

# INTRODUCING FLEX PROTECT SERVICE CONTRACTS

## PEACE OF MIND AND SECURITY

- ✓ Perfect for pre-owned vehicles
- ✓ Coverage for parts and labor
- ✓ Minimize out of pocket expenses

## A COMPANY YOU CAN TRUST

- ✓ Offering plans since 1998
- ✓ A plan for every budget
- ✓ Your satisfaction is our goal

## FOUR PLANS TO CHOOSE FROM



### LEVEL 1

ENGINE, TRANSMISSION,  
DRIVE AXLES, TOWING  
REIMBURSEMENT



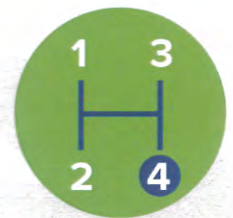
### LEVEL 2

LEVEL 1 **PLUS** SUSPENSION,  
STEERING, ENGINE COOLING,  
BRAKING SYSTEM, BASIC  
ELECTRICAL



### LEVEL 3

LEVEL 1 & 2 **PLUS** AIR  
CONDITIONING, ENHANCED  
ELECTRICAL, 24-HOUR  
ROADSIDE ASSISTANCE



### LEVEL 4

COMPREHENSIVE  
COVERAGE EXCEPT THOSE  
ITEMS LISTED UNDER  
"EXCLUSIONS"



## ADDITIONAL PLAN BENEFITS

- ✓ ELIGIBILITY UP TO 20 MODEL YEARS AND 200,000 MILES
- ✓ SHORT AND LONG-TERM OPTIONS
- ✓ UNLIMITED MILEAGE
- ✓ ZERO DEDUCTIBLE
- ✓ 24-HOUR ROADSIDE ASSISTANCE
- ✓ RENTAL CAR

Plan Disclaimer: Coverage is only for factory installed equipment. To see the specific covered and non-covered components for each of our protection plans, refer directly to a plan contract. Contracts are only provided by the dealership. We have the option to select used, rebuilt, or aftermarket components when authorizing repairs.

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# COVERAGE COMPARISON



See your Service Contract for complete details

	LEVEL			
	1	2	3	4
<b>ENGINE</b>				
Lubricated parts contained within the engine block	✓	✓	✓	✓
Timing Belt & Timing Belt Tensioner	✓	✓	✓	✓
Turbo/Supercharger/Twin Turbo (installed by factory only)		✓	✓	✓
Cam & Crank Sensor(s), EGR Valve & O2 Sensor			✓	✓
Fly Wheel			✓	✓
Fuel Injectors, Fuel Pump, Lift Pump & Transfer Pump			✓	✓
<b>AUTOMATIC TRANSMISSION/TRANSFER CASE</b>				
Lubricated parts contained within the housing	✓	✓	✓	✓
Transmission Cooler			✓	✓
<b>MANUAL TRANSMISSION/TRANSFER CASE</b>				
Lubricated parts contained within the housing	✓	✓	✓	✓
<b>DRIVE AXLE ASSEMBLY</b>				
Drive Shaft, Constant Velocity Joints, Universal Joints & Wheel Bearings	✓	✓	✓	✓
Lubricated internal parts	✓	✓	✓	✓
<b>SEALS &amp; GASKETS (WHEN REQUIRED WITH COVERED COMPONENT)</b>				
Cylinder Head & Intake Manifold Gaskets	✓	✓	✓	✓
Fluids (when required with covered component)			✓	✓
<b>SUSPENSION</b>				
Air/Coil/Leaf Springs, Ball Joints & Struts		✓	✓	✓
<b>STEERING COMPONENTS</b>				
High Pressure Lines, Power Steering Pump/Motor/Gear Box & Rack and Pinion		✓	✓	✓
<b>BRAKE COMPONENTS</b>				
ABS Hydraulic Components, Calipers, Master Cylinder & Wheel Cylinders		✓	✓	✓
Control Module & Wheel Speed Sensors		✓	✓	✓
<b>AIR CONDITIONING</b>				
Accumulator, Clutch, Compressor, Condenser & Evaporator			✓	✓
<b>ENGINE COOLING SYSTEM</b>				
Electric Cooling Fan Motor, Fan Clutch, Thermostat & Water Pump		✓	✓	✓
Heater Core, Radiator & Recovery Tank			✓	✓
<b>ELECTRICAL COMPONENTS</b>				
Alternator, Front & Rear Window Wiper Motors & Starter Motor		✓	✓	✓
Distributor & Ignition Coils			✓	✓
Door Lock Actuators/Switches, Seat Motors & Window Motors/Regulators/Switches			✓	✓
Electronic Control Module (ECM)/Computer & Navigation System (Installed by Factory Only)			✓	✓
Antenna Motor, Horn & Relay, Sliding Door/Lift Gate/Trunk Actuator(s) & Sun Roof Motor				✓
DVD/Entertainment System (Installed by Factory Only)				✓
<b>MISCELLANEOUS</b>				
\$125 Labor Rate/Diagnostic Charges on Covered Repairs	✓	✓	✓	✓
Rental Benefits (for each six hours of authorized repair time)/Towing Reimbursement	✓	✓	✓	✓
\$0 Deductible Option		✓	✓	✓
24-Hour Roadside Assistance			✓	✓
Unlimited Miles			✓	✓
All Original Factory-Equipped Mechanical & Electrical Parts (unless specifically excluded)				✓



## FREQUENTLY ASKED QUESTIONS

### What does a Vehicle Service Contract do for me?

A vehicle service contract is a protection plan which offers peace of mind, security and cost savings to vehicle buyers. Knowing many of your repair costs will be covered eases tension as you purchase a vehicle. Unexpected repair costs are minimized because of coverage. As a result, this makes it more affordable to own and maintain a vehicle.

### How does a protection plan work?

The plan provides assistance when your vehicle experiences a covered mechanical breakdown or failure. The repair facility contacts the provider's claims center to report the claim. The claims representative works with the service center to verify coverage, determine the cause and extent of failure, and then your vehicle is repaired.

### What exactly is covered?

Your plan provides coverage for parts and labor on a covered repair. With four different levels, you have the opportunity to select the plan which best fits your needs.

### What's the difference between a vehicle protection plan and a manufacturer's warranty?

Warranties come from the manufacturer with a product and are included in the manufacturer suggested retail price. Vehicle service contracts are often separate from the sale of the product and may not be included.

### How much does a protection plan cost?

Costs vary based on vehicle type and mileage. Your Sales Associate will work with you to determine the best plan for the vehicle you are purchasing and review the costs in detail.

### Should I wait and buy a plan later?

It is best to buy your plan at the time of vehicle purchase. The option you choose may not be available later.

### What about financing?

In many cases, the plan cost can be added to your financing, making payments more convenient.

### Is a plan truly necessary?

Protection plans are optional. However, pre-owned vehicles have miles on them. As a result, some level of wear and tear has already occurred. The possibility of a mechanical failure increases the more you drive. Your vehicle is one of the most expensive things you own. A protection plan will give you the lowest possible out-of-pocket repair expenses.

Discuss the plan options with your Sales Associate. They will be able to suggest the right protection plan for the specific vehicle you are purchasing.

# PLAN COVERAGES



## LEVEL 1

Our entry-level coverage. Provides coverage for parts and labor costs for your engine, transmission, transfer case, drive axle, front and rear differential. It's a popular plan and is traditionally our lowest offering. Get protected with Level 1.



## LEVEL 2

Includes all Level 1 components. This plan offers a wider range of coverage including suspension, steering, electrical, cooling and brake components. Go the distance with this popular protection plan.



## LEVEL 3

Includes all Level 1 and Level 2 components. We add fuel components, air conditioning and additional electronics, including navigation and ECM, to nicely complement the plan. Feel secure and protected, enjoying the freedom only found in Level 3.



## LEVEL 4

Our highest level of protection. Includes all component coverage of the first three levels plus on-board computers, tire pressure sensors, CD/DVD player, anti-theft system and most other mechanical and electrical components of your vehicle. Level 4 is designed for those who want both the maximum protection for their vehicle and to pay the least amount of out-of-pocket expenses.

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## ADDITIONAL PLAN BENEFITS

When you purchase your plan, many of the following benefits are available. We want to make your experience as painless as possible. Your protection is our primary concern.

### ✓ SHORT AND LONG-TERM PLANS

Plans range from 3 to 60 months to fit your budget or financing arrangement. You have the freedom to choose how long you'll be covered.

### ✓ UNLIMITED MILEAGE

Spend a lot of time behind the wheel? We offer plans with unlimited mileage limitations for those on the go.

### ✓ ZERO DEDUCTIBLE

Want to pay even less out-of-pocket if you need a repair? We offer a \$0 deductible option to keep your portion of the bill as low as possible.

### ✓ LABOR RATE

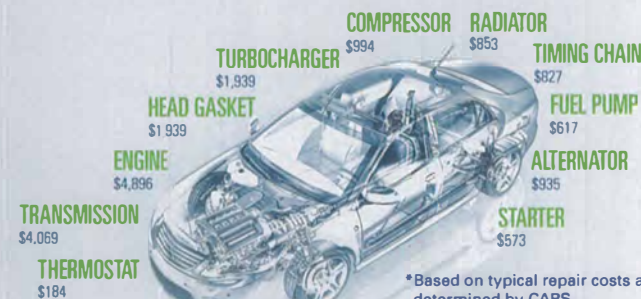
Want to take your car to the best? With a limit up to \$125/hour, you have the flexibility of taking your vehicle to just about any repair facility without worrying about the shop's labor rate.

### ✓ 24-HOUR ROADSIDE ASSISTANCE

What happens when your vehicle breaks down, you have a flat tire, or even run out of gas? Levels 3 and 4 come with 24-hour roadside assistance to get you on your way fast.

### ✓ RENTAL CAR

When your vehicle is in a repair facility, you may need alternate transportation. Your plan may include rental car reimbursement so you can go about your daily work without missing a beat.



\*Based on typical repair costs as determined by CARS.

Disclaimer: To review the details and exclusions of each of our Additional Plan Benefits, refer directly to a plan contract. Contracts are only provided by the dealership.