

DRIVE PLUS COVERAGE DESCRIPTION

WHAT IS COVERED

For convenience, **Covered Components** are sub-categorized by related vehicle systems. Only those items listed after each sub-category are covered, subject to the terms and conditions of this **Service Contract** in accordance with the coverage selected. If a **Covered Component Fails** during the term of this **Service Contract**, the **Administrator** will pay for the repair or replacement of the **Covered Component**, subject to the terms and conditions herein.

DRIVE PLUS COVERAGE

ENGINE COMPONENTS: Oil Pump, Distributor Shaft and Housing, Harmonic Balancer, Valve Covers, Timing Cover, Water Pump, Fuel Pump, Intake Manifold, and all the internal **Lubricated Parts** of the Engine. The Engine Block and Heads are covered only if damaged by the **Failure** of an internal **Lubricated Part**.

TURBO/SUPERCHARGER (OEM only): All internal **Lubricated Parts** of the Turbocharger/Supercharger. The Housing is covered only if damaged by the **Failure** of an internal **Lubricated Part**.

TRANSMISSION COMPONENTS (Automatic & Manual): Torque Converter, Vacuum Modulator, and all of the internal **Lubricated Parts** of the Transmission. Covers, Pans, and Cases are covered only if damaged by the **Failure** of an internal **Lubricated Part**.

TRANSFER CASE COMPONENTS: All internal **Lubricated Parts** of the Transfer Case or All-Wheel Drive Mechanism. The Transfer Case Housing or Housing for the All-Wheel Drive Mechanism is covered only if damaged by the **Failure** of an internal **Lubricated Part**.

HYBRID VEHICLE COMPONENTS: Generator Motor Assembly, Drive Motor Assembly, and Traction Motor Assembly.

FRONT AND REAR DIFFERENTIAL COMPONENTS: Axle Shafts, Constant Velocity Joints, and all of the internal **Lubricated Parts** of the Differential. The Differential Case is covered only if damaged by the **Failure** of an internal **Lubricated Part**.

STEERING COMPONENTS: Manual and Power Steering Gear Assembly, Control Valve and Rack Assembly, Power Steering Pump, Steering Column Main and Intermediate Shafts, Cooler, Pitman Arm, Idler Arm, Tie Rod Ends, Couplings, and Drag Link.

FRONT AND REAR SUSPENSION COMPONENTS: Upper and Lower Control Arms, Control Arm Shafts and Bushings, Upper and Lower Ball Joints, Stabilizer Shaft Linkage and Bushings, Spindles, Spindle Supports, MacPherson Style Struts, Chapman Style Struts, Shackle Bushings and Eye Bushings, Leaf and Coil Springs, Leaf and Coil Spring Bushings, Torsion Bars, Wheel Bearings, Automatic Leveling Unit Compressor, Level Sensor, and Limiter Valve.

ELECTRICAL COMPONENTS: Alternator, Voltage Regulator, Starter Motor, Starter Drive, Starter Solenoid, Front Wiper Motor (including internal Circuit Board), Relay and Delay Switches, Manually Operated Switches, Wiring Harnesses, Rear Wiper Motor, Heater Blower Motor, Factory Installed Sunroof Motor, Convertible Top Motor, Power Antenna (motor only), Remote Keyless Entry Module, Cruise Control Servo, Cruise Control Module and Transducer, Compass, Thermometer, Electronic Control Module, Oxygen Sensor, Ignition Module, Igniter, Electronic Instrument Cluster and Circuit Board, Power Window Motors/Regulators, Power Door Locks, Power Seat Motors, and Speedometer Head.

BRAKE COMPONENTS: Master Cylinder, Power Assist Booster and Valve, Wheel Cylinders, Calipers, Combination Valve, Steel Lines and Fittings, Self-Adjusters, and Parking Brake Linkage and Cables.

ANTI-LOCK BRAKE (ABS) COMPONENTS: Electronic Control Unit, Anti-Lock Computer Module, Wheel Speed Sensors/Exciters, Proportioning Valves, High Pressure Hydraulic Pump, Electro-Hydraulic Proportioning Control Valves, and Accumulator.

FACTORY AIR CONDITIONING AND HEATING COMPONENTS: Compressor, Clutch, Clutch Coil and Pulley, Orifice Tube, Condenser, Evaporator, Expansion Valve, POA Valve, Drier, Accumulator, Hi-Low Pressure Cut-Off Switch, Ducts and Outlet Hoses, and Automatic Temperature Control Programmer.

COOLING COMPONENTS: Radiator, Fan Clutch, Fan Blade, Cooling Fan Motors, and Heater Core.

FUEL DELIVERY COMPONENTS: Fuel Injector Metering Pump, Fuel Injectors, Fuel Distributor, Diesel Injection Pump, Fuel Tank, Metal Fuel Lines, Fuel Sending Unit.

HYBRID ELECTRICAL COMPONENTS: Generator ECU, Battery ECU, Battery Temperature Sensor, Water Pump, Blower Motor, Inverter Assembly, and Converter Assembly.

INTERIOR/EXTERIOR COMPONENTS: Glove Box Door and Hinge, Seat Tracks, Interior and Exterior Door Handles, Door Hinges, Map/Courtesy Light Assembly, and Hood/Trunk Gas Struts.

SEALS & GASKETS: Seals & Gaskets coverage applies only to **Covered Components** and is limited to **Vehicles** with less than 125,000 miles at the time of sale.

OPTIONAL COVERAGE

RENTAL CAR REIMBURSEMENT

If **You** selected and paid for the optional Rental Car Reimbursement coverage, then **You** may qualify for rental car reimbursement when **Your Vehicle** sustains a **Failure** resulting in a **Covered Repair**. The reimbursement amount with this optional coverage is up to \$30 per day, with a 5 day maximum, not to exceed \$150 per occurrence. Rental coverage is contingent on the labor time required to replace/repair **Covered Components** authorized by the **Administrator**. The **Administrator** will use factory labor times or industry recognized flat-rate manuals to determine the required repair time. However, this time excludes the downtime waiting for parts or other delays beyond the control of the repair facility or the **Administrator**. The labor time necessary for rental reimbursement is as follows: 1 to 4 hours = 1 day; 4.1 to 8 hours = 2 days; 8.1 to 12 hours = 3 days; etc. **Your** rental car benefits will not continue beyond the day the repairs are completed and **You** are notified of completion. All vehicles must be rented from a licensed auto rental facility.

TRIP INTERRUPTION

If **You** selected and paid for the optional Trip Interruption coverage, then **You** may qualify for Trip Interruption benefits when **You** are more than 100 miles from **Your** home and **Your Vehicle** is in need of **Emergency Repairs**. Trip Interruption benefits include lodging and meal reimbursement for up to \$75 per day, with a 3 day maximum, not to exceed \$225 per occurrence. This benefit applies when a **Licensed Repair Facility** must keep **Your Vehicle** overnight to repair **Your Vehicle**, but it does not extend beyond the day the repairs are completed. For lodging and meal reimbursement, please save all receipts and contact the **Administrator** for instructions. Receipts must be legible and verifiable. Handwritten receipts will not be accepted. The Trip Interruption benefit is only available where allowed by law.

OPTIONAL COVERAGE CONT'D

EMERGENCY ROADSIDE ASSISTANCE

If **You** selected and paid for the optional Emergency Roadside Assistance coverage, the following Emergency Roadside Services will be provided to **You** with a maximum of \$80 per occurrence:

- **TOWING** – If **Your Vehicle** is disabled and in need of a tow, Roadside Services will dispatch a towing provider to **Your** location.
- **BATTERY SERVICE** – A “jump start” will be applied in an attempt to start **Your Vehicle**.
- **FLAT TIRE CHANGE** – Service will be provided to remove the flat tire and replace it with **Your** properly inflated spare tire.
- **LOCK-OUT** – If **Your** keys are accidentally locked inside **Your Vehicle**, Roadside Services will provide assistance to gain entry to the **Vehicle**. However, **You** will be required to show proper identification before access will be granted.
- **FUEL, OIL, FLUID and WATER DELIVERY** – If **Your Vehicle** requires an emergency supply of FUEL, OIL, FLUID, or WATER, then Roadside Services will arrange delivery to **You**. On request, **You** will be required to pay for the cost of FUEL, OIL, FLUID or WATER when delivered.

NO SERVICE MAY BE DUPLICATED WITHIN 72 HOURS OF THE INITIAL REQUEST.

WHAT IS NOT COVERED

In accordance with the coverage **You** selected on the front page of this Service Contract, any part not specifically listed under the “WHAT IS COVERED” section is not covered. In addition, this Service Contract does not apply to the following:

1. Any repair that has not received prior authorization from the Administrator. This exclusion does not apply to emergency repairs performed outside of the Administrator's business hours.
2. The repair or replacement of any motor vehicle component that was not operating properly in accordance with manufacturer's specifications at the time this Service Contract was sold (i.e. pre-existing conditions).
3. Any Vehicle with a branded title (e.g. salvage, junk, rebuilt, total loss, flood, fire, or gray market).
4. Any Vehicle that has been repurchased by or had its price renegotiated with the manufacturer. Any Vehicle that has had the manufacturer's warranty revoked, voided, or cancelled; or any Vehicle that never came with a manufacturer's warranty.
5. The repair or replacement of any Covered Component that has not Failed, as defined in this Service Contract.
6. The repair, retrofit, or replacement of any component required for compliance by any local, state, or federal law or legislation.
7. The gradual reduction in component performance through normal or excessive usage. The repair or replacement of engine valves, valve guides, valve seals, and/or piston rings, if the purpose of such repair(s) is simply to raise the compression of the engine, increase performance, or to reach acceptable oil consumption is not covered.
8. Damage due to the alteration, modification, or use of **Your Vehicle** in a manner not recommended by the manufacturer, including the use of “non-stock” or modified parts.
9. Cosmetic damage or cosmetic related repairs (e.g. scratches, nicks, dents, or tears).
10. Any Mechanical Breakdown covered by an insurance entity, the manufacturer's warranty or recall; or any component with a warranty or “repairer's guarantee” through a repair facility. Additionally, if an insurance entity, the manufacturer, or repair facility notifies **You** that they will monetarily participate in a repair that has been authorized and paid by **Us**, then **We** will exercise **Our** right to recover the respective amount.
11. Any Vehicle with an odometer that has been tampered with, altered, disconnected, or not maintained. **You** may be required to provide an odometer statement at the time of sale of this Service Contract. Misrepresentation of the odometer reading either before or during the term of this Contract may render this Contract void.
12. Any Mechanical Breakdown or Failure caused by (a) normal wear and tear; (b) **Your** failure to provide proper maintenance to the failed part or parts; (c) overheating, regardless of the cause of overheating; (d) incorrect, contaminated, or inadequate amounts of coolant, lubricants, or fluids; (e) accidental loss or damage, impact, collision or upset, falling missiles or objects, rust, corrosion, fire, theft, larceny, explosion, lightning, earthquake, wind storm, hail, water, flood, freezing, malicious mischief, vandalism, riot, or civil commotion; or (f) DRIVER NEGLIGENCE OR MISUSE, INCLUDING THE OPERATION OF AN IMPAIRED VEHICLE.
13. Body components or repairs related to the body of the Vehicle (e.g. bumpers, lenses, glass, paint, convertible or vinyl tops, sheet metal, outside ornamentation, frame or structural body parts, air or water leaks, wind noise, weather strips, squeaks or rattles, trim, upholstery, carpet, or mats).
14. Electronic components that were not originally installed by the manufacturer (i.e. non-OEM components) including the following: audio/video equipment and accessories, navigational systems, security systems, and electronic transmitting/receiving devices.
15. The following, unless required in conjunction with a Covered Repair: upgrades, adjustments, alignments, oil, fluids, greases, lubricants or refrigerant.
16. Maintenance services and parts described in the manufacturer's maintenance schedule for **Your Vehicle**. NOTE: During the term of this Contract, it may become necessary to (a) replace spark/glow plugs and wires, emission control valves, timing belts, and filters; (b) adjust belts, ignition, transmission bands, or clutch system; (c) clean fuel and cooling systems, or remove sludge or carbon deposits; and (d) maintain or replace items not specifically covered under this Contract. These aforementioned services and replacements are required because of normal wear and usage—they are **Your** responsibility. Costs for these services and parts are not covered by this Contract.
17. Any expenses associated with shop supplies, materials charges (i.e. miscellaneous items not directly associated with a covered repair), hazardous waste charges, diagnosis time (where a Covered Mechanical Breakdown has not occurred), freight charges, or storage charges.
18. Any Vehicle used for Commercial purposes or that is fitted with snowplow equipment.
19. The repair or replacement of the following: (a) batteries and battery cables; (b) exhaust system components and catalytic converters; (c) tires, wheels/rims, and shock absorbers; (d) fasteners, nuts, bolts, clips, screws; (e) fuses and bulbs; (f) safety restraint systems (including air bags); (g) brake linings, rotors, and drums; (h) sealed beams, LED, or HID headlamp assemblies; (i) wiper blades, hoses, molded rubber, and rubber-like items; (j) clutch disc and linings, clutch pressure plate, clutch throw-out bearings, pilot bearings; (k) bent shift forks, stretched timing chains; and (l) cellular phones.
20. Any losses resulting from delays, labor strikes, loss of time, inconvenience, or other causes beyond the control of the Administrator.
21. The repair or replacement of any Covered Component that has been damaged by a non-Covered Component or an improper repair.
22. The repair or replacement of any non-Covered Component damaged as a result of the Failure of a Covered Component.
23. Repairs or replacements made outside the contiguous United States or if the Vehicle is registered outside the contiguous United States.
24. Any component or part of a component that enables a vehicle to be propelled by any source of power other than gasoline, diesel fuel, or E85 ethanol. In addition, components exclusive to any of the following: Electric Vehicles, Extended-Range Electric Vehicles, or Hydrogen-Powered Vehicles. This exclusion does not apply if your vehicle is a Hybrid Vehicle or Plug-in Hybrid Vehicle. However, the Hybrid Battery is not covered in any instance.