

DEALER REFERENCE GUIDE



Go to ascwarranty.com to enter mileage and VIN for best options.

FACTORY TYPE COVERAGE

Includes ALL items covered under the manufacturer's original coverage except for those listed under "items not covered."

Because we cover so many parts, we cannot list all the components. Instead we cite the small number of things that are not covered. For example: oil, brake shoes, belts, hoses, tires, tune-up items, etc. Please read your Service Agreement for complete details.

All of our coverage options include 24-hour emergency roadside service! This means you get towing, flat tire assistance, fuel delivery, jump-starting, lock-out and more for the entire length of the Agreement! And get back on the road quickly with our rental car allowance.

6 YEARS AND NEWER
LESS THAN 100K MILES
TO QUALIFY

DELUXE COVERAGE

ALL ITEMS LISTED IN DRIVETRAIN PLUS AND ITEMS LISTED BELOW

AIR CONDITIONING (Factory installed only)

Compressor, clutch and coil assembly, evaporator, accumulator, condenser, evacuation and recharge in conjunction with the replacement of listed components.

FRONT SUSPENSION Upper and lower control arms, upper and lower ball joints, steering knuckle, wheel bearings, control arm shaft and bushings.

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

BRAKES Master cylinder, ABS master cylinder, brake booster, wheel cylinders, disc brake calipers, hydraulic lines and fittings.

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, window regulators, seat motors, ignition module, ignition coil, distributor, starter, starter solenoid and door lock actuators. Manually operated switches for above listed parts.

10 YEARS AND NEWER
LESS THAN 150K MILES
TO QUALIFY

PLATINUM 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. 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, 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. Transmission case is also covered if damage is caused by failure of listed lubricated parts.

STANDARD TRANSMISSION Transmission parts consisting of: Internally lubricated bearings, input and output shafts, gears, overdrive housing and transmission case is also covered if damage is caused by failure of listed lubricated parts.

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, axle bearings, and limited slip clutch pack assembly. Universal and CV joints.

DRIVE AXLE ASSEMBLY (4-WHEEL AND ALL-WHEEL DRIVE) Consisting of: Transfer case including gears, main shaft, drive chain, thrust washer/shims and bearings. Front drive shaft, differential, axles, u-joints and CV joints. With Applicable Surcharge.

SEALS AND GASKETS Cylinder head gaskets.

AIR CONDITIONING (Factory Installed Only) Compressor, clutch and coil assembly, evaporator, accumulator, condenser and evacuation/recharge in conjunction with the replacement of listed components.

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

ELECTRICAL Fuel Pump, engine operation computer, voltage regulator, alternator, ignition module, ignition coil, distributor, starter and starter solenoid.

24-HOUR ROADSIDE ASSISTANCE Towing, flat tire assistance, fuel delivery, lock-out service, jump-starting.

RENTAL CAR ALLOWANCE is also provided to get you back on the road quickly.

20 YEARS AND NEWER
LESS THAN 200K MILES
TO QUALIFY

DRIVETRAIN PLUS 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, 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. Transmission case is also covered if damage is caused by failure of listed lubricated parts.

STANDARD TRANSMISSION Transmission parts consisting of: Internally lubricated bearings, input and output shafts, gears, overdrive housing and transmission case is also covered if damage is caused by failure of listed lubricated parts.

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, axle bearings, and limited slip clutch pack assembly. Universal and CV joints.

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. With Applicable Surcharge.

SEALS AND GASKETS Cylinder head gaskets.

PLUS

COOLING Water pump (limited to one-half parts and labor costs).

ELECTRICAL Alternator, starter and voltage regulator (limited to one-half of parts and labor costs).

24-HOUR ROADSIDE ASSISTANCE Towing, flat tire assistance, fuel delivery, lock-out service, jump-starting.

RENTAL CAR ALLOWANCE Our goal is to get you back on the road quickly.

ANY YEAR
ANY MILEAGE TO QUALIFY

SURCHARGED VEHICLES:

Any Diesel, Any Hybrid/All Electric, Any V-10, Audi (A3, A4, A5, Q3, Q5, S3 & S4), BMW (1,2,3,4 & 5 Series), Cadillac, Hummer, Mercedes (C Class, E Class, CLA, GLA, GLC, GLE SUV & GLK 250), Mini Cooper, & Volvo.

Surcharge does not apply to Drivetrain Plus or Platinum Drivetrain Coverage. See Website for surcharge pricing on above vehicles.

EXCLUDED VEHICLES:

Audi (except surcharged models), BMW (except surcharged models), Corvette, Hummer H1 & EV, Land Rover, Jaguar, Mercedes (except surcharged models), Mercedes AMG, Porsche, Saab, All Exotics/Limited Production Vehicles

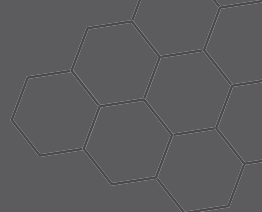
The above vehicles can be written on our Drivetrain Plus or Platinum Drivetrain Coverage.



Dealer Hotline: 800.442.7116
sales@ascwarranty.com



Benefits included in all plans:
All plans \$0 deductible
Nationwide Coverage
24-hour Emergency Roadside Service
Live customer service
Live Chat
Customer text updates on claims



EXCLUSIONS

1. Vehicles over one ton or with "branded" or "salvage" titles do not qualify for the Deluxe or Factory Type coverage.
2. Any loss caused by collision, vandalism, neglect, abuse, fire, theft, flood, contamination, fluid intermix, sludge, corrosion, misuse, acts of God, incorrect installation, improper repairs, technician negligence, manufacturer defects 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 Factory Type coverage) 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 Factory Type coverage).
10. Seals and gaskets except as required in connection with the replacement of parts listed in Paragraph 1. (This exclusion does not apply to Factory Type Coverage). 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 800-264-5090 (Florida residents only call 800-264-3770) or by e-mailing the Administrator at claims@ascwarranty.com. 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 Roadside Service CALL 888-207-0166 (Toll Free). See Emergency Roadside 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.

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.

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 TELEPHONE NUMBER(S) (9) NAME AND ADDRESS TO WHOM REIMBURSEMENT IS PAYABLE (10) CUSTOMER SIGNATURE.

Submit information to:

ADMINISTRATOR
P.O. BOX 2400
MOUNTAIN HOME, AR 72654-2400
FAX TO: (870) 424-6618
EMAIL TO: CLAIMS@ASCWARRANTY.COM



Claims MUST be submitted for reimbursement within thirty (30) days from authorization date. Florida only: Claims must be submitted within ninety (90) days of authorization date.

LABOR

ALL 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 1 of the Service Agreement. Labor times will be determined by the current nationally published flat-rate guide.

CANCELLATION PROCEDURE

You, or a person authorized by you, may cancel this Agreement by submitting 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. You may mail or fax to the above address or email to cancels@ascwarranty.com.

If the Agreement is cancelled within thirty (30) days from the date of purchase, you will receive a full refund less an applicable cancellation fee provided you have not entered a claim. If a claim has been paid in the first thirty (30) days, that amount will be subtracted from your refund along with the cancellation fee. After thirty (30) days, the refund will be calculated based on dealer cost and on the greater of the time in force or miles driven compared to the total time or mileage of your Term, less an applicable cancellation fee and any claim(s) 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 Dealer, 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. In Arizona, the Dealer may not cancel the Agreement.

See state disclosures contained within each service agreement for specific state required cancellation procedures.