances from these potentially high and unexpected expenses.



The repair costs listed are based on nationwide averages for claims paid. Actual costs may vary.



Added Features of Your Vehicle Service Contract



Roadside Assistance

Call our toll-free number 24 hours a day, seven days a week for our sign-and-drive service up to \$50 per occurrence or up to \$100 for towing. Or, if you prefer, you can call your own provider and we will reimburse you up to these dollar limits.



Travel and Lodging

We reimburse your meals and lodging up to \$75 per day up to \$225 per occurrence, if you are stranded more than 100 miles from home due to a covered breakdown.



Rental Car

We will pay up to \$35 a day and up to \$245 total for a rental vehicle when a covered breakdown occurs. We have direct billing agreements with Avis, Budget, Enterprise and Hertz or we can reimburse you up to these dollar limits.



Manufacturer's Warranty Deductible

We reimburse up to \$100 toward your deductible for repairs covered by your factory warranty.



Repair Locations Across U.S. and Canada

Your dealership is generally your best option for repair service needs. However, if you find yourself far from home, you'll rest easy knowing that your protection will be honored at thousands of locations throughout the United States and Canada.



Future Contract Guarantee

If you still own your vehicle when your vehicle service contract ends, you may extend your contract coverage (subject to underwriting guidelines).

Includes all of the parts listed in components 1-3 below:

1. ENGINE¹

Cylinder block Cylinder head(s)

Rotor housings and their internal parts

Intake manifold

Exhaust manifold(s)

Timing gears

Timing chain(s) or belt(s)

Timing chain or belt tensioner(s)

Timing chain or belt cover

Valve cover(s)

Flywheel or flexplate

Ring gear

Harmonic balancer Oil pump

Fuel pump

Vacuum pump Water pump

Turbocharger or supercharger housing(s) and their internal parts

Waste gate

Intercooler

Engine mounts

EGR valve

Cylinder head gasket(s)

Intake manifold gasket(s)

Exhaust manifold gasket(s)

Rear main seal Valve cover gasket(s)

Oil pan gasket Front crankshaft seal

Timing cover gasket

Cam housing gasket(s)

2. TRANSMISSION

Transmission case

Transaxle case

Transfer case and their internal parts

Torque converter

Vacuum modulator

Cooler and metal cooler lines

Transmission mounts

Slave cylinder and master cylinder of a manual transmission clutch assembly

Pan gasket

Output shaft seal

Shifter seal

Speedometer cable seal

Front pump seal(s)

All transfer case seals

3. DRIVETRAIN ASSEMBLY¹

Final drive and axle housing(s) and

their internal parts

Axle shafts and bearings Universal and constant velocity joints

Drive shaft(s)

Center bearings and drive shaft yokes

Four-wheel-drive engagement

actuator/motor

Traction control linkage

Solenoids

Control processor and sensors

4 x 4 locking hub

Differential gasket(s)

Pinion seal

Axle seal(s) or gasket(s)

CV joint boots

Expense Reimbursement Package

Rental Car | Manufacturer's Warranty Deductible | Travel Lodging

Roadside Assistance

Towing | Fuel, Oil, Fluid and Water Delivery Service Flat Tire Assistance | Lock-Out Assistance | Battery Assistance

Includes all parts listed in POWERTRAIN ADVANTAGESM. plus components 4-10 below:

4. SUSPENSION

Upper and lower control arms and their shafts and bushings

Ball joints

Steering knuckles and spindles Stabilizer and strut or track bars and their

bushings and links

Coil springs

Torsion bars and their mounts

Leaf springs and their shackles and bushings

Hub bearings or wheel bearings

McPherson struts

Hub or wheel bearing seals

5. FRONT-WHEEL STEERING

Steering gear housing

Rack assembly

Belt-driven pump and its reservoir and their

Steering column shaft and its couplings

and bearings

Steering pump pulley and mounting bracket

Pitman arm Idler arm

Tie rods

Steering linkages Pump shaft seal

6. BRAKES

Master cylinder Wheel cylinders

Calipers and their seals

Power booster

Accumulator Combination valve

Backing plate assembly

Metal brake lines and fittings

Brake pedal

Parking brake assemblies

(No coverage for ABS brake parts)

7. ELECTRICAL

Alternator

Pulley and mounting bracket

Voltage regulator

Starter motor and its solenoid and drive

Wiper motors

Manually operated switches

Neutral safety switch Backup light switch

Brake light switch

8. AIR CONDITIONING & HEATING

Belt-driven air conditioning compressor

Clutch and coil

Pulley

Compressor mounting bracket

Idler pulley and bearing and its mounting bracket Serpentine belt tensioner and its pulley and bearing

Condenser

Evaporator

Accumulator

Receiver-dryer Expansion valve

Orifice tube

Heater core

Heater control valve Blower motor

Control cables

Ducts

Plenum doors Compressor seals and gaskets and line o-rings

9. FUEL SYSTEM

Fuel pump

Fuel injectors

Injection pump Distribution rails

Fuel pressure regulator

Fuel tank and metal fuel lines and fittings

Fuel level sending unit Carburetor

Throttle body

Throttle cable

Throttle linkage Accelerator pedal

10. COOLING SYSTEM

Fan

Clutch and shroud

Radiator and its brackets and recovery tank Electric fan motor

Includes all parts listed in POWERTRAIN ADVANTAGESM and VEHICLE VALUESM, plus the following additional parts and components 11–15 below:

Additional included parts for previously listed components:

SUSPENSION

Electronic suspension, variable suspension struts

Switches Air tubes

Control processor and sensors

Air suspension bags

Compressor

Lines and fittings **STEERING**

Four-wheel steering pump

Gear housing or rack assembly and their internal parts

Power cylinder

Center shaft Stepper motor

Control processor and sensors **ELECTRICAL**

Wiring harnesses **COOLING SYSTEM**

Thermostat

11. INTERIOR ELECTRONICS

Electronic climate control head

Digital dash display Heads-up display projector and control unit

Trip/mileage/engine function computer Cruise control assembly

Factory-installed entertainment chassis including radio

Magnetic tape player Dash-mounted compact disc player and

graphic equalizer Television²

Video cassette player² DVD player²

Navigation system²

12. POWERTRAIN ELECTRONICS

lanition coil

Distributor

Timing control processor and sensors Mixture control processor and sensors

IAC motor

Cooling fan control processor and sensors Transmission shift control processor and sensors

13. ABS BRAKES

ABS booster/pump Master cylinder

Solenoids Control processor and sensors

14. CONVENIENCE ACCESSORIES

Power window motor

Window regulator

Power seat motor Power door lock motor and its relays and actuator

Power mirror motors Power headlamp motor

Power trunk or tailgate motor and solenoids

Power top or sunroof motor

Convertible top frame Power antenna motor

Heated seat elements

Horn and horn relay Rear window

Defogger/defroster Memory seat and steering wheel activator switches, motors, solenoids, control processor

15. VEHICLE HARDWARE

and sensors

Bumper impact absorbers Headlamp mounting buckets

Parking and side lamp bodies and sockets Hood latch and cables

Hood hinges and springs Side door hinges

Side door handles Glove box lock assembly

Courtesy light switches

Ash tray assembly Manual seat track assembly

Trunk lid hinges and torsion bars Trunk lid striker plate

Our top-of-the-line coverage includes all parts ranging from the

engine and transmission to audio equipment and video hardware, not to mention the seal & gasket

coverage listed to the right.

This "exclusionary" contract covers all parts except for specifically excluded services and conditions and the few parts listed in the contract.

SEAL & GASKET COVERAGE

Engine: Cylinder head gasket(s), intake manifold gasket(s), exhaust manifold gasket(s), rear main seal, valve cover gasket(s), oil pan gasket, front crankshaft seal, timing cover gasket, cam housing gasket(s)

Transmission/Transfer Case: Pan gasket, output shaft seal, shifter seal, speedometer cable seal, front pump seal(s), all transfer case seals.

Drivetrain Assembly: Differential gasket(s), pinion seal, axle seal(s) or gasket(s), CV joint boots

Steering: Pump shaft seal.

gaskets and line o-rings.

Suspension: Hub or wheel bearing seals. Air Conditioning: Compressor seals and

Additional Coverages Available:

WRAP COVERAGE

Factory Wrap+Plus CareSM A choice of plans that provide additional protection by "wrapping around" your new vehicle's factory powertrain warranty plus extended coverage for your engine, transmission and drivetrain

assembly after the warranty expires. Factory+Plus ValueSM: Includes the parts of components 1 through 10 listed under POWERTRAIN ADVANTAGESM and VEHICLE VALUESM.

Factory+Plus AdvantageSM: Includes the parts of components 1 through 15 listed

under POWERTRAIN ADVANTAGESM, VEHICLE VALUESM and MECHANICAL ADVANTAGESM. Factory+Plus PreferredSM: All parts are covered except for those specifically

CERTIFIED VEHICLE COVERAGE

Certified+Plus CareSM

excluded parts, services and conditions as listed in the contract.

Choose the extra protection you need to go beyond your used vehicle's factory certified warranty.

Certified+Plus AdvantageSM: Includes the parts listed for components 1 through 15. **Certified+Plus Preferred**SM: All parts are covered except for those specifically excluded parts, services and conditions as listed in the contract.

Please see actual contract for terms, conditions, limits of liability and exclusions.

- These parts covered if VSC term exceeds the powertrain warranty term ² Factory-installed or dealer-installed factory option.



Frequently Asked Questions

Q Can a vehicle service contract save me money?

A The advanced technology that is built into today's vehicles has increased the complexity and expertise needed for even the simplest of repairs. As a result, repair costs and labor rates have increased and will continue to do so. The costs of even one future repair may easily exceed the cost of purchasing a service contract today.

• What if I decide to sell my vehicle before the coverage expires?

A You can transfer any remaining coverage to the next owner and they will drive their new vehicle knowing they're protected from unexpected, high repair costs. This may make it easier to sell your vehicle and could even help get you a higher resale price.

Q What do I do if my vehicle breaks down?

A If possible, return to your dealership to determine the problem and the cause of the breakdown. If your vehicle is inoperable, take advantage of your plan's towing benefit to return to your dealer. Be sure to have the repair facility call us before beginning any repairs.

Q Where can I take my vehicle for repairs if I'm far from home?

A Your contract grants you access to thousands of repair facilities throughout the U.S. and Canada. We have an extensive network of licensed repair facilities ready to help you if a breakdown occurs. If you have a breakdown far from home, your towing benefit will be there to get you to a repair facility of your choice or you can contact our service center for instructions. You'll also be reimbursed for lodging, meals and rental car while your vehicle is in the shop for covered repairs.

Q How are claims processed?

A The dealership or repair facility contacts us for authorization of the work that needs to be done and we pay for the covered repair directly. You only pay for your deductible and any costs not directly covered by your contract.

Q Do I really need a vehicle service contract?

A The simple truth is that even the most reliable vehicles on the road are at risk for having an unexpected mechanical breakdown. As a vehicle gets older and accrues mileage, the chances of having a mechanical breakdown are likely to increase. Your service contract will be there after your manufacturer's basic warranty has expired, which is when you are likely to need it the most.

Administered by



4150 N. Drinkwater Blvd. | Scottsdale, AZ 85251 | (800) 345-0191

This is not a contract. Please see actual contract for terms, conditions, limitations and exclusions.

Service Contract Providers: Continental Service Provider and Continental Service Plan.

Issued in Florida by CNA National Warranty Corporation-Florida, license #60098