

PROGRAM TERMS AND CONDITIONS



PLATINIUM

VEHICLES WITH
0-50,000 miles (0-80,000 km)

GOLD

VEHICLES WITH
50,001-100,000 miles (80,001-160,000) km

Enrollment into Platinum or Gold Levels must occur within the specified mileage per level. The Program will only take effect 750 miles (1200 km) after the first qualified service has been performed. The maximum benefit coverage provided is limited up to the specified coverage amount per level, per service as specified herein.

ENGINE & FUEL SYSTEM SERVICES (GASOLINE ENGINES)

ENGINE SYSTEM (GASOLINE)

Service must be preceded by and combined with regular oil and filter changes at the manufacturer's suggested service interval both before start of Program and during use of approved qualifying CCMax products.

Service Interval: Maximum 7,500 miles (12,000km)
Qualifying Products: Service must be performed with the following CCMax product - #1010, 1075, 11510 and 11575.

Service Interval: Maximum 10,000 miles (16,000km)
Qualifying Products: Service must be performed with the following CCMax product - #1010, 1075, 11510 and 11575.

Service Interval: Maximum 15,000 miles (25,000km)
Qualifying Products: Service must be performed with one of the following CCMax products - #1010, 1075, 11510 and 11575.

Maximum Coverage: Platinum Level: \$3,000 (U.S.D.) Gold Level: \$2,000 (U.S.D.)
Covered Parts: Lubricated engine parts including piston, rings, timing gears or sprockets, valve lifters, cylinder liners or bores, push rods, turbo bearings, wrist pins and bushings, distributor drive gear, cam shafts and bearings, rods and rod bearings, oil pump, rocker arms and pivots, crankshaft and bearings, intake valves and guides. Timing belts, timing chains, gaskets and maintenance items are not covered.

Maximum Coverage: Platinum Level: \$3,000 (U.S.D.) Gold Level: \$2,000 (U.S.D.)
Covered Parts: Lubricated engine parts including piston, rings, timing gears or sprockets, valve lifters, cylinder liners or bores, push rods, turbo bearings, wrist pins and bushings, distributor drive gear, cam shafts and bearings, rods and rod bearings, oil pump, rocker arms and pivots, crankshaft and bearings, intake valves and guides. Timing belts, timing chains, gaskets and maintenance items are not covered.

Maximum Coverage: Platinum Level: \$3,000 (U.S.D.) Gold Level: \$2,000 (U.S.D.)
Covered Parts: Lubricated engine parts including piston, rings, timing gears or sprockets, valve lifters, cylinder liners or bores, push rods, turbo bearings, wrist pins and bushings, distributor drive gear, cam shafts and bearings, rods and rod bearings, oil pump, rocker arms and pivots, crankshaft and bearings, intake valves and guides. Timing belts, timing chains, gaskets and maintenance items are not covered.

FUEL SYSTEM (GASOLINE)

Service Interval: Maximum 7,500 miles (12,000km)
Qualifying Products: Service must be performed with one of the following CCMax products - #1090 and 9055, 9855, 905577, 985577, 9090, 9890, 905555, 989077, 909077

Service Interval: Maximum 10,000 miles (16,000km)
Qualifying Products: Service must be performed with the following CCMax products - #1090 and 9055, 9855, 905577, 985577, 9090, 9890, 905555, 989077, 909077

Service Interval: Maximum 15,000 miles (25,000km)
Qualifying Products: Service must be performed with one of the following CCMax products - #1090 and 9055, 9855, 905577, 985577, 9090, 9890, 905555, 989077, 909077

Maximum Coverage: Platinum Level: \$3,000 (U.S.D.) Gold Level: \$2,000 (U.S.D.)
Covered Parts: Gasoline TBI, GDI and PFI fuel injectors and associated intake valves (limited to malfunctions due to deposits. GDI Intake valves are excluded.)

Maximum Coverage: Platinum Level: \$3,000 (U.S.D.) Gold Level: \$2,000 (U.S.D.)
Covered Parts: Gasoline TBI, GDI and PFI fuel injectors and associated intake valves (limited to malfunctions due to deposits. GDI intake valves are excluded.)

Maximum Coverage: Platinum Level: \$3,000 (U.S.D.) Gold Level: \$2,000 (U.S.D.)
Covered Parts: Gasoline TBI, GDI and PFI fuel injectors and associated intake valves (limited to malfunctions due to deposits) and throttle body when serviced in conjunction with appropriate products.

AUTOMOTIVE MAINTENANCE SERVICES

AUTOMATIC TRANSMISSION

Service Interval: Maximum 30,000 miles (50,000 km)
Qualifying Products: Service must be performed with a CCMax automatic transmission service equipment and one of the following CCMax products - #1003 and 11503

Maximum Coverage: Platinum Level 1: \$3,000 (U.S.D.) Gold Level 1: \$2,000 (U.S.D.)
Requires use of CCMax Transmission Kit and CCMax ATF fluid.
Maximum Coverage: Platinum Level 2: \$2,000 (U.S.D.) Gold Level 2: \$1,000 (\$1 500 CAD)
Requires use of CCMax Transmission Kit only.
Covered Parts: Lubricated parts contained within the automatic transmission housing or case. The transmission housing is covered only when damaged by a part that is covered under the Program. Leaking transmission seals and gaskets and electrical components are not covered. Transmission fluid must meet OEM specifications.

CVT TRANSMISSION

Service Interval: Maximum 30,000 miles (50,000 km)
Qualifying Products: Service must be performed with a CCMax transmission service equipment and one of the following CCMax products - #1003 and 11503

Maximum Coverage: Platinum Level: \$3,000 (U.S.D.) Gold Level: \$2,000 (U.S.D.)
Requires use of CC-Max CVT kit and CC-Max CVT fluid.
Covered Parts: Lubricated parts contained within the transmission housing or case. The transmission housing is covered only when damaged by a part that is covered under the Program. Leaking transmission seals and gaskets and electrical components are not covered. CVT transmission fluid must meet OEM specifications. Eligibility begins with model year 2015.

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AUTOMOTIVE MAINTENANCE SERVICES

BRAKE

Service Interval: Maximum 30,000 miles (50,000 km)
Qualifying Products: Service must be performed with a CC-Max brake fluid exchange service equipment and one of the following CC-Max products - #1038 and 1039.

Maximum Coverage: Platinum Level: \$3,000(U.S.D.) Gold Level: \$2,000 (U.S.D.)
Covered Parts: Mechanical brake fluid lubricated parts, including the master cylinder and brake calipers. Brake system seals and gaskets, pads, shoes, rotors, ABS Sensors other electrical parts are not covered.

COOLING

Service Interval: Maximum 30,000 miles (50,000 km)
Qualifying Products: Service must be performed with a CC-Max cooling system service equipment and one of the following CC-Max products - #1007 and 10807.

Maximum Coverage: Platinum Level: \$3,000(U.S.D.) Gold Level: \$2,000 (U.S.D.)
Covered Parts: Heater core, water pump, freeze plugs and radiator. Hoses, clamps, thermostats and engine components are not covered. Coolant must meet OEM specifications.

DRIVELINE

Service Interval: Maximum 30,000 miles (50,000 km)
Qualifying Products: For differential, manual transmission and transfer case coverage, service must be performed to fill capacity using one of the following CC-Max products - #1040 and 1041

Maximum Coverage: Platinum Level: \$3,000(U.S.D.) Gold Level: \$2,000 (U.S.D.)
Covered Parts: Lubricated parts contained within the manual transmission case, differential housing or transfer case including all gears. The housing or case, axle bearing(s), U-joint(s), boot(s), and CV joint(s) are not covered unless damaged due to failure of covered part.

POWER STEERING

Service Interval: Maximum 30,000 miles (50,000 km)
Qualifying Products: Service must be performed with a CC-Max power steering fluid exchange service equipment and one of the following CC-Max products - #1037, 13037, 13137, 13237 and 13337.

Maximum Coverage: Platinum Level: \$3,000(U.S.D.) Gold Level: \$2,000 (U.S.D.)
Covered Parts: Lubricated parts contained within the power steering gearbox or rack and power steering pump. Hoses, belts, brackets, seals and leaking gaskets are not covered.

PROGRAM SCOPE OF COVERAGE: THE CC-MAX PROTECTION PROGRAM IS BETWEEN THE WARRANTY HOLDER (CONSUMER) AND CC-MAX AND DOES NOT EXTEND ANY WARRANTIES PROVIDED BY ANY VEHICLE MANUFACTURER OR ANY OTHER WARRANTY PROVIDER. THIS PROGRAM IS EXCLUSIVE, IS IN LIEU OF ALL OTHER WARRANTIES AND WILL TAKE EFFECT AFTER THE OEM AND ALL OTHER WARRANTY COVERAGE EXPIRES. HOWEVER, CC-MAX WILL PAY THE DEDUCTIBLE AMOUNT UNDER AN EXTENDED SERVICE CONTRACT PURCHASED BY CONSUMER SUBJECT TO THE TERMS AND CONDITIONS CONTAINED HEREIN. TO QUALIFY FOR COVERAGE AND COMPLY WITH THE TERMS OF THIS PROGRAM, THE CONSUMER MUST HAVE ONE OR MORE SERVICES PERFORMED TO THEIR VEHICLE WITHIN THE MAXIMUM SPECIFIED MILEAGE SERVICE INTERVALS DESCRIBED HEREIN AND AT A PROFESSIONAL SERVICE CENTER USING QUALIFYING CC-MAX PRODUCTS AND SERVICE

All covered services referred to in this Program must be performed at an approved professional service center using CC-Max products, CC-Max service equipment and OEM specified fluids. The Consumer or any other individual may not change the oil or lubricants in the vehicle and may not perform their own services and maintain Program coverage. Program coverage begins 750 miles (1200 km) after the initial qualifying CC-Max service, separately for each service area covered. Services must be performed within the maximum mileage service interval for Platinum Level. A grace period of 500 miles (800 km) will be extended to keep the Program active on Gold Level only. If coverage from a previous Service Chemical Warranty, Protection Plan or other approved Aftermarket Service Chemical Program exists, exclusive of OEM or other extended warranties, payout coverage under this Program will continue with respect to the two levels offered here in as determined by the vehicle mileage at the time of enrollment into previous program and provided that the vehicle has been maintained in accordance with the terms of the previous plan.

MINIMUM MILEAGE QUALIFICATION: An annual minimum of 5,000 miles (8,000 km) accumulation is required to initiate and maintain the Program coverage.

EXCLUSIONS: Excluded from Program coverage are vehicles that have been modified for or used in competition or those in agricultural use, taxis, buses, limousines, rental vehicles, law enforcement vehicles, motor homes, vehicle used for the delivery of goods or persons, construction, racing, vehicles equipped with a snow plow, salvage or "Grey market" vehicles, vehicles with inoperative or inaccurate speedometers or odometers and vehicles with rebuilt titles. Coverage for this Program becomes null and void if it has been found that the vehicle odometer has ceased operating, malfunctioned or shows signs of tampering. Coverage is only provided for legally registered passenger cars, vans, SUVs and pick-up trucks with a GVW of 14,000 lbs (6,350 kg) or less. Claims resulting from collision, fire, theft, vandalism, contamination of fluids, acts of God, war, misuse, abuse, riot, freezing, negligence, lack of required maintenance per vehicle manufacturer and Program requirements render this Program null and void. Pre-existing conditions and damage to system components prior to service are excluded, not covered under this Program and may be verified through independent parts analysis. This Program excludes the use of in-house maintenance or repair facilities. In case of a leased vehicle, the lessee must be primarily obligated for repairs and maintenance. If vehicle is used for towing a trailer, other vehicle or object, the covered vehicle must be equipped with a factory-installed tow package or equivalent.

COVERAGE & PAYMENTS: Failure of a covered part that is a direct result of a mechanical or structural flaw that the manufacturer acknowledges through any means, such as recall or factory service bulletins, or that the manufacturer will repair at its expense is not covered. State tax, local tax, storage fees, shop supplies, core charges and diagnosis are not covered. This Program includes coverage for certain consequential damages (up to the applicable maximum coverage amount) only to the extent that a failed component caused damage to occur or if certain repairs are necessary to complete the warranty repair. Payment of claims under this Program shall be limited to industry accepted labor times to make necessary repairs or to replace any irreparably damaged part as allocated by Mitchell's Flat Rate Guide or other industry accepted flat rate guides, at the commercial repair shops' posted hourly labor rate, along with the reasonable cost of replaced parts of like kind and quality. To maintain coverage under this Program, all receipts and repair orders for maintenance and qualified services must be furnished as required by this Program. Failure to furnish all necessary records will render coverage under this Program null and void. Rental vehicle costs incurred during repair of covered part(s) are not covered by this Program.

DISPUTE RESOLUTION: All disputes arising relating to this Program shall be settled by binding arbitration which shall be held in the state of Maryland and in accordance with the rules of the American Arbitration Association. Each party shall pay the fee and expenses of its own arbitrator and half the expenses of a mutually agreeable third arbitrator.

MAKING A CLAIM: In the event of a claim please visit your Dealer.

Only vehicles operated and repaired in the U.S. are eligible for this Program coverage. This Program is for the applicable maximum coverage amount specified herein and, except as specifically provided herein, this Program does not include coverage for any incidental, indirect, special, punitive or consequential damages whether or not based on negligence or breach of warranty or strict liability in tort or any other cause of action which arises from the Program. This Program provides Consumer with specific legal rights; other rights may be available in Consumer's state or province. This Program is transferable if vehicle ownership changes. The terms and conditions of the Program may be subject to change without notice.

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