

# Service Agreement



Service Agreement Number

Confirmation of coverage may be obtained by contacting the Administrator at 855-216-3767.

This agreement is intended for use on both new and used vehicles.

AGREEMENT HOLDER (PLEASE PRINT OR TYPE)		YEAR	MAKE	MODEL NAME
ADDRESS		CURRENT MILEAGE	DATE OF PURCHASE	AGREEMENT PRICE INCLUDED IN LOAN
CITY		PLAN	TERM	SALES TAX INCLUDED IN PRICE
CUSTOMER PHONE #	Your coverage will expire at			VIN
FINANCIAL INSTITUTION	ACCOUNT #	Odometer: _____	<b>ADDITIONAL COVERAGES &amp; OPTIONS</b> <input type="checkbox"/> 4 X 4/All Wheel Drive <input type="checkbox"/> Turbo/Super Charger <small>(Factory Installed Only)</small> <input type="checkbox"/> Surcharged Vehicle <input type="checkbox"/> Diesel <input type="checkbox"/> Total Loss Refund <input type="checkbox"/> Lifted Vehicle <i>Additional Coverage &amp; Option Charges must be received with Agreement for coverage to apply.</i>	
SALESPERSON		Date: _____		
LIENHOLDER		Whichever should occur first.		
I have read, understood and received a copy of this Service Agreement, and I accept all terms and conditions, including the plan, term, price and Arbitration Clause herein, and certify as correct all of the information above including the vehicle's mileage. Please see page 2 for important information.				
Customer Signature				

## SCOPE OF AGREEMENT

*(THIS IS A LIMITED AGREEMENT)*

Subject to the terms and conditions set forth herein, the Administrator, in return for the payment of the applicable charge, agrees to arrange for reimbursement to the **Repair Facility or Agreement Holder** up to the limits of liability for the **reasonable** cost (as determined by the Administrator) to repair or replace any parts specified in Paragraph 1 due to **MECHANICAL BREAKDOWN**. The Obligor and Administrator is Auto Services Company, Inc.<sup>TM</sup>, PO Box 2400, Mountain Home, AR 72654, unless otherwise required by State law.

**THIS AGREEMENT BECOMES VALID ONLY UPON RECEIPT AND ACCEPTANCE BY THE ADMINISTRATOR.**

At the option of the **Administrator**, failed parts may be replaced with new, like kind or good quality remanufactured, rebuilt, used, or after-market parts.

**The Administrator reserves the right to select the methods of repair and/or repair facilities.**

### Paragraph I - PARTS FIRST STREET - 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 if malfunction was caused by the listed parts.

**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.

**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. 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/shims and bearings. Front drive shaft, differential, axles, u-joints and CV joints. **With Applicable Surcharge.**

**SEALS AND GASKETS** Cylinder head gaskets; all other seals and gaskets are covered in conjunction with repair of above-listed components.

### BONUS COVERAGE:

**COOLING** Water pump (Limited to one-half of 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 and "jump" starting.

**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.**

### Paragraph II - LABOR

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.

## TERMS OF AGREEMENT

1. This Agreement becomes valid from the date of receipt and acceptance by the Administrator and will remain valid for the period selected or maximum mileage of the Agreement whichever comes first. There is no deductible.
2. Vehicle owner MUST perform all maintenance as required by the manufacturer for coverage to apply. Proof of compliance containing the date of service, name of facility, mileage and vehicle identification number must be supplied upon request.

### LIMITS OF LIABILITY

The total of all repairs paid or payable shall not exceed \$3,000, the NADA average trade in value or vehicle purchase price, whichever is less at time of repair(s).

### THIS AGREEMENT DOES NOT COVER (EXCLUSIONS):

1. VEHICLES OVER ONE TON.
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, 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 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.
10. SEALS AND GASKETS EXCEPT AS REQUIRED IN CONNECTION WITH THE REPLACEMENT OF PARTS LISTED IN PARAGRAPH 1.
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 FLUID SEEPAGE, 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 800-808-0828 or by emailing the administrator at [claims@route66warranty.com](mailto:claims@route66warranty.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 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) AN ITEMIZED INVOICE INCLUDING: NAMES, NUMBERS, PRICES AND EXPRESS WARRANTY (6) DESCRIPTION OF NECESSARY LABOR CHARGES (7) VIN (8) AGREEMENT HOLDER'S 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 OR EMAIL: [claims@route66warranty.com](mailto:claims@route66warranty.com)**

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

### CANCELLATION PROCEDURE

You, or a person authorized by you, may cancel this Agreement by submitting a written request to the Administrator. It can be mailed to PO Box 1075, Mountain Home, AR 72654 or e-mailed to [cancels@route66warranty.com](mailto:cancels@route66warranty.com). 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 cancellation 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.

### TRANSFER PROCEDURE

This agreement is transferable from the current agreement holder to subsequent vehicle owners provided the request is made in writing, including proof of transfer, a notarized statement of the odometer reading at time of transfer and the new owner's name, address, and telephone number, to the Administrator within ten (10) days of change of ownership and payment of a \$50 transfer fee.

### THIS IS A LIMITED AGREEMENT

This agreement gives the Agreement Holder specific legal rights. Repairs made outside the U.S. & Canada are not covered. See Page 3 for Arbitration governing this Service Agreement. The Agreement Holder may also have other rights which vary from state to state. This document contains all the Agreement between the parties. No agency relationship exists between the Financial Institution and Administrator.

### IMPORTANT NOTICE

You are reminded that this contract is not an insurance policy. However, we have an insurance policy in effect with LYNDON SOUTHERN INSURANCE COMPANY, 10151 Deerwood Park Boulevard, Building 100, Suite 500, Jacksonville, FL 32256, (800) 888-2738, that covers our obligations under this contract. If the Administrator fails to pay an authorized claim within sixty (60) days after proof of loss has been filed, you are entitled to make a direct claim against the Insurer. Please call 305-253-2244 for instructions.



# Service Agreement

## IMPORTANT TELEPHONE NUMBERS

If Repair Authorization is needed (See "How To Claim" on Page 2) you must call:

**855-216-3767**

**If Emergency Road Services are needed you must call:**

24 hours a day **888-207-0166** 365 days a year

**THIS IS YOUR EMERGENCY ROAD SERVICE INFORMATION**

**IMPORTANT: Keep This in Your Vehicle.**

If ERS Service is necessary, please call the 888 number listed above and give the operator your...

- (1) **Agreement Number** (Located at the upper right corner of your Service Agreement)  
(2) **Your Name** (3) **Description of Your Vehicle** (4) **The Nature of Your Difficulty**  
(5) **Your Exact Location** (6) **Your Vehicle's EXACT Current Mileage**

*NOTE: The exact mileage must be provided to ERS prior to service being rendered.*

A pre-qualified Road Service Professional will be dispatched to your location to assist you.

Service up to \$50 will be provided for each incident.

Any charges above \$50 will be the responsibility of the Agreement Holder.

## ERS COVERED SERVICES:

This coverage is **not** intended to be used in the event of an accident!

**Services limited to one service call per seven (7) day period.**

**FLAT TIRES** Flat Tires will be replaced with *Your* inflated spare tire.

**"JUMP" STARTING** If feasible, your vehicle will be "Jump" started.

**MINOR ADJUSTMENTS** If a Minor Adjustment can get your vehicle in running condition, the adjustment will be performed.

**FUEL DELIVERY** Total service call and fuel is not to exceed a combined \$50 limit.

**"LOCK-OUT"** If you are locked out of your vehicle, a qualified person will be dispatched to unlock your vehicle.

**TOWING** If necessary, your vehicle will be towed to the *Nearest Repair Facility*. Upon arrival, instruct the mechanic to call the Claims Department at **800-808-0828 before ANY work is Performed**. Our Claims Department will handle the claim under the terms of the Service Agreement.

## IMPORTANT NOTICE:

This coverage does not include the cost of parts or labor (except as indicated within the scope and terms of the Agreement). This coverage also does not include the repair of a flat tire, or for the return of a repaired tire to the disabled vehicle. This coverage excludes road service or towing for any vehicle in a qualified repair facility, an off-road area (defined as any area off a paved, hard-packed or graded dirt driveway, parking lot or public road) or a second tow for the same incident. No coverage is available for, or on, any unattended, unlicensed, impounded or abandoned vehicle. This coverage is not intended to be used in lieu of routine maintenance or needed repairs on your vehicle. Non-emergency towing and/or non-emergency service is not covered by this Agreement. The labor cost of installing, repairing, removing, or testing of the covered vehicle(s), equipment or parts or mounting or removing of chains or snow tires, or the shoveling of sand or snow is excluded. **THIS IS NOT A REIMBURSEMENT PROGRAM. COVERED SERVICES AND THE ASSOCIATED COST OF COVERED SERVICES CAN ONLY BE PROVIDED BY CALLING EMERGENCY ROAD SERVICE AT 888-207-0166.**

## TRIP INTERRUPTION:

**TRIP INTERRUPTION** Coverage is available in the event a covered mechanical failure occurs if you have not yet reached your destination and are more than 100 miles from home. The covered repair must result in the vehicle being required to be in a repair facility overnight. Coverage is limited to \$125 per day, not to exceed 3 days or \$375.00 per occurrence for hotel and restaurant expenses and is available only upon a reimbursement basis. Contact claims at 800-808-0828 or [claims@route66warranty.com](mailto:claims@route66warranty.com) to obtain authorization.

## STATE DISCLOSURES

**THIS IS NOT AN INSURANCE POLICY.**

However, we have an insurance policy in effect with LYNDON SOUTHERN INSURANCE COMPANY, 10151 Deerwood Park Boulevard, Building 100, Suite 500, Jacksonville, FL 32256, (800) 888-2738, that covers our obligations under this contract.

In all states the purchase of a Service Agreement is not necessary in order to finance or purchase a vehicle.

This is an Agreement between the Administrator and You, unless otherwise determined by State Law.

## MEDIATION/ARBITRATION CLAUSE

Any and all disputes that arise out of or relate to this agreement, or the performance or breach thereof, shall be subject first to mediation in good faith by the parties. Thereafter, any remaining unresolved controversy or claim arising out of or relating to this agreement, or the performance or breach thereof, shall be settled by arbitration under the provisions of the Federal Arbitration Act, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The parties shall equally split the cost of any mediation and/or arbitration session(s). Each party will pay the fees of its own attorneys, expenses and witnesses with regard to the presentation of each party's case. The arbitrator or mediator shall have no authority to award punitive damages against any party. The mediation and/or arbitration shall take place within sixty (60) days after demand for mediation/arbitration by another party to this agreement. This provision applies only to the agreement holder. It does not apply to any other individuals, entities or any classes thereof.

## Important Numbers

**Emergency Road Numbers: 888-207-0166**

*24 hours a day - 365 days a year*

**Repair Authorization: 855-216-3767**

*M-F 8:30 to 4:30 Central Time*

AGREEMENTNUMBER:

AGREEMENTHOLDER:

PLANPURCHASEDATE:

*See service agreement documents for exact information  
on your coverage and other important information.*

If ERS Service is necessary, please call the 888-207-0166 with

- (1) Agreement Number
- (2) Your Name
- (3) Description of Your Vehicle
- (4) The Nature of Your Difficulty
- (5) Your Exact Location
- (6) Your Vehicle's EXACT Current Mileage

**For Repair Authorization:**

Contact or have a representative of the repair facility contact the Administrator before ANY work is performed by calling the Claims Department at 855-216-3767 with the following:

- (1) Agreement Number
- (2) Agreement Holder's Name
- (3) Current Mileage

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*cut or fold here*

**Instructions:**

- (1) Cut this document along the horizontal line
- (2) Fold the document in half along the vertical line
- (3) Place in your wallet or a safe place