



**Help protect yourself from  
unexpected repair costs**

**Z<sub>2</sub> VEHICLE SERVICE CONTRACT**

# Drive with confidence on 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.

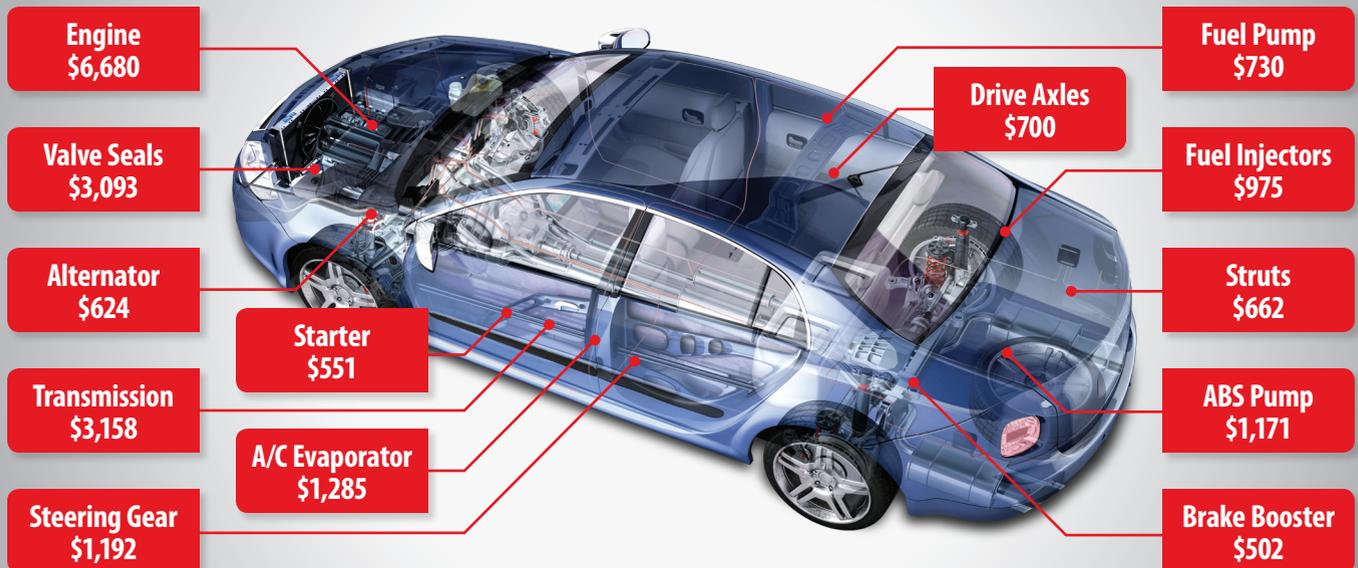
With our contract, you'll have the confidence of knowing that your vehicle has coverage throughout the United States and Canada. You can even choose from different lengths and types of coverage that best fit your driving habits and match your specific needs. Hopefully you'll never have a breakdown, but driving with a service contract can help reassure you while on the road.

## The smart choice to help protect your future finances

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. Our coverage can help protect your future finances from these potentially high and unexpected expenses.



### Potential out-of-pocket repair costs



Repair costs based on nationwide averages for claims paid. Actual costs may vary. See contract for full list of covered parts and components; additional terms and conditions may apply.



# Valuable features of your coverage



## Roadside assistance

Simply call a toll-free number 24 hours a day, seven days a week for sign-and-drive service up to \$50 per occurrence or up to \$150 for towing. Or, if you prefer, you can call your own provider and we will reimburse you up to these dollar limits.



## Rental car reimbursement

We will pay up to \$50 per day with a maximum of \$350 total for a rental vehicle when a covered breakdown occurs.



## Travel and lodging reimbursement

We reimburse your meals and lodging up to \$100 per day with a maximum of \$300 per occurrence, if you are stranded more than 100 miles from home due to a covered breakdown.



## Manufacturer's warranty deductible reimbursement

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 your repair service needs. However, you'll rest easy knowing that your coverage will be honored at thousands of locations throughout the United States and Canada.



## Future contract guarantee

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

# BASIC POWERTRAIN ADVANTAGE CARE+PLUS<sup>SM</sup>

# GOOD VEHICLE VALUE CARE+PLUS<sup>SM</sup>

# BETTER MECHANICAL ADVANTAGE CARE+PLUS<sup>SM</sup>

# BEST AUTOMOTIVE PREFERRED CARE+PLUS<sup>SM</sup>

## ENGINE<sup>1</sup>

Cam housing gasket(s)  
Cylinder block  
Cylinder head(s)  
Cylinder head gasket(s)  
EGR valve  
Engine mounts  
Exhaust manifold(s)  
Exhaust manifold gasket(s)  
Flywheel or flexplate  
Front crankshaft seal  
Fuel pump  
Harmonic balancer  
Intake manifold  
Intake manifold gasket(s)  
Intercooler  
Oil pan  
Oil pan gasket  
Oil pump  
Rear main seal  
Ring gear  
Rotor housings and internal parts  
Timing chain(s) or belt(s)  
Timing chain or belt cover  
Timing chain or belt tensioner(s)  
Timing cover gasket  
Timing gears  
Turbocharger or supercharger housing(s) and internal parts

## VACUUM

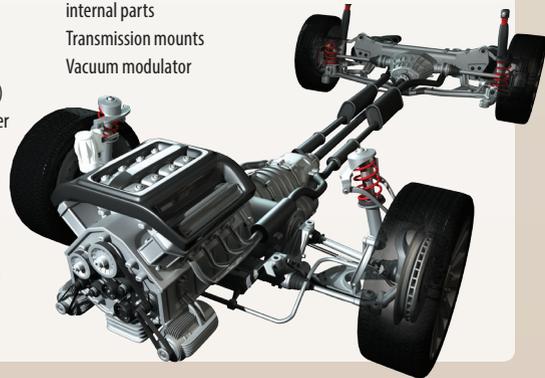
Vacuum pump  
Valve cover(s)  
Valve cover gasket(s)  
Wastegate  
Water pump

## TRANSMISSION<sup>1</sup>

Cooler and metal cooler lines  
Front pump seal(s)  
Manual clutch slave and master cylinders  
Output shaft seal  
Pan gasket  
Shifter seal  
Speedometer cable seal  
Torque converter  
Transaxle case and internal parts  
Transfer case and internal parts  
Transfer case seals  
Transmission case and internal parts  
Transmission mounts  
Vacuum modulator

## DRIVETRAIN ASSEMBLY<sup>1</sup>

Axle seal(s) or gasket(s)  
Axle shafts and bearings  
Center bearings and drive shaft yokes  
Control processor and sensors  
CV joint boots  
Differential gasket(s)  
Drive shaft(s)  
Final drive and axle housing(s) and internal parts  
Four-wheel drive engagement actuator/motor  
Pinion seal  
Solenoids  
Traction control linkage  
Universal and constant velocity joints



## Included with all coverages



### Roadside Assistance

Towing | Fuel, oil, fluid and water delivery service | Flat-tire assistance  
Lock-out assistance | Battery assistance



### Expense Reimbursement Package

Rental car | Travel and lodging | Manufacturer's warranty deductible

## Includes all previously listed parts, plus:

### SUSPENSION

Ball joints  
Coil springs  
Control arm bushings  
Control arm shafts  
Hub bearing seals  
Hub bearings  
Leaf spring bushings  
Leaf spring shackles  
Leaf springs  
Lower control arms  
Shocks  
Stabilizer bar bushings  
Stabilizer bar links  
Stabilizer bars  
Steering knuckles and spindles  
Strut bar bushings  
Strut bar links  
Strut bars  
Struts  
Torsion bar mounts  
Torsion bars  
Track bar bushings  
Track bar links  
Track bars  
Upper control arms  
Wheel bearing seals  
Wheel bearings

### FRONT-WHEEL STEERING

Belt-driven pump, reservoir and internal parts  
Idler arm  
Pitman arm  
Pump shaft seal  
Rack assembly  
Steering column bearings  
Steering column couplings  
Steering column shaft  
Steering linkages

Steering gear housing  
Steering pump mounting bracket  
Steering pump pulley  
Tie rods

### BRAKES (MANUAL & POWER)

Accumulator  
Backing plate assembly  
Brake pedal  
Caliper seals  
Calipers  
Combination valve  
Master cylinder  
Metal brake line fittings  
Metal brake lines  
Parking brake assemblies  
Power booster  
Wheel cylinders

### ELECTRICAL

Alternator  
Backup light switch  
Brake light switch  
Manually operated switches  
Neutral safety switch  
Pulley and mounting bracket  
Propulsion battery  
Starter drive  
Starter motor  
Starter solenoid  
Voltage regulator  
Wiper motors

### AIR CONDITIONING & HEATING

A/C compressor clutch  
A/C compressor coil  
A/C compressor mounting bracket  
A/C compressor pulley  
Accumulator  
Belt-driven A/C compressor  
Blower motor  
Compressor gaskets  
Compressor seals

Condenser  
Control cables  
Ducts  
Evaporator  
Expansion valve  
Heater control valve  
Heater core  
Idler pulley  
Idler pulley bearing  
Idler pulley mounting bracket  
Line o-rings  
Orifice tube  
Plenum doors  
Receiver-dryer  
Serpentine belt tensioner  
Serpentine belt tensioner bearing  
Serpentine belt tensioner pulley

### FUEL SYSTEM

Accelerator pedal  
Carburetor  
Distribution rails  
Fuel injectors  
Fuel level sending unit  
Fuel pressure regulator  
Fuel pump  
Fuel tank  
Injection pump  
Metal fuel line fittings  
Metal fuel lines  
Throttle body  
Throttle cable  
Throttle linkage

### COOLING SYSTEM

Electric fan motor  
Fan  
Fan clutch  
Fan shroud  
Radiator and mounting brackets  
Recovery tank

## Includes all previously listed parts, plus:

### SUSPENSION

Air tubes  
Air suspension bags  
Compressor  
Control processor and sensors  
Electronic suspension/variable suspension struts and shocks  
Lines and fittings  
Switches

### STEERING

Center shaft  
Control processor  
Control sensors  
Four-wheel steering pump  
Gear housing or rack assembly and their internal parts  
Power cylinder  
Stepper motor

### ELECTRICAL

Wiring harnesses

### COOLING SYSTEM

Thermostat

### INTERIOR ELECTRONICS

Cruise control assembly  
Digital dash display  
DVD player<sup>2</sup>  
Electronic climate control head  
Factory-installed entertainment chassis including radio, magnetic tape player, dash-mounted compact disc player and graphic equalizer  
Heads-up display projector and control unit  
Trip/mileage/engine function computer  
Navigation system<sup>2</sup>  
Television<sup>2</sup>  
Video cassette player<sup>2</sup>



### POWERTRAIN ELECTRONICS

Cooling fan control processor  
Cooling fan sensors  
Distributor  
IAC motor  
Ignition coil  
Mixture control processor  
Mixture control sensors  
Timing control processor  
Timing control sensors  
Transmission shift control processor  
Transmission shift control sensors

### ABS BRAKES

ABS booster/pump  
ABS control processor  
ABS master cylinder  
ABS sensors  
ABS solenoids

### CONVENIENCE ACCESSORIES

Convertible top frame  
Heated seat elements  
Horn  
Horn relay  
Memory seat activator switches  
Memory seat control processor  
Memory seat motors  
Memory seat solenoids  
Memory seat sensors  
Power antenna motor  
Power door lock actuator  
Power door lock motor  
Power door lock relays

Power headlamp motor  
Power mirror motors  
Power seat motor  
Power sunroof motor  
Power tailgate motor  
Power tailgate solenoids  
Power top motor  
Power trunk motor  
Power trunk solenoids  
Power window motor  
Rear window defogger  
Rear window defroster  
Steering wheel activator switches  
Steering wheel control processor  
Steering wheel motors  
Steering wheel solenoids  
Steering wheel sensors  
Window regulator

### VEHICLE HARDWARE

Ash tray assembly  
Bumper impact absorbers  
Courtesy light switches  
Glove box lock assembly  
Headlamp mounting buckets  
Manual seat track assembly  
Parking and side lamp bodies and sockets  
Hood latch and cables  
Hood hinges and springs  
Side door hinges  
Side door handles  
Trunk hinges  
Trunk lid striker plate  
Trunk torsion bars

## This top-of-the-line coverage includes all previously listed parts, plus an additional comprehensive list of parts from the following major categories:

- ✓ ENGINE
- ✓ TRANSMISSION
- ✓ DRIVETRAIN ASSEMBLY
- ✓ PROPULSION SYSTEM
- ✓ SUSPENSION
- ✓ STEERING
- ✓ BRAKES
- ✓ ELECTRICAL
- ✓ FUEL SYSTEM
- ✓ COOLING SYSTEM
- ✓ AIR CONDITIONING & HEATING
- ✓ INTERIOR ELECTRONICS
- ✓ POWERTRAIN ELECTRONICS
- ✓ CONVENIENCE ACCESSORIES
- ✓ VEHICLE HARDWARE
- ✓ OCCUPANT RESTRAINT
- ✓ OCCUPANT PROTECTION

## Automotive Preferred Care+Plus is so comprehensive, it's easier to tell you which parts aren't covered:

Accessory drive belt(s), hoses, radiator cap, tubes and clamps  
Antenna mast and mirrors  
Audio speakers and wiring  
Body, body panels, body fasteners, chassis frame and bumpers  
Brake drums, rotors, pads and linings  
Bright metal, trim, upholstery, carpet, insulation and paint

Convertible top  
Exhaust system and catalytic converter  
Filters and filter housings  
Fuses and fusible links  
Glass, including fogged or hazy headlight lenses  
Jack and tool kit, wheel lugs and lug nuts  
Manual transmission clutch disc, pressure plate and throw-out bearing

Natural gas/propane fuel system  
PCV valve, oil separator and fuel vapor canister  
Spark plugs, plug wires and glow plugs  
Starting, lighting, ignition (SLI) battery  
Tires, wheels and wheel covers  
Windshield wiper rubber inserts

Talk to your dealer about adding this important coverage today!

<sup>1</sup> These parts covered if the vehicle service contract term exceeds the powertrain warranty term.

<sup>2</sup> Factory-installed or dealer-installed factory option.

This overview is not all-inclusive. Please see the actual contract for terms, conditions, limits of liability, exclusions, and state-specific provisions that may change your coverage and/or benefits.

## Frequently asked questions

### Q: What does a vehicle service contract cover that a warranty doesn't?

**A:** A vehicle service contract or VSC (sometimes referred to as an “extended warranty”) helps pay the costs to repair or replace covered components in the event of a mechanical breakdown that aren't covered by the manufacturer's warranty. Our program also provides additional valuable benefits such as towing, rental car and emergency roadside assistance for covered breakdowns. The coverage continues until the expiration date of the contract or when the expiration odometer mileage is reached, whichever occurs first.

### Q: Can a vehicle service contract save me money?

**A:** The advanced technology in today's vehicles has increased the complexity of even basic repairs. As a result, repair and labor costs have increased and will likely continue to do so. The cost of just one future repair may exceed the cost of purchasing a contract today.



### Q: Can the purchase price be included in my monthly vehicle payment?

**A:** Yes, the cost of this coverage can usually be added to your monthly payment, but it can only be done when you purchase your vehicle. If you are financing your vehicle, ask your dealer for details.

### Q: What if I decide to sell my vehicle before the coverage expires?

**A:** You may be able to transfer any remaining coverage to the next owner. The added value of a service contract may make it easier to sell your vehicle and even help you get a higher resale price.

### Q: What should I do if my vehicle breaks down?

**A:** If possible, return to your dealership to determine the problem and cause of the breakdown—and, if needed, make sure to take advantage of your plan's towing benefit. Have the repair facility call our service center before beginning any repairs. You only pay for your deductible and any costs not directly covered by your contract.

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

**A:** Your vehicle service contract will grant you access to thousands of licensed repair facilities throughout the U.S. and Canada. If you have a breakdown far from home, your towing benefit will be there to get you to the repair facility of your choice, and you will also be reimbursed for lodging, meals and rental car while your vehicle is in the shop for covered repairs.

### Q: Do I really need a vehicle service contract?

**A:** Even the most reliable vehicles are at risk for an unexpected mechanical breakdown. As a vehicle gets older and accrues miles, the chances of a breakdown are likely to increase. Your coverage will be there after the manufacturer's basic warranty has expired, when you are likely to need it most.

### Q: Can I renew my coverage?

**A:** Yes, if you still own your vehicle before your contract ends, you may be able to extend your coverage, subject to the contract terms and conditions.



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

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