



2013 Service Agreement

EASY STREET

FACTORY TYPE COVERAGE

WHAT'S COVERED: INCLUDES ALL ITEMS COVERED UNDER THE MANUFACTURER'S ORIGINAL COVERAGE except for those items listed under "Items not covered".

RENTAL CAR REIMBURSEMENT: In the event of mechanical breakdown of a covered component, the Agreement Holder will be reimbursed up to \$50 per day for a rental vehicle for each four hours of covered repair time as determined by a national flat-rate guide. Total not to exceed \$250. Rental receipts required for reimbursement.

ITEMS NOT COVERED: Any normal maintenance item including tires, wheels, struts, shocks, brake shoes or pads, rotors or drums, belts, hoses, filters, fluids, lubricants, clutch, pressure plate or clutch release bearing, tune-up items. Exhaust or emission parts, sound reproduction components, wiring harness, telephone, clock, television, navigation equipment. Any body parts, interior parts, trim, glass, paint, air bag system, keyless entry/anti-theft.

Factory Type Coverage

2007 & Newer Model Vehicles
Current Odometer Reading:
0 - 85,000

Factory Warranty Remaining 0-36,000

5 Yr./100,000 \$ _____

No Factory Warranty Remaining Current Odometer Reading
Between 36,000-52,000

5 Yr./100,000 \$ _____

Current Odometer Reading Between
52,000-85,000

48 Mo./48,000 \$ _____

\$200 Discount on vehicles 2011 & Newer with less than 13,000 miles

MAIN STREET

DELUXE COVERAGE

All parts listed below in First Street Plus

ENGINE Timing chain guides, timing belt tensioners, intake manifolds, head gaskets, valve lash adjusters, valve guides, valve spring locks and retainers, harmonic balancer.

AUTOMATIC TRANSMISSION Chain, drum assembly, solenoids, bushings, accumulator, clutches, bands, servos, parking pawl, speedometer gear, transmission cooler, pistons.

AIR CONDITIONING Compressor, clutch and coil assembly, evaporator, accumulator and condenser, if factory installed, evacuation and recharge.

FRONT SUSPENSION (Coverage on vehicles with less than 85,000 miles at time of purchase) Upper and lower control arms, upper and lower ball joints, steering knuckle, wheel bearings, control arm shaft and bushings.

STEERING Power steering pump, electric steering motor, steering gear housing and its internal parts and rack and pinion assembly.

BRAKES Master cylinder, ABS master cylinder, vacuum booster, wheel cylinders, disc brake calipers, hydraulic lines and fittings. Coverage does NOT include pads, shoes, drums or rotors.

COOLING Radiator, fan clutch, water pump and cooling fan motor.

FUEL DELIVERY Fuel pump, fuel sending unit, fuel tank, fuel injectors and metal fuel lines.

ELECTRICAL Battery, engine operation computer, voltage regulator, alternator, front/rear wiper motors, wiper module, window motors, seat motors, ignition module, ignition coil, distributor, starter, starter solenoid and door lock actuators, manually operated switches for above listed parts.

Deluxe Coverage

2003 & Newer Model
Vehicles
Current Odometer
Reading:
0 - 140,000

36 Mo./36,000 \$ _____
Does NOT qualify for Easy Street
Coverage

FIRST STREET

DRIVETRAIN COVERAGE

ENGINE Engine parts consisting of: Crankshaft and bearings, oil pump, oil pump pickup/screen and tube, pistons, piston rings, wrist pins, connecting rods and rod bearings, timing gears and chain or belt, timing tensioners/guides, balance shafts, camshaft and camshaft bearings, push rods, rocker arms, rocker arm shaft and hydraulic lifters, intake and exhaust valves, valve springs, cylinder head gaskets. Engine blocks are also covered if mechanical failure was caused by the above-listed parts.

AUTOMATIC TRANSMISSION Transmission parts consisting of: Gears, input and output shafts, bearings, front pump, planetary assemblies, transmission case, overdrive carrier, reaction carrier, center support, parking lock actuator, stator and stator shaft, separator plate, pressure regulator valve, dipstick and filler tube, sprags, governor assembly, valve body and torque converter.

STANDARD TRANSMISSION Transmission parts consisting of: Gears, input and output shafts, bearings, overdrive housing and transmission case if malfunction was caused by the listed parts. Clutch plate, pressure plate, flywheel, release and pilot bearings are NOT included.

DRIVE AXLE ASSEMBLY (FRONT OR REAR WHEEL DRIVE) Consisting of: Drive shaft, ring and pinion gears, pinion bearings, side carrier bearings, carrier assembly, thrust washers, axle and axle bearings and limited slip clutch pack assembly. Universal and CV joints, except if boot was damaged or missing. Drive axle housing is also covered if damage is caused by failure of listed lubricated parts.

DRIVE AXLE ASSEMBLY (4-WHEEL AND ALL-WHEEL DRIVE) Transfer case including gears, main shaft, drive chain, thrust washer and shims, bearings. Front drive shaft, differential, axles, u-joints and CV joints, except if boot was damaged or missing. **With Applicable Surcharge.**

SEALS AND GASKETS Seals and gaskets are covered in conjunction with repair of above-listed components.

BONUS COVERAGE:

COOLING Water pump (Full coverage on Main Street; limited to one-half of parts and labor costs, First Street Only)

ELECTRICAL Alternator, starter and voltage regulator (Full coverage on Main Street; limited to one-half of parts and labor costs, First Street Only)

24-HOUR ROADSIDE ASSISTANCE Towing, flat tire changing, fuel and fluid delivery, lock-out service, "jump" starting, and Safe and Secure Package.

RENTAL CAR In the event of mechanical breakdown of a covered component, the Agreement Holder will be reimbursed up to \$40 per day for a rental vehicle for each four hours of covered repair time as determined by a national flat rate guide. Total not to exceed \$200. Rental receipts required for reimbursement.

Drivetrain Coverage

No Year Model Limit
No Mileage Limit

36 Mo./36,000 \$ _____
Does NOT qualify for Main or
Easy Street Coverage
\$3000 Limit

LABOR (ALL OF THE ABOVE COVERAGES) The Administrator will reimburse the Agreement Holder or repair facility for the reasonable cost of labor to replace the required parts set forth in Paragraph I. Labor times will be determined by the current nationally published flat-rate guide.

Premium Vehicles

BMW (1.3&5 Series), Any V10, Mercedes (C&E Class), Volvo, Mini Cooper, Hummer, Cadillac, Any Diesel.... \$600
Hybrid.... \$650

Excluded Vehicles

Audi, Corvette, Land Rover, Saab, Jaguar, Porsche, All Exotics, Mercedes (except C&E Class), Any Mercedes AMG Series, BMW Series 6.7.8.X.Z&M
Above vehicles can be written on our First Street Coverage

THIS AGREEMENT DOES *NOT* COVER (EXCLUSIONS):

1. VEHICLES OVER ONE TON OR WITH "BRANDED" OR "SALVAGE" TITLES DO NOT QUALIFY FOR THE EASY OR MAIN STREET COVERAGE.
2. ANY LOSS CAUSED BY COLLISION, VANDALISM, NEGLIGENCE, ABUSE, FIRE, THEFT, FLOOD, CONTAMINATION, FLUID INTERMIX, SLUDGE, CORROSION, MISUSE, ACTS OF GOD, INCORRECT INSTALLATION, IMPROPER REPAIRS, TECHNICIAN NEGLIGENCE OR THE FAILURE TO PROTECT FROM FURTHER DAMAGE.
3. ANY LOSS CAUSED BY OVERHEATING, FREEZING OR THE LACK OF ANY NECESSARY OR PROPER AMOUNTS OF LUBRICANTS OR COOLANTS.
4. ANY VEHICLE WHICH THE ODOMETER HAS BEEN BROKEN, DISCONNECTED, ALTERED OR CORRECT MILEAGE CANNOT BE READILY DETERMINED.
5. ANY REPAIRS TO YOUR VEHICLE IF USED FOR RACING, OFF-ROAD USE, RENTAL, HIRE TO THE PUBLIC, DELIVERY, COMMERCIAL OR EMERGENCY PURPOSES.
6. ANY PARTS NOT LISTED IN PARAGRAPH 1 (DOES NOT APPLY TO EASY STREET) OR PRE-EXISTING DAMAGE TO ANY PARTS LISTED IN PARAGRAPH 1. NON-COVERED PARTS CAUSING DAMAGE TO COVERED PARTS OR ANY LOSS OCCURRING PRIOR TO EXPIRATION OF MANUFACTURER'S WARRANTY, RECALL, OR REPAIR GUARANTEE.
7. LOSS OF TIME, USE OF VEHICLE, CONSEQUENTIAL DAMAGES, OR INJURY TO PERSONS OR PROPERTY RESULTING FROM THE FAILURE OR REPLACEMENT OF ANY PARTS LISTED IN PARAGRAPH 1. - SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS LIMITATION/EXCLUSION MAY NOT APPLY TO YOU.
8. REPAIRS AS A RESULT OF ALTERATIONS NOT RECOMMENDED BY THE MANUFACTURER OR FAILURE TO PERFORM MAINTENANCE RECOMMENDED BY THE MANUFACTURER.
9. ANY LOSS CAUSED BY NORMAL WEAR AND TEAR. EXAMPLES OF NON-COVERED REPAIRS ARE: REPAIR OF VALVES AND/OR RINGS TO CORRECT LOW COMPRESSION OR EXCESSIVE OIL CONSUMPTION. (DOES NOT APPLY TO EASY STREET PLAN).
10. SEALS AND GASKETS EXCEPT AS REQUIRED IN CONNECTION WITH THE REPLACEMENT OF PARTS LISTED IN PARAGRAPH 1. (THIS EXCLUSION DOES NOT APPLY TO EASY STREET). FLUID SEEPAGE IS NOT A COVERED REPAIR ON ALL PLANS.
11. ANY REPAIR OR REPLACEMENT TO A COVERED PART WHICH HAS NOT FAILED BUT WHICH A REPAIR FACILITY RECOMMENDS OR REQUIRES TO BE REPAIRED OR REPLACED.
12. DIAGNOSTIC TIME, DOWN TIME, TAXES, FLUIDS, ALIGNMENTS, FREON AND SIMILAR A/C COOLANTS, SAFETY RESTRAINT SYSTEMS AND SHOP SUPPLIES ARE NOT COVERED ITEMS.
13. THIS AGREEMENT DOES NOT PROVIDE COVERAGE FOR PREVENTATIVE MAINTENANCE OR PRE-EXISTING CONDITIONS.

HOW TO CLAIM

Simply contact or have a representative of the repair facility contact the Administrator before ANY work is performed by calling the Claims Department at 1-800-808-0828. The following information will be required before authorization for repairs:

(1) AGREEMENT NUMBER (2) AGREEMENT HOLDER'S NAME (3) CURRENT MILEAGE (4) MECHANICAL COMPLAINT (5) ITEMIZED ESTIMATE.

For Emergency Road Service CALL 888-207-0166 (Toll Free). See Emergency Road Service Information Attachment (Page 3 of Service Agreement).

IMPORTANT: You will be required under this Service Agreement to authorize the repair facility to disassemble the component(s) for inspection before repair or replacement. You will be required to pay the cost of disassembling if the Mechanical Breakdown is not covered by this Service Agreement.

Upon diagnosis and determination of covered items, and subject to the terms and conditions of this Agreement, the Administrator will issue an AUTHORIZATION NUMBER.

IMPORTANT: The authorization number MUST appear on all repair bills. Failure to obtain authorization PRIOR TO REPAIRS will result in non-payment of claim. FRAUDULENT or MISUSE of this Agreement will result in non-payment and cancellation. THE ADMINISTRATOR RESERVES THE RIGHT TO INSPECT ALL REPAIRS PRIOR TO OR AFTER REPAIRS ARE PERFORMED.

VISA REIMBURSEMENT

Upon completion of the repair, authorized claims will be paid for by corporate credit card or check by submitting the following:

(1) AUTHORIZATION NUMBER (2) VEHICLE MILEAGE (3) DATE OF REPAIR (4) MECHANICAL COMPLAINT (5) A PAID ITEMIZED INVOICE INCLUDING: NAMES, NUMBERS, PRICES AND EXPRESSED WARRANTY (6) DESCRIPTION OF NECESSARY LABOR CHARGES (7) VIN (8) AGREEMENT HOLDERS HOME TELEPHONE NUMBER(S) (9) NAME & ADDRESS TO WHOM REIMBURSEMENT IS PAYABLE (10) CUSTOMER SIGNATURE.

Submit information to:

**ROUTE 66 EXTENDED WARRANTY
P.O. BOX 1075
MOUNTAIN HOME, AR 72654-1075
or FAX TO: (800) 808-0829**

Claims MUST be submitted for reimbursement within thirty (30) days from authorization date.

CANCELLATION PROCEDURE

You, or a person authorized by you, may cancel this Agreement by mailing a written request to the Administrator. Include Agreement number, reason for cancellation and a notarized statement indicating the mileage (odometer reading) of the vehicle at the time of cancellation. Request must be received within thirty (30) days of cancellation date.

If the Agreement is cancelled within thirty (30) days from the date of purchase, you will receive a full refund provided you have not entered a claim. After thirty (30) days, the refund will be calculated based on Financial Institution cost and on the greater of the time in force or miles driven compared to the total time or mileage of your Term, less a \$25 administrative fee and any claim paid or pending. NOTE: If the charge for this Agreement was financed, the refund will be paid to the Lienholder and Agreement Holder. Please allow thirty (30) days for processing.

The Financial Institution, Administrator and/or Lienholder may cancel this Agreement if your vehicle is a total loss or repossession, if you have stopped or changed your odometer or if you use your vehicle in any manner not covered by this Agreement.

TOTAL LOSS REFUND: Applies if option is selected and paid for. Policy holder will be refunded their full purchase price of the Service Agreement if vehicle is considered total loss by automobile insurance provider due to collision or acts of God. Maximum refund cannot exceed purchase price of contract, \$2,000.00 or actual cash value of the vehicle whichever is less. Proof of loss must be submitted with cancellation request.