

SERFF Tracking Number: CNAF-125380377 State: Arkansas
Filing Company: Continental Service Provider, Inc. State Tracking Number: #267993 \$?50
Company Tracking Number: CNAF-125380377
TOI: 33.0 Other Lines of Business Sub-TOI: 33.0001 Other Personal Lines
Product Name: X Series
Project Name/Number: /

Filing at a Glance

Company: Continental Service Provider, Inc.

Product Name: X Series

TOI: 33.0 Other Lines of Business

Sub-TOI: 33.0001 Other Personal Lines

Filing Type: Form

Effective Date Requested (New): 01/06/2008

Effective Date Requested (Renewal): 01/06/2008

State Filing Description:

SERFF Tr Num: CNAF-125380377 State: Arkansas

SERFF Status: Closed

Co Tr Num: CNAF-125380377

Co Status:

Author: Kate Murray

Date Submitted: 12/06/2007

State Tr Num: #267993 \$?50

State Status: Fees verified and received

Reviewer(s): Alexa Grissom, Betty Montesi, Brittany Yielding

Disposition Date: 12/17/2007

Disposition Status: Approved

Effective Date (New): 01/06/2008

Effective Date (Renewal):

General Information

Project Name:

Project Number:

Reference Organization:

Reference Title:

Filing Status Changed: 12/17/2007

State Status Changed: 12/17/2007

Corresponding Filing Tracking Number:

Filing Description:

Attached please find CNA National's new X Series for your review and approval. This series includes the following additional forms:

7540 (10/07)

7541 (10/07)

7542 (10/07)

Status of Filing in Domicile: Pending

Domicile Status Comments:

Reference Number:

Advisory Org. Circular:

Deemer Date:

SERFF Tracking Number: CNAF-125380377 State: Arkansas
Filing Company: Continental Service Provider, Inc. State Tracking Number: #267993 \$250
Company Tracking Number: CNAF-125380377
TOI: 33.0 Other Lines of Business Sub-TOI: 33.0001 Other Personal Lines
Product Name: X Series
Project Name/Number: /

These are new forms. In addition, enclosed please find revised form 7521 (11/07), which is accompanied by a comparison. We trust the foregoing will be found satisfactory and respectfully request an effective date of January 6, 2008.

Company and Contact

Filing Contact Information

Kate Murray, Compliance Manager kate.murray@cnanational.com
4150 North Drinkwater Boulevard, Suite 400 (800) 345-0191 [Phone]
Scottsdale, AZ 85251 (480) 444-1595[FAX]

Filing Company Information

Continental Service Provider, Inc. CoCode: 11111 State of Domicile: Illinois
4150 N. Drinkwater Blvd, Suite 400 Group Code: 218 Company Type:
Scottsdale, AZ 85251 Group Name: CNA State ID Number:
(480) 941-1626 ext. 764[Phone] FEIN Number: 22-3875980

Filing Fees

Fee Required? Yes
Fee Amount: \$50.00
Retaliatory? No
Fee Explanation:
Per Company: No

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Correspondence Summary

Dispositions

Status	Created By	Created On	Date Submitted
Approved	Alexa Grissom	12/17/2007	12/17/2007

Filing Notes

Subject	Note Type	Created By	Created On	Date Submitted
Filing Fees	Note To Reviewer	Kate Murray	12/10/2007	12/10/2007

SERFF Tracking Number: CNAF-125380377 *State:* Arkansas
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Disposition

Disposition Date: 12/17/2007

Effective Date (New): 01/06/2008

Effective Date (Renewal):

Status: Approved

Comment:

Rate data does NOT apply to filing.

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Item Type	Item Name	Item Status	Public Access
Supporting Document	Uniform Transmittal Document-Property & Casualty	Approved	Yes
Supporting Document	Comparison	Approved	Yes
Form	X Series	Approved	Yes
Form	X Series	Approved	Yes
Form	X Series	Approved	Yes
Form	X Series	Approved	Yes

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Project Name/Number: /

Note To Reviewer

Created By:

Kate Murray on 12/10/2007 02:19 PM

Subject:

Filing Fees

Comments:

On December 3, 2007, Carol Stiffler sent me an email stating that the filing was being returned and that we need to file via SERFF. To date, we have not received the returned filing or the returned check. We will reissue a check immediately, but please advise as to the status of the prior check.

Thank you,
Kate Murray

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Form Schedule

Review Status	Form Name	Form #	Edition Date	Form Type	Action	Action Specific Data	Readability	Attachment
Approved	X Series	7540	10/07	Other	New		0.00	7540.1007.pdf
Approved	X Series	7541	10/07	Other	New		0.00	7541.1007.pdf
Approved	X Series	7542	10/07	Other	New		0.00	7542.1007.pdf
Approved	X Series	7521	11/07	Other	Replaced	Replaced Form #:0.00 7521 (03/07) Previous Filing #: Paper Filing		7521.1107 (NEW with Backer).pdf



CHECK (✓) PROGRAM COVERAGE SELECTED BELOW

VEHICLE SERVICE CONTRACT

Today's Date (CONTRACT SALE DATE)

PROOF OF REGISTRATION

Name of Purchaser, DEALER Code, Contract Number, Address, City, State, Zip, CONTRACT SALE DATE, CONTRACT SALE MILEAGE, ODOMETER READING, ISSUING DEALER, Telephone, Expiration Date, Expiration Mileage, Year, Make

CHECK (✓) VEHICLE CYLINDERS

CYLINDERS (check one) 3 4 5 6 8 10 12

CHECK (✓) PROGRAM COVERAGE SELECTION (check one)

VEHICLE COVERAGE NEW/NEAR-NEW USED AUTOMOTIVE PREFERRED CARE SM MECHANICAL ADVANTAGE CARE SM VALUE CAR CARE+PLUS SM VALUE CAR CARE SM NEW/NEAR-NEW ONLY FACTORY+PLUS PREFERRED CARE SM FACTORY+PLUS ADVANTAGE CARE SM

Serial Number, Contract Term, Model, Class, MONTHS/MILES, VEHICLE Purchase Price, Service Contract Price, Covered Components/Parts, Per Contract Terms, Deductible, Lienholder (if applicable)

DEDUCTIBLE OPTIONS (applies per repair visit)

- \$100 Deductible \$100 Disappearing Deductible (applies if covered repair is made at the dealership listed above) \$200 Deductible

If none of these boxes is checked, the deductible schedule applies (see Part II)

SELECT OPTIONAL COVERAGE

- SEAL AND GASKET PACKAGE (USED VEHICLES with 100,000 miles or less) SPECIALTY OPTION PACKAGE

The Seal and Gasket Package and Specialty Option Package provide additional component coverage and are provided only if eligible and if the box(es) is checked and additional surcharge(s) is paid (see Part II for details).

CONTRACT DEFINITIONS (See Section 11 of Part II): "WE," "US" and "OUR" refer to the obligor of this contract, which is Continental Service Provider, Inc., 4150 N. Drinkwater Blvd., Suite 400, Scottsdale, AZ 85251, 800-345-0191. OUR obligations to YOU under this contract are guaranteed under service contract reimbursement policy no. WNC0045002. If WE do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss, YOU may make a claim against the Continental Casualty Company, 333 Wabash, Ave., Chicago, IL 60604, 312-822-5000. OUR administrator is CNA National Warranty Corporation, P.O. Box 2840, Scottsdale, AZ 85252, 800-722-4758. This contract is not an insurance policy.

The purchase of this contract is not required in order to purchase, register, or obtain financing for a motor vehicle.

The program coverage selection determines YOUR coverage. Please make sure YOUR Part II matches the program selected. YOUR coverage begins on the CONTRACT SALE DATE for NEW/NEAR-NEW VEHICLE coverage and for USED VEHICLE coverage. Expiration of coverage is determined by the greater of time or mileage, whichever occurs first. Specific state requirements may apply to YOUR contract and are listed on the reverse side of this page. By signing below, YOU acknowledge that you have read and accept the provisions of the contract as a complete statement of YOUR coverage and rights and that YOU are not relying on any writings other than this contract nor any other representations or promises. This contract does not provide coverage for vehicles that are used or equipped for certain types of business, as specified in YOUR Part II. Restrictions apply. See YOUR Part II.

YOU are hereby advised that in the event of cancellation of YOUR contract for reasons other than repossession or a total loss of the VEHICLE, any resulting refund will be made payable to both the ISSUING DEALER and lienholder and forwarded to the ISSUING DEALER.

We have retained a SERVICE CENTER to provide administrative services on OUR behalf. If YOU have any questions concerning coverage or benefits under this contract, YOU may call OUR SERVICE CENTER at 800-722-4758, extension 444.

Purchaser/Authorized Signature

Date

Dealership Salesperson's Signature

Date



SECTION 1. AGREEMENT BETWEEN YOU AND US

WE agree to pay YOU or a licensed repair facility for the COSTS of services required to repair or replace COVERED PARTS that fail due to a MECHANICAL BREAKDOWN, less YOUR DEDUCTIBLE. WE will provide the coverage (see Section 2, "Your Coverage") only to YOU for the VEHICLE and for the term shown on Page 1 of this contract.

YOU agree to maintain YOUR VEHICLE according to the manufacturer's specifications (see Section 7, "Your Responsibilities for Service and Maintenance").

"WE," "US" and "OUR" mean the obligor of this contract, as stated on Page 1. "YOU" and "YOUR" mean the purchaser of the VEHICLE described on Page 1. Other words and phrases that have particular meaning and appear in CAPITALS throughout this contract are defined in Section 11, "Definitions." Specific state requirements may apply to YOUR contract and are listed in Section 14, "State Changes." This contract is not an insurance policy.

WHAT THIS CONTRACT COVERS**SECTION 2. YOUR COVERAGE**

The coverage YOU select must be indicated by checking the corresponding box on Page 1. Depending on the coverage YOU purchased, YOUR coverage is detailed below and also includes those parts listed under the "Sport Package" (if applicable) as well as the "Expense Reimbursement Package." Additional optional coverage is available (see Section 3, "Surcharges and Options"). YOUR coverage is subject to the conditions and exclusions listed in Section 5, "Non-Covered Parts and Services," and Section 6, "Non-Covered Conditions."

VALUE CAR CARESM

For NEW, NEAR-NEW and USED VEHICLES with one hundred twenty-five thousand (125,000) miles or less on their odometers at time of sale.

If YOU purchased Value Car CareSM, YOUR coverage includes components 1 through 7 below:

1. **ENGINE¹ (coverage limited to these listed parts):** Cylinder block, cylinder head(s), rotor housings and their internal parts, intake manifold, exhaust manifold(s), timing gears, timing chain(s) or belt(s), timing chain or belt tensioner(s) and timing chain or belt cover, valve cover(s), flywheel or flexplate, ring gear, harmonic balancer, oil pump, fuel pump, vacuum pump, water pump, oil pan, turbocharger or supercharger housing(s) and their internal parts, waste gate, intercooler, engine mounts.
2. **TRANSMISSION¹ (coverage limited to these listed parts):** Transmission case, transaxle case, transfer case and their internal parts, torque convertor, vacuum modulator, cooler and metal cooler lines, transmission mounts, slave cylinder and master cylinder of a manual transmission clutch assembly.
3. **DRIVETRAIN ASSEMBLY¹ (coverage limited to these listed parts):** Final drive and axle housing(s) and their internal parts, axle shafts and bearings, universal and constant velocity joints, drive shaft(s), center bearings and drive shaft yokes, four-wheel-drive engagement actuator/motor.
4. **SUSPENSION (coverage limited to these listed parts):** Upper and lower control arms and their shafts and bushings, ball joints, steering knuckles and spindles, stabilizer and strut or track bars and their bushings and links, coil springs, torsion bars and their mounts, leaf springs and their shackles and bushings, hub bearings or wheel bearings, MacPherson struts.
5. **FRONT-WHEEL STEERING (coverage limited to these listed parts):** Steering gear housing, rack assembly, belt-driven pump and its reservoir and their internal parts, steering column shaft and its couplings and bearings, steering pump pulley and mounting bracket, pitman arm, idler arm, tie rods, steering linkages.
6. **BRAKES (coverage limited to these listed parts):** Master cylinder, wheel cylinders, calipers and their seals, power booster, accumulator, combination valve, backing plate assembly, metal brake lines and fittings, brake pedal, parking brake assemblies. (No coverage for ABS brake parts.)

7. **ELECTRICAL (coverage limited to these listed parts):** Alternator, pulley and mounting bracket, voltage regulator, starter motor and its solenoid and drive, wiper motors, manually operated switches, neutral safety switch, backup light switch, brake light switch.

VALUE CAR CARE+PLUSSM

For NEW, NEAR-NEW and USED VEHICLES with one hundred twenty-five thousand (125,000) miles or less on their odometers at time of sale.

If YOU purchased Value Car Care+PlusSM, YOUR coverage includes the seven components above plus components 8 through 10 below.

8. **AIR CONDITIONING and HEATING (coverage limited to these listed parts):** Belt-driven air conditioning compressor, clutch and coil, pulley, compressor mounting bracket, idler pulley and bearing and its mounting bracket, serpentine belt tensioner and its pulley and bearing, condenser, evaporator, accumulator, receiver-dryer, expansion valve, orifice tube, heater core, heater control valve, blower motor, control cables, ducts, plenum doors.
9. **FUEL SYSTEM (coverage limited to these listed parts):** Fuel injectors, injection pump, distribution rails, fuel pressure regulator, fuel tank and metal fuel lines and fittings, fuel level sending unit, carburetor, throttle body, throttle cable, throttle linkage, accelerator pedal.
10. **COOLING SYSTEM (coverage limited to these listed parts):** Fan, clutch and shroud, radiator and its brackets and recovery tank, electric fan motor.

MECHANICAL ADVANTAGE CARESM

For NEW, NEAR-NEW and USED VEHICLES with one hundred thousand (100,000) miles or less on their odometers at time of sale.

If YOU purchased Mechanical Advantage CareSM, YOUR coverage includes the 10 components above plus the additional parts listed below and components 11 through 15.

- **ENGINE (coverage limited to those parts listed above and the following):** EGR valve.
 - **DRIVETRAIN ASSEMBLY (coverage limited to those parts listed above and the following):** Traction control linkage, solenoids, control processor and sensors.
 - **SUSPENSION (coverage limited to those parts listed above and the following):** Electronic suspension/variable suspension struts, switches, air tubes, control processor and sensors, air suspension bags, compressor, lines and fittings.
 - **STEERING (coverage limited to those parts listed above and the following):** Four-wheel steering pump, gear housing or rack assembly and their internal parts, power cylinder, center shaft, stepper motor, control processor and sensors.
 - **ELECTRICAL (coverage limited to those parts listed above and the following):** Wiring harnesses.
 - **FUEL SYSTEM (coverage limited to those parts listed above and the following):** Fuel pump.
 - **COOLING SYSTEM (coverage limited to those parts listed above and the following):** Thermostat.
11. **INTERIOR ELECTRONICS (coverage limited to these listed parts):** Electronic climate control head, digital dash display, heads-up display projector and control unit, trip/mileage/engine function computer, cruise control assembly, factory-installed entertainment chassis including radio, magnetic tape player, dash-mounted compact disc player and graphic equalizer, television², video cassette player², DVD player², and navigation system².
 12. **POWERTRAIN ELECTRONICS (coverage limited to these listed parts):** Engine Electronics—ignition coil, distributor, timing control processor and sensors, mixture control processor and sensors, IAC motor, cooling fan control processor and sensors. Electronically Controlled Transmission—transmission shift control processor and sensors.
 13. **ABS BRAKES (coverage limited to these listed parts):** ABS booster/pump, master cylinder, solenoids, control processor and sensors.
 14. **CONVENIENCE ACCESSORIES (coverage limited to these listed parts):** Power window motor, window regulator, power seat motor, power door lock motor and its relays and actuator, power mirror motors, power headlamp motor, power trunk or tailgate motor and solenoids, power top or sunroof motor, convertible top frame, power antenna motor, heated

seat elements, horn and horn relay, rear window defogger/defroster, memory seat and steering wheel activator switches, motors, solenoids, control processor and sensors.

15. **VEHICLE HARDWARE (coverage limited to these listed parts):** Bumper impact absorbers, headlamp mounting buckets, parking and side lamp bodies and sockets, hood latch and cables, hood hinges and springs, side door hinges, side door handles, glove box lock assembly, ash tray assembly, manual seat track assembly, courtesy light switches, trunk lid hinges and torsion bars, trunk lid striker plate.

FACTORY+PLUS ADVANTAGE CARESM

For NEW and NEAR-NEW VEHICLES only.

If YOU purchased Factory+Plus Advantage CareSM, YOUR coverage includes the parts of components 4 through 15 listed above—plus the additional parts listed above under Mechanical Advantage CareSM for Suspension, Steering, Electrical, Fuel System and Cooling System.

AUTOMOTIVE PREFERRED CARESM

For NEW, NEAR-NEW and USED VEHICLES with one hundred thousand (100,000) miles or less on their odometers at time of sale.

If YOU purchased Automotive Preferred CareSM, YOUR coverage includes all parts except those specifically listed in Section 5, "Non-Covered Parts and Services." YOUR coverage is also subject to the conditions and exclusions listed in Section 6, "Non-Covered Conditions."

FACTORY+PLUS PREFERRED CARESM

For NEW and NEAR-NEW VEHICLES only.

If YOU purchased Factory+Plus Preferred CareSM, YOUR coverage includes all parts except those specifically listed in Section 5, "Non-Covered Parts and Services," and excluding all parts within the Engine, Transmission and Drivetrain Assembly. YOUR coverage is also subject to the conditions and exclusions listed in Section 6, "Non-Covered Conditions."

SPORT PACKAGE

If the VEHICLE YOU purchased is a sport utility, van or truck, the following parts are also covered. Coverage is limited to these listed parts:

- **Body Accessories:** Step bumpers and mounting brackets, spare tire carrier, spare tire swing arm and its pivot latches and locks, running boards, swing-away mirror arms and mounts, pop-out or sliding side/rear window latches and hinges.
- **Convenience and Utility:** Bed liner (except warpage), rail protectors, tailgate handle, tailgate lock and cables, tailgate hinges and latches, tailgate edge protectors, cargo tie-downs, cargo lamp, gun rack and tool box.
- **Four-Wheel Accessories:** Locking hub assembly (except damaged or worn brake rotors), skid plates, tow hooks, power winch motor and remote control wiring harness, power winch rollers, brush guards and headlight grills.
- **Trailer:** Trailer hitch receiver, insert and wiring receptacle, bed-mounted fifth-wheel hitch, auxiliary fuel tank and its cut-over switch, running light bodies and lenses.

EXPENSE REIMBURSEMENT PACKAGE³

- **Rental Car:** If YOU can't drive YOUR VEHICLE due to a BREAKDOWN and it must stay in the shop overnight, WE will pay YOU for the cost of a rental car from a licensed rental agency. The limit is two hundred forty-five dollars (\$245), not to exceed thirty-five dollars (\$35) per 24-hour period. YOU must incur this expense between the date of the BREAKDOWN and the date that covered repairs are completed.
- **Towing:** If YOU can't drive YOUR VEHICLE due to a BREAKDOWN, WE will pay YOU for towing charges that are not reimbursed to YOU by any road club, insurance policy, or by YOUR VEHICLE manufacturer's warranty. The limit is one hundred dollars (\$100) per occurrence.
- **Manufacturer's Warranty Deductible⁴:** When a BREAKDOWN is also covered under a warranty issued by the manufacturer of YOUR VEHICLE, WE will pay YOU for the required deductible. The limit is one hundred dollars (\$100) per occurrence.
- **Emergency Road Service:** WE will pay YOU for road service labor charges performed at the scene as required to rectify emergency situations involving YOUR VEHICLE, such as: out of gas, flat tire, keys

locked in car, battery discharged, door locks frozen or accessory drive belt failure. The limit is fifty dollars (\$50) per occurrence.

- **Travel Lodging:** If YOU can't drive YOUR VEHICLE due to a BREAKDOWN, are stranded overnight and covered repairs are completed more than one hundred (100) miles from YOUR home, WE will pay YOU for lodging and meals. YOU must incur these expenses between the date of BREAKDOWN and the date that covered repairs are completed. The limit is two hundred twenty-five dollars (\$225), not to exceed seventy-five dollars (\$75) per 24-hour period.

- ¹ *If YOUR VEHICLE is a NEW or NEAR-NEW VEHICLE and was originally sold with a manufacturer's extended powertrain warranty, no coverage is available under Engine, Transmission and Drivetrain Assembly during the term of that manufacturer's extended powertrain warranty.*
- ² *Coverage applies only if factory-installed or dealer-installed factory option.*
- ³ *State restrictions may apply as specified at the end of this contract.*
- ⁴ *Not available with Factory+Plus Advantage CareSM or Factory+Plus Preferred CareSM.*

SECTION 3. SURCHARGES AND OPTIONS

Surcharges are additional amounts charged for specific types of coverage. If YOU want the coverage described as optional, YOU must purchase the optional package for the appropriate surcharge.

SEAL & GASKET PACKAGE

(Optional Surcharge)

Included at no additional charge with NEW and NEAR-NEW VEHICLE plans and with Automotive Preferred CareSM for USED VEHICLES. Optional for other USED VEHICLE plans with CONTRACT SALE MILEAGE of one hundred thousand (100,000) miles or less.

Coverage limited to these listed parts:

- **Engine⁴:** Cylinder head gasket(s), intake manifold gasket(s), exhaust manifold gasket(s), rear main seal, valve cover gasket(s), oil pan gasket, front crankshaft seal, timing cover gasket, cam housing gasket(s).
- **Transmission/Transfer Case⁴:** Pan gasket, output shaft seal, shifter seal, speedometer cable seal, front pump seal(s), all transfer case seals.
- **Drivetrain Assembly⁴:** Differential gasket(s), pinion seal, axle seal(s) or gasket(s), CV joint boots.
- **Steering:** Pump shaft seal.
- **Suspension:** Hub or wheel bearing seals.
- **Air Conditioning:** Compressor seals and gaskets and line o-rings.

SPECIALTY OPTION PACKAGE

(Optional Surcharge)

Coverage limited to these listed parts:

- **Enhanced Electronics:** Rain-sensing wiper sensors, near-object avoidance transmitters and receivers/sensors, proximity pass key and sensor, rear-view camera, intelligent cruise control transmitters and sensors, rear compact disc player, rear audio system, and electronic video game. (Coverage for all electronic components is limited to base units only. There is no coverage for remote controls, hand-held devices, wiring, cassettes, compact discs, DVDs or game cartridges. Component replacements are limited to one occurrence.)
- **Supplemental Cooling:** Evaporator, expansion valve, blower fan motor, control switch.
- **Conversion Van:** Power captain's chairs and sofa bed (limited to motors, switches, transmissions), auxiliary or indirect lighting fixtures and switches, conversion window latches and hinges, fold-down or fixed tables, cabinet hinges, latches and handles, roof ladder, roof storage rack, metal or fiberglass spare tire cover.
- **Recreational Equipment:** Fresh water tanks, lines, faucets, pump, inlet and sink, stove and/or oven unit and their LP gas bottles, regulators, lines and fittings, microwave oven.

All components must have been installed in YOUR VEHICLE at the time of purchase by a licensed company. Damage from contaminants, dirt, dust or foreign objects is excluded.

- ⁴ *Not available with Factory+Plus Advantage CareSM or Factory+Plus Preferred CareSM.*

WHAT THIS CONTRACT DOES NOT COVER

SECTION 4: YOUR DEDUCTIBLE

The DEDUCTIBLE is the portion of the REPAIR COSTS that YOU must pay for each repair visit, as shown by the schedule below. If no box is checked for a DEDUCTIBLE option on Page 1, the applicable DEDUCTIBLE schedule below will apply to YOUR contract. It does not apply to Rental Car, Towing, Manufacturer's Warranty Deductible, Emergency Road Service and Travel Lodging coverage.

NEW and NEAR-NEW VEHICLE DEDUCTIBLE SCHEDULE

If Total Covered Repair Cost Is:	Your Deductible Is:
\$1 to \$200	\$0
\$201 to \$400	\$25
\$401 to \$700	\$50
\$701 to \$1,000	\$75
\$1,001 and over	\$100

USED VEHICLE DEDUCTIBLE SCHEDULE

If Total Covered Repair Cost Is:	Your Deductible Is:
\$1 to \$200	\$25
\$201 to \$400	\$50
\$401 to \$700	\$75
\$701 and over	\$100

\$100 DEDUCTIBLE (Optional)

A \$100 DEDUCTIBLE per repair visit is available as an option. If YOU select the \$100 DEDUCTIBLE option, it must be indicated by checking the box on Page 1.

\$100 DISAPPEARING DEDUCTIBLE (Optional)

With this option, YOU pay no DEDUCTIBLE when covered repairs are performed by the DEALER from whom you purchased this service contract. If YOU have covered repairs performed at a repair shop other than the DEALER from whom YOU purchased this service contract, YOUR DEDUCTIBLE will be \$100 per repair visit. If YOU select the \$100 Disappearing DEDUCTIBLE option, it must be indicated by checking the box on Page 1.

\$200 DEDUCTIBLE (Optional)

A \$200 DEDUCTIBLE per repair visit is available as an option. If YOU select the \$200 DEDUCTIBLE option, it must be indicated by checking the box on Page 1.

SECTION 5. NON-COVERED PARTS AND SERVICES

YOU are responsible for the cost of replacing, repairing or adjusting certain non-covered parts. Non-covered parts and non-covered services are listed below. If a part serves the same function as a non-covered part, it is not covered. When a single part or component performs two or more functions, some of which are covered and some not, the failure of a non-covered function will make the part or component not covered. If a repair or maintenance procedure produces the same result as a non-covered service, it is also not covered.

NON-COVERED PARTS

This contract does not cover and WE will not pay for:

- Accessory drive belt(s), hoses, tubes and clamps
- Antenna mast, mirrors and steering wheel
- Audio speakers and wiring, and cellular telephone
- Battery, fuses and fusible links
- Body, body panels, body fasteners, chassis frame and bumpers
- Brake drums, rotors, pads and linings
- Bright metal, trim, upholstery, insulation and paint
- Convertible top
- Exhaust system and catalytic convertor
- Filters and filter housings
- Glass, lenses, sealed beams and light bulbs
- Intelligent cruise control transmitters and sensors⁵
- Jack and tool kit, wheel lugs and lug nuts

- Manual transmission clutch disc, pressure plate and throw-out bearing
- Near-object avoidance systems⁵
- PCV valve and fuel vapor canister
- Proximity pass key and sensor⁵
- Radiator cap
- Rain-sensing wiper sensors⁵
- Rear-view camera⁵
- Seat belt assembly and air bag assembly
- Shock absorbers, tires, wheels and wheel covers
- Spark plugs, plug wires and glow plugs
- Van appliances⁵ and carpet
- Windshield wiper rubber inserts
- Any parts or components of a natural gas/propane fuel system

⁵ Unless optional Specialty Option Package is purchased.

NON-COVERED SERVICES

This contract does not cover and WE will not pay for:

- Addition or replacement of coolants, fluids, lubricants and refrigerants
 - Alignment of front end, glass, bumpers or any other part
 - Cleaning of cooling and fuel systems
 - Corrections of air and water leaks
 - Corrections of wind noise, squeaks and rattles
 - Engine tune-up
 - Ignition and fuel systems adjustments and calibrations
 - Removal of carbon, sludge, varnish or other contaminants
 - Scheduled maintenance services
 - Transmission service
 - Wheel balancing
 - Replacement of any non-covered part
- These services and parts replacements are YOUR responsibility. Expenses for these services and parts are not covered by this contract.

SECTION 6. NON-COVERED CONDITIONS

This contract does not cover and it does not apply to:

1. ANY EXPENSE INCURRED IN CONNECTION WITH REPAIRS PERFORMED WITHOUT RECEIPT OF PRIOR AUTHORIZATION FROM OUR ADMINISTRATOR.
2. Any oil consumption or loss of compression or cylinder wear, if YOUR VEHICLE is a USED VEHICLE (unless YOU purchased Automotive Preferred CareSM).
3. Any loss or expense if YOUR VEHICLE is used for plowing snow; competitive driving; racing; towing a trailer whose weight exceeds the manufacturer's recommendations for YOUR VEHICLE; hire to the public or to transport people for hire; municipal or professional emergency or police services.
4. YOUR VEHICLE if it is equipped with a flat bed, dump bed, commercial towing equipment, cherry picker, lifting or hoisting equipment.
5. YOUR VEHICLE if it is a step van, high-cube van or box body; cab and chassis or other incomplete vehicle; over 1-ton or has right-hand steering.
6. Any damage due to collision or upset, breakage of glass, missile or falling objects; fire; theft, larceny; explosion, earthquake, windstorm, hail, water, flood; rust, corrosion, contamination, foreign objects; malicious mischief, vandalism, riot or civil commotion; lightning, nuclear contamination, acid rain, fading, environmental or industrial fallout; freezing, ultraviolet rays, rotting, mold, smoke; or any loss normally covered by an automobile insurance policy, including injury or death to any person or persons.
7. Any BREAKDOWN covered by any limited warranty, manufacturer's warranty, recalls, campaigns, repairer's guarantee, road club or any other guarantee, warranty or insurance policy.
8. Any part that the United States Environmental Protection Agency (EPA) has determined is emissions-related and that is included on a current list published by the EPA of such parts and is within the EPA time and mileage emissions warranty period.

9. Any expense for the modification, replacement, or alteration of existing parts or systems necessitated by the replacement of obsolete, superseded or unavailable parts with current replacement parts in excess of the value of the failed part.
 10. Any BREAKDOWN caused by sludge buildup, contaminants, foreign objects; improper amount or type of fluids, lubricants, coolants or refrigerants; or lack of required maintenance as set forth in Section 7, "Your Responsibilities for Service and Maintenance."
 11. Any damage resulting from continued operation or caused by YOUR failure to take reasonable precautions, such as stopping your vehicle immediately or having it towed, to prevent further damage when an apparent problem exists.
 12. Any resulting or consequential damage to or from a non-covered part.
 13. Any BREAKDOWN if the odometer is inoperative or has been altered or tampered with during the time YOU owned YOUR VEHICLE so that the actual mileage cannot be determined.
 14. Any loss of time, inconvenience, interruption of business, storage charges, loss of profits or income, or other consequential damages.
 15. YOUR VEHICLE if it has been modified with any alterations to the powertrain, the suspension (including tire or wheel sizes or offsets) or the exhaust system not approved by the manufacturer of YOUR VEHICLE.
 16. Fees or expenses charged for shop supplies and the disposal, cleanup, neutralization, removal, treatment or detoxification of environmentally unsafe materials.
 17. YOUR VEHICLE if the manufacturer has voided or rescinded the factory warranty.
 18. YOUR VEHICLE if it has been salvaged or declared a total loss, or its title has been branded.
3. YOU request to purchase the future contract at least fifteen (15) days and one thousand (1,000) miles prior to the expiration of this contract.
 4. YOU provide OUR ADMINISTRATOR, along with YOUR request to purchase a future contract, verifiable service records evidencing that YOU have complied with Section 7, "Your Responsibilities for Service and Maintenance."
 5. YOU make YOUR VEHICLE available to the DEALER so that it may be inspected prior to the issuance of the future contract.
Contact OUR SERVICE CENTER before this contract expires for details.

TRANSFER GUARANTEE

YOU may transfer the remaining coverage under this contract when YOU sell YOUR VEHICLE to another individual (no dealers, brokers, etc.) prior to the expiration of this contract. In order to initiate this transfer process, provide OUR ADMINISTRATOR with the following information:

1. A letter from YOU within fifteen (15) days of the date of sale of YOUR VEHICLE. State YOUR intention to transfer this contract and the name and the address of the purchaser.
2. A copy of the bill of sale or sale agreement showing the date and mileage on YOUR VEHICLE at the time of sale.
3. Make available verifiable service records evidencing that YOU have complied with Section 7, "Your Responsibilities for Service and Maintenance" of this contract.
4. Proof that YOU have transferred the remaining coverage under any manufacturer's warranty or extended warranty to the purchaser of YOUR VEHICLE.
5. A transfer fee of thirty-five dollars (\$35).
YOU must comply with all of the above requirements within fifteen (15) days of the date of sale of YOUR VEHICLE or YOUR transfer request will be denied and this contract will no longer be in force. Call OUR SERVICE CENTER to obtain a transfer request form.

WHAT WE EXPECT FROM YOU

SECTION 7. YOUR RESPONSIBILITIES FOR SERVICE AND MAINTENANCE

READ THIS SECTION CAREFULLY. IF YOU FAIL TO MAINTAIN YOUR VEHICLE ACCORDING TO THE REQUIREMENTS BELOW, COVERAGE UNDER THIS CONTRACT MAY BE RESTRICTED.

REQUIRED MAINTENANCE

YOU must have YOUR VEHICLE serviced according to the service and maintenance schedule published by the manufacturer of YOUR VEHICLE.

REQUIRED RECORDKEEPING

YOU must keep repair orders issued by the repair facility that serviced YOUR VEHICLE. Each repair order should show the then-current date, then-current odometer reading and a detailed listing of the services performed and parts replaced.

If YOU perform YOUR own maintenance services, be sure to retain proof-of-purchase receipts. Make sure that the receipts clearly show the date the service was performed and the parts/lubricants replaced. Be sure to note the odometer reading from YOUR VEHICLE on each receipt.

WHAT YOU CAN EXPECT FROM US

SECTION 8. CONTRACT GUARANTEES

NO-DEDUCTIBLE GUARANTEE

No DEDUCTIBLE will be charged for any subsequent BREAKDOWN of a COVERED PART that was previously repaired or replaced under and during the term of this contract.

FUTURE CONTRACT GUARANTEE

YOU may purchase another contract for YOUR VEHICLE prior to the expiration of this contract, provided:

1. YOUR VEHICLE is not used for ineligible business usage. (See Section 6, "Non-Covered Conditions": 3, 4, 5.)
2. YOUR VEHICLE, at the time YOU request to purchase the future contract, qualifies under OUR then-current underwriting guidelines.

SECTION 9. YOUR RIGHT TO CANCEL

PROCEDURES

YOU may cancel this contract at any time by surrendering this contract to the DEALER, together with a written request and an affidavit stating the accumulated mileage on the VEHICLE at the time of the cancellation request.

REFUND CALCULATION

If YOU request cancellation within sixty (60) days of the purchase of this contract for NEW or NEAR-NEW VEHICLES or within thirty (30) days for USED VEHICLES, a full refund will be made by the DEALER.

If a claim has been made against the contract or if the contract has been in YOUR receipt for more than sixty (60) days for NEW VEHICLES or NEAR-NEW VEHICLES or thirty (30) days for USED VEHICLES, the DEALER will make a pro rata refund less a thirty-five dollar (\$35) fee. This refund will be based upon the elapsed time or mileage, whichever is greater, from the CONTRACT SALE DATE and the CONTRACT SALE MILEAGE.

OUR ADMINISTRATOR, its agents and assigns have no liability to YOU to make any refund payments.

REFUND DISTRIBUTION

If YOUR VEHICLE is repossessed or deemed a total loss, YOUR cancellation rights under this contract will transfer to the lienholder. We agree upon receipt of evidence of same, to name the lienholder as the sole payee of any resulting refund. If this contract is financed, the lienholder will be named as an additional or sole payee for any refund due.

WHAT TO DO IF YOUR VEHICLE BREAKS DOWN

SECTION 10. HOW TO FILE A CLAIM

1. Use all reasonable means to protect YOUR VEHICLE from further damage resulting from continued operation.
2. Return YOUR VEHICLE to the DEALER to determine the problem and the cause of failure. If this is not possible, call OUR SERVICE CENTER for instructions.
3. YOU must authorize any charges necessary to determine the cause of the failure. This includes necessary diagnostic and teardown charges. If

the failure does not qualify as a BREAKDOWN under the terms of this contract, YOU must pay for all diagnostic, teardown and repair charges. If OUR ADMINISTRATOR wants to inspect YOUR VEHICLE, YOU must allow the inspection before any repairs are begun. OUR ADMINISTRATOR has no obligation to inspect YOUR VEHICLE or to certify its condition before or after covered repairs are completed.

4. Do not agree to have repairs performed under the terms of this contract unless YOU or the repair facility has received an authorization number from OUR ADMINISTRATOR.
5. YOU or the repair facility must submit all required documents to OUR SERVICE CENTER before any claim can be processed for payment. They must include accurate dates and mileages, detailed descriptions of the parts and services, and the specific charges. These documents may include repair orders, rental car bills, and other receipts evidencing amounts claimed under this contract.

WHAT ELSE YOU SHOULD KNOW

SECTION 11. DEFINITIONS

This contract contains several words and phrases that have particular meaning and appear in CAPITALS throughout this contract.

"ADMINISTRATOR" and "SERVICE CENTER"

Mean the organization that WE have retained to provide administrative and claim services for OUR service contract program. OUR ADMINISTRATOR, its agents and assigns are not a party to this contract.

"BREAKDOWN" and "MECHANICAL BREAKDOWN"

Mean the failure of a COVERED PART to perform its intended function due to defects in materials or faulty workmanship in its manufacturing.

"CONTRACT SALE DATE"

Means the date that YOU bought this contract.

"CONTRACT SALE MILEAGE"

Means the mileage on YOUR VEHICLE'S odometer on the CONTRACT SALE DATE.

"COSTS" and "REPAIR COSTS"

Mean the actual amounts charged for labor and parts by a licensed repair facility to repair or replace COVERED PARTS due to a BREAKDOWN (subject to the terms and conditions of this contract and as authorized by OUR ADMINISTRATOR). Parts COSTS are limited to the suggested retail prices of YOUR VEHICLE'S manufacturer. Replacement parts may be new, remanufactured, non-original equipment manufacturer's parts or parts of a like kind and quality when available and as deemed necessary by OUR ADMINISTRATOR. Labor time COSTS are limited to the repair times shown in the current year's national, flat-rate hourly labor guide and the repair facility's current, retail, hourly labor rate. COSTS also include all necessary fluids, filters, seals, gaskets, alignments and taxes. YOU must pay for all diagnostic, disassembly, service, repair and other charges not authorized by OUR ADMINISTRATOR.

"COVERED PART(S)"

Mean any of those parts of YOUR VEHICLE described in Section 2, "Your Coverage" and subject to the conditions and exclusions listed in Section 5, "Non-Covered Parts and Services," and Section 6, "Non-Covered Conditions."

"DEALER," "ISSUING DEALER" and "SELLING DEALER"

Mean the automobile dealership or lessor from whom YOU purchased or leased YOUR VEHICLE and is referred to as the ISSUING DEALER or SELLING DEALER on Page 1.

"DEDUCTIBLE"

Means the portion of the REPAIR COSTS that YOU must pay for each repair visit, as shown on Page 1 (see Section 4, "Your Deductible").

"FULL FACTORY WARRANTY"

Means the manufacturer's full warranty provided at no additional cost to YOU that covers repairs to correct any VEHICLE defect related to material or workmanship.

"NEW VEHICLE" and "NEAR-NEW VEHICLE"

Mean any eligible VEHICLE that, at the CONTRACT SALE DATE and CONTRACT SALE MILEAGE, has the FULL FACTORY WARRANTY and manufacturer's extended warranty in force—including manufacturer's extended warranties that must be properly transferred—and fits the

criteria below. NEW VEHICLES and NEAR-NEW VEHICLES are eligible for new-vehicle coverage anytime during the FULL FACTORY WARRANTY.

Vehicle Type	Minimum Full Factory Warranty
Domestic/Asian	3 Years/36,000 Miles
European	2 Years/24,000 Miles

"USED VEHICLE"

Means any eligible VEHICLE other than a NEW VEHICLE or NEAR-NEW VEHICLE that is less than ten (10) years old with CONTRACT SALE MILEAGE of one hundred thousand (100,000) miles or less; or one hundred twenty-five thousand (125,000) miles or less for Value Car CareSM and Value Car Care+PlusSM. YOU must purchase this contract on the same date that YOU purchase YOUR USED VEHICLE.

"VEHICLE"

Means the passenger car, van, sport utility or light truck (1-ton or less) described on Page 1 of this contract.

"WE," "US," and "OUR"

Mean the obligor of this contract, as stated on Page 1.

"YOU" and "YOUR"

Mean the purchaser of the VEHICLE described on Page 1.

SECTION 12. CONTRACT SPECIFICS AND LIMITATIONS

CONTRACT TERRITORY

This contract provides coverage in the United States, including its territories and possessions, and Canada only for failures due solely to the MECHANICAL BREAKDOWN of a COVERED PART.

CONTRACT TERM

The combination of time and mileage shown on Page 1 determines YOUR contract term.

Coverage for NEW VEHICLES and NEAR-NEW VEHICLES begins on the CONTRACT SALE DATE and at zero (0) miles. The time YOU have selected is added to the CONTRACT SALE DATE.

Coverage for USED VEHICLES begins on the CONTRACT SALE DATE and at the CONTRACT SALE MILEAGE. The time and mileage YOU have selected are added to the CONTRACT SALE DATE and CONTRACT SALE MILEAGE.

The expiration date and expiration mileage are shown on Page 1. YOUR coverage ends when YOUR VEHICLE'S accumulated time or mileage reaches the limits of the contract term, whichever occurs first.

CONTRACT CHANGES

If any of the information provided on Page 1 is omitted or does not conform to the program guidelines, OUR ADMINISTRATOR may correct YOUR contract as necessary and in the course of business send to YOU at your address of record by first-class mail an endorsement with the necessary corrections.

CONTRACT RESTRICTIONS

If the actual mileage or equipment of YOUR VEHICLE is misrepresented on Page 1 of this contract, coverage under this contract will be restricted. If payment of the appropriate costs related to this contract is not made, there is no coverage provided by this contract.

EXCESS CHARGES

YOU are responsible for charges for diagnostic and/or teardown procedures that are not listed or exceed the labor times listed in the current year's national, flat-rate hourly labor guide. YOU are also responsible for charges for parts, labor, rental, towing or other services beyond those authorized by OUR ADMINISTRATOR.

LIMIT OF LIABILITY

The limit of OUR liability for any repair visit is the fair market value of YOUR VEHICLE immediately prior to the BREAKDOWN. The total amount WE will pay for all claims throughout the contract term shall not exceed the purchase price of YOUR VEHICLE as shown on Page 1.

PROMPT SETTLEMENT

If WE do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss, YOU may make a claim against the CNA company that is specifically identified on Page 1.

HOW TO CONTACT US

SECTION 13. OUR ADMINISTRATOR

OUR ADMINISTRATOR is not a party to this contract and has no liability to YOU under the terms and conditions of this contract.

Please submit all claims and claim information requests to:

SERVICE CENTER
P.O. Box 2840
Scottsdale, AZ 85252-2840
800-722-4758

STATE REQUIREMENTS

SECTION 14. STATE CHANGES

The following state requirements apply to YOUR vehicle service contract:

ALABAMA: Section 9 is amended to add: WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US. Notice will not be mailed if cancellation is due to nonpayment of the service contract price or a material misrepresentation by YOU relating to the covered vehicle or its use. The notice shall state the effective date of the cancellation and the reason for the cancellation. This contract cannot be cancelled for conditions preexisting the purchase of this contract. Section 9 is amended to read: The cancellation fee cannot exceed twenty five (25) dollars.

ARIZONA: CONTRACT DEFINITIONS is amended to read: If WE do not settle YOUR claim within thirty (30) days of OUR receipt of YOUR proof of loss, YOU may make a claim against the Continental Casualty Company, 333 Wabash, Ave., Chicago, IL 60604, 312-822-5000 and/or the Consumer Affairs Section of the Arizona Department of Insurance, 800-325-2548 or consumers.id.state.az.us. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Gray Market vehicles, as defined by A.A.C. R20-6-407, are not excluded. Section 6, parts 14, 16 and 17, are amended to add: after the purchase of YOUR VEHICLE. Section 9 is amended to add: This contract cannot be cancelled for conditions preexisting the purchase of this contract. This contract cannot be cancelled due to acts or omissions of the service company, its assignees or subcontractors for their failure to provide correct information of their failure to perform the services or repairs provided in a timely, competent, workmanlike manner.

CALIFORNIA: If YOU are not satisfied with the insurance company's response, YOU may contact the California Department of Insurance at 800-927-4357. CNA National Warranty Corporation operates under license #0C94205. Continental Service Provider, Inc. operates under license #0E32746. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: WE may cancel this contract for any reason within sixty (60) days of the purchase of this contract. WE may cancel this contract after sixty (60) days of the purchase of this contract due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Refunds made pursuant to cancellation by US shall be paid within thirty (30) days.

CONNECTICUT: Section 9 is amended to add: WE may cancel this contract if YOU return the contract or the contract is stolen, lost, destroyed or sold.

GEORGIA: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 6 is amended to read: YOUR VEHICLE if it has been modified by you or with your knowledge with any alterations to the powertrain, the suspension (including tire or wheel sizes or offsets) or the exhaust system not approved by the manufacturer of YOUR VEHICLE. Section 6 is amended to add: The condition of sludge buildup is not excluded. Section 9 is amended to add: Coverage provided for YOUR VEHICLE under this contract may be excluded or cancelled for fraud,

material misrepresentation, or failure to pay the service contract price. WE will mail notice to YOUR last known address at least thirty (30) days prior to cancellation by US. If cancellation is due to nonpayment of the service contract price, WE will mail notice to YOUR last known address at least ten (10) days prior to cancellation by US. The notice shall state the effective date of the cancellation. WE will make pro rata refund based upon the elapsed time or mileage, whichever is greater, from the CONTRACT SALE DATE and the CONTRACT SALE MILEAGE.

IDAHO: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Coverage afforded under this motor vehicle service contract is not guaranteed by the Idaho Insurance Guarantee Association. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

ILLINOIS: Section 6 is amended to add: Normal wear and tear is not excluded except where specifically stated. Section 9 is amended to read: The cancellation fee cannot exceed the lesser of ten (10) percent of the service contract price or fifty (50) dollars.

MINNESOTA: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 7 is amended to add: YOU must maintain YOUR USED VEHICLE as follows: (1) rotate tires every 7,500 miles; (2) inspect steering gear/rack, steering linkage and suspension components every 30,000 miles; and (3) use all reasonable means to protect YOUR VEHICLE from further damage when a known problem exists. Section 9 is amended to add: WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. The notice shall state the effective date of the cancellation and the reason for the cancellation. Section 12 is amended to add: If the USED VEHICLE has less than 36,000 miles, the warranty must remain in effect for at least 60 days or 2,500 miles, whichever comes first. If the USED VEHICLE has 36,000 miles or more but less than 75,000 miles, the warranty must remain in effect for at least 30 days or 1,000 miles, whichever comes first. All coverage provided for YOUR VEHICLE under this contract shall exclude coverage currently in force under any express warranty. Coverage provided for YOUR VEHICLE under this contract: (1) may not be excluded or cancelled due to any undesirable vehicle conditions about which a seller of a vehicle either was or should have been aware yet failed to disclose to a buyer at the time of sale; (2) may not be excluded or cancelled in the event a vehicle is found to be rebuilt or refurbished from a total loss or to have a branded title; (3) may not be excluded for damage caused to a covered part by a non-covered part or by consequential damage from a non-covered part; and (4) may not be excluded for damage caused by rust, corrosions, carbon, varnish, engine sludge or foreign material.

Coverage provided for YOUR VEHICLE under this contract: (1) may be excluded or cancelled in the event an odometer is found to be tampered with if the tampering occurs while the affected vehicle is owned by YOU; (2) may be excluded or cancelled for failure to repair a broken odometer if such failure to repair occurs while YOU own the VEHICLE; and (3) may be excluded or cancelled in the event of misrepresentation or fraud if such misrepresentation or fraud occurs in the submission of a claim. Receipts for all oil changes and service work must be kept by YOU in order to keep this contract in force.

MISSISSIPPI: Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

MISSOURI: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: WE will mail notice to YOUR last known address within fifteen (15) days of cancellation by YOU. Notice will not be mailed if cancellation is due to nonpayment of the service contract price. This contract cannot be cancelled for conditions preexisting the purchase of this contract. A ten (10) percent penalty per month shall be added to a refund that is not made within thirty (30) days of YOUR return of the contract to US. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

NEVADA: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: No service

contract that has been in effect for at least 70 days may be cancelled by US before the expiration of the agreed term or one year after the effective date of the service contract, whichever occurs first, except on any of the following grounds: (1) YOUR failure to pay an amount when due; (2) YOUR conviction for a crime that results in an increase in the service required under the service contract; (3) discovery of fraud or material misrepresentation by YOU in obtaining the service contract, or in presenting a claim for service thereunder; (4) discovery of an act or omission by YOU; (5) discovery of a violation by YOU of any condition of the service contract, which occurred after the effective date of the service contract and which substantially and materially increases the service required under the service contract; or (6) discovery of a material change in the nature or extent of the required service or repair, which occurs after the effective date of the service contract and which causes the required service or repair to be substantially and materially increased beyond that contemplated at the time that the service contract was issued or sold. WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. Notice will not be mailed if cancellation is due to nonpayment of the service contract price.

NEW HAMPSHIRE: In the event you do not receive satisfaction under this contract, YOU may contact the New Hampshire Insurance Department, 21 S. Fruit St., Concord, NH 03301, 603-271-7973.

NEW MEXICO: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: No service contract that has been in effect for at least 70 days may be cancelled by US before the expiration of the agreed term or one year after the effective date of the service contract, whichever occurs first, except on any of the following grounds: (1) YOUR failure to pay an amount when due; (2) YOUR conviction for a crime that results in an increase in the service required under the service contract; (3) discovery of fraud or material misrepresentation by YOU in obtaining the service contract, or in presenting a claim for service thereunder; (4) discovery of an act or omission by YOU; or (5) discovery of a violation by YOU of any condition of the service contract, which occurred after the effective date of the service contract and which substantially and materially increases the service required under the service contract. WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. Notice will not be mailed if cancellation is due to nonpayment of the service contract price. YOU may cancel this contract in accord with the provisions of NM. ST. § 59A-58-9.

NEW YORK: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Notice will not be mailed if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day. A ten (10) percent penalty per month shall be added to a refund that is not made within thirty (30) days of YOUR return of the contract to US.

NORTH CAROLINA: Section 9 is amended to add: This contract can be cancelled by US due to YOUR failure to pay to the service contract price or as a result of YOUR misrepresentations or fraud. The cancellation fee cannot exceed ten (10) percent of the service contract price.

OKLAHOMA: Section 2 is amended to add: This contract is not issued by the manufacturer or wholesale company marketing the product. This contract will not be honored by such manufacturer or wholesale company. Section 9 is amended to read: If YOU cancel this contract, WE will make a ninety (90) percent pro rata refund based upon the elapsed time or mileage, whichever is greater, from the CONTRACT SALE DATE and the CONTRACT SALE MILEAGE. If WE cancel this contract, WE will make a one hundred (100) percent pro rata refund based upon the elapsed time or mileage, whichever is greater, from the CONTRACT SALE DATE and the CONTRACT SALE MILEAGE.

SOUTH CAROLINA: In the event you do not receive satisfaction under this contract, YOU may contact the South Carolina Department of Insurance, Capitol Center, 1201 Main Street, Suite 1000, Columbia, South Carolina 29201, 803-737-6160. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to read:

WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Notice will not be mailed if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. A ten (10) percent penalty per month shall be added to a refund that is not made within forty-five (45) days of YOUR return of the contract to US. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

TENNESSEE: Section 9 is amended to read: WE will mail notice to YOUR last known address at least thirty (30) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation.

TEXAS: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: If WE do not pay a refund within forty-five (45) days of YOUR return of the contract to us, YOU may make a claim against Continental Casualty Company, 333 Wabash Ave., Chicago, IL 60604, 312-822-5000. A ten (10) percent penalty per month shall be added to a refund that is not made within forty-five (45) days of YOUR return of the contract to US. WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Notice will not be mailed if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use.

UTAH: Continental Casualty Company may be reached at 800-262-1113. Total purchase price must be paid in full at time of purchase. Coverage afforded under this contract is not guaranteed by the Property and Casualty Guaranty Association. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: WE may cancel this contract for any reason within sixty (60) days of the purchase of this contract. WE may cancel this contract after sixty (60) days of the purchase of this contract due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. WE will mail notice to YOUR last known address at least thirty (30) days prior to cancellation by US or ten (10) days in the event of nonpayment. The notice shall state the effective date of the cancellation and the reason for the cancellation. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day. Failure to give notice or file proof of loss for emergency repairs the next business working day does not invalidate a claim if YOU show that: (1) it was not reasonably possible to give notice or file proof of loss by the next business working day and (2) notice was given or proof of loss was filed as soon as reasonably possible.

VERMONT: Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

WISCONSIN: THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE. Section 10 is amended to read: A claim may not be denied solely on the basis of failure to obtain preauthorization.

WYOMING: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: A ten (10) percent penalty per month shall be added to a refund that is not made within forty-five (45) days of YOUR return of the contract to US. WE will mail notice to YOUR last known address at least ten (10) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Notice will not be mailed if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use.

SERVICE CONTRACT PROVIDER/COMPANY NUMBERS: Alabama SC00161, California 0E32746, Connecticut CNNC-125183306, Hawaii SCP317255, Nevada 14834, New Hampshire SC001, New Mexico 50593, New York SR-512113, Oklahoma 2409, South Carolina 161188, Texas SERVCP00000415, Utah 12988.

In 1999, Congress passed the Gramm Leach Bliley Act, which, in part, is designed to protect the privacy interests of individuals. In compliance with this Act, we are providing you with the following notice.

Privacy Notice

**CNA National Warranty Corporation
Continental Service Provider, Inc.**

Our Commitment

Protection of nonpublic, personal information is a matter of great importance to the CNA Companies listed above. We appreciate the trust our business partners have in us, and we protect that trust by continuing to respect the privacy of all of our service contract holders. This notice explains our privacy policy with respect to personal information provided to us.

Why We Collect Information

We collect information that is necessary to review, process or service requests for products, benefits or other services. For example, we may collect vehicle information to determine eligibility for coverage and benefits under one or more of our products.

The Types of Information We Collect

The information we collect is obtained from service contract holders and is found on their registration forms. Generally, we request identification information, such as name, address, and phone number. Additional information is collected in connection with the purchase of the vehicle and coverage selected.

How We Disclose Information

The personal information that we collect, as described above, is used to make coverage, service, benefit and other related decisions. This information is sometimes shared with CNA affiliates and nonaffiliated third parties to carry out daily business functions in order to provide the services and benefits associated with the service contract purchased. Examples of third parties with whom we share personal information are insurance regulatory authorities, claims services engaged by us to provide roadside assistance, claims adjusting services, and service contract financing.

How We Protect Information

We restrict access to information to those employees who need to know in order to provide service. We regularly review our security measures and employee education programs to help protect information. When we share information with nonaffiliated third parties, we require that they have standards to keep this information private.

This privacy policy continues to apply even when the service contract holder's relationship with us has terminated.

Whom to Contact Regarding Privacy Matters

If you have any question regarding privacy matters, you may contact us by phone at 800-345-0191, extension 408, or by e-mail at privacymanager@cnanational.com or by mail addressed to CNA National Warranty Corporation, 4150 North Drinkwater Blvd., Suite 400, Scottsdale, AZ 85251, Attn: Privacy Manager.

SERFF Tracking Number: CNAF-125380377 *State:* Arkansas
Filing Company: Continental Service Provider, Inc. *State Tracking Number:* #267993 \$?50
Company Tracking Number: CNAF-125380377
TOI: 33.0 Other Lines of Business *Sub-TOI:* 33.0001 Other Personal Lines
Product Name: X Series
Project Name/Number: /

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CHECK (✓) PROGRAM COVERAGE SELECTED BELOW

FACTORY+PLUS CARESM (for CERTIFIED USED VEHICLES)				VEHICLE SERVICE CONTRACT PART I PROOF OF REGISTRATION				Today's Date _____ (CONTRACT SALE DATE)																																													
Name of Purchaser				DEALER Code		Contract Number																																															
						XFW2-																																															
Address		City		State		Zip		IN-SERVICE DATE		CONTRACT SALE MILEAGE																																											
										ODOMETER READING																																											
SELLING DEALER				Telephone				Expiration Date		Expiration Mileage																																											
Address		City		State		Zip		Year		Make																																											
CHECK (✓) VEHICLE CYLINDERS						Vehicle Identification Number																																															
CYLINDERS (check one) <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 8 <input type="checkbox"/> 10						<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: center;">Contract Term</td> <td colspan="2" style="text-align: center;">Model</td> <td colspan="2" style="text-align: center;">Class</td> </tr> <tr> <td colspan="2" style="text-align: center;">MONTHS/MILES</td> <td colspan="2"></td> <td colspan="2"></td> </tr> <tr> <td colspan="3">VEHICLE Purchase Price</td> <td colspan="3">Service Contract Price</td> </tr> <tr> <td colspan="3">\$ _____</td> <td colspan="3">\$ _____</td> </tr> <tr> <td colspan="3" style="background-color: black; color: white;">Covered Components/Parts</td> <td colspan="3" style="background-color: black; color: white;">Deductible</td> </tr> <tr> <td colspan="3" style="background-color: black; color: white;">See Part II for details</td> <td colspan="3" style="background-color: black; color: white;">\$100 DEDUCTIBLE</td> </tr> <tr> <td colspan="6">Lienholder (if applicable)</td> </tr> </table>						Contract Term		Model		Class		MONTHS/MILES						VEHICLE Purchase Price			Service Contract Price			\$ _____			\$ _____			Covered Components/Parts			Deductible			See Part II for details			\$100 DEDUCTIBLE			Lienholder (if applicable)					
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CHECK (✓) PROGRAM COVERAGE SELECTION																																																					
USED VEHICLE COVERAGE (check one) <input type="checkbox"/> FACTORY+PLUS PREFERRED CARESM (non-powertrain components only) <input type="checkbox"/> FACTORY+PLUS ADVANTAGE CARESM (non-powertrain components only) If neither box is checked, Factory+Plus Preferred Care SM coverage applies.																																																					
SELECT OPTIONAL COVERAGE																																																					
<input type="checkbox"/> SPECIALTY OPTION PACKAGE The Specialty Option Package provides additional component coverage and is provided only if eligible and if the box is checked and additional surcharge is paid (see Part II for details).																																																					
VEHICLE ELIGIBILITY: This vehicle service contract is for eligible USED VEHICLES that have been inspected, certified and issued a limited powertrain warranty by the manufacturer of the VEHICLE. It provides coverage (see Section 2, "Your Coverage," and Section 3, "Surcharges and Options" [if purchased]) only to YOU for YOUR VEHICLE and for the term and mileage selected.						DEDUCTIBLE OPTION (applies per repair visit) <input type="checkbox"/> \$100 Disappearing Deductible (applies if covered repair is made at the dealership listed above) If this box is not checked, the \$100 deductible applies (see Part II)																																															

By signing below, YOU acknowledge that you have read and accept the provisions of this contract as a complete statement of YOUR coverage and rights, and that YOU are not relying on any writings other than this contract nor any other representations or promises. Specific state requirements may apply to YOUR contract and are listed in Part II, Section 14, "State Changes." **The purchase of this service contract is not required to either purchase, register, or obtain financing for the VEHICLE.**

Purchaser/Authorized Signature

Date

Dealership Salesperson's Signature

Date

CONTRACT DEFINITIONS (Section 11 in Part II of this contract): "WE," "US" and "OUR" refer to the obligor of this contract, which is Continental Service Provider, Inc., 4150 N. Drinkwater Blvd., Suite 400, Scottsdale, AZ 85251, 800-345-0191. OUR obligations to YOU under this contract are guaranteed under service contract reimbursement policy no. WNC0045002. If WE do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss, YOU may make a claim against the Continental Casualty Company, 333 Wabash Ave., Chicago, IL 60604, 312-822-5000. OUR administrator is CNA National Warranty Corporation, P.O. Box 2840, Scottsdale, AZ 85252, 800-722-4758. This contract is not an insurance policy.

We have retained a SERVICE CENTER to provide administrative services on OUR behalf. If YOU have any questions concerning coverage or benefits under this contract, YOU may call OUR SERVICE CENTER at 800-722-4758, extension 444.



OUR AGREEMENT

SECTION 1. Agreement Between You and Us

WE agree to pay YOU or a licensed repair facility for the COSTS of services required to repair or replace COVERED PARTS that fail due to a MECHANICAL BREAKDOWN, less YOUR DEDUCTIBLE. WE will provide the coverage (see Section 2, "Your Coverage") only to YOU for the VEHICLE and for the term shown in Part I (Proof of Registration) of this contract.

YOU agree to maintain YOUR VEHICLE according to the manufacturer's specifications (see Section 7, "Your Responsibilities for Service and Maintenance").

This contract is only for USED VEHICLES that have been inspected, certified and issued a limited powertrain warranty by the manufacturer of the VEHICLE. Part I completes and validates this contract.

"WE," "US" and "OUR" mean the obligor of this contract, as stated in Part I. "YOU" and "YOUR" mean the purchaser of the VEHICLE described in Part I. Other words and phrases that have particular meaning and appear in CAPITALS throughout this contract are defined in Section 11, "Definitions." State restrictions may apply; see Section 14 for details. This contract is not an insurance policy. It is not associated with any manufacturer's warranty.

WHAT THIS CONTRACT COVERS

SECTION 2. Your Coverage

Factory+Plus Preferred CareSM includes the components listed below and those parts listed under the "Sport Package" as well as the "Expense Reimbursement Package." Additional optional coverage is available (see Section 3, "Surcharges and Options"). YOUR coverage is subject to the conditions and exclusions listed in Section 5, "Non-Covered Parts and Services," and Section 6, "Non-Covered Conditions." If YOU select Factory+Plus Preferred CareSM, it must be indicated by checking the box in Part I.

- | | |
|--------------------------------|---------------------------|
| ■ Suspension | ■ Cooling System |
| ■ Steering | ■ Interior Electronics |
| ■ Brakes | ■ Powertrain Electronics |
| ■ Electrical | ■ ABS Brakes |
| ■ Air Conditioning and Heating | ■ Convenience Accessories |
| ■ Fuel System | ■ Vehicle Hardware |

Factory+Plus Advantage CareSM includes the parts listed below and those parts listed under the "Sport Package" as well as the "Expense Reimbursement Package." Additional optional coverage is available (see Section 3, "Surcharges and Options"). YOUR coverage is subject to the conditions and exclusions listed in Section 5, "Non-Covered Parts and Services," and Section 6, "Non-Covered Conditions." If you select Factory+Plus Advantage CareSM, it must be indicated by checking the box in Part I.

- A. **SUSPENSION (coverage limited to these listed parts):** Upper and lower control arms and their shafts and bushings, ball joints, steering knuckles and spindles, stabilizer and strut or track bars and their bushings and links, coil springs, torsion bars and their mounts, leaf springs and their shackles and bushings, hub bearings or wheel bearings, MacPherson struts, electronic suspension variable suspension struts, switches, air tubes, control processor and sensors, air suspension bags, compressor, lines and fittings, hub or wheel bearing seals.
- B. **STEERING (coverage limited to these listed parts):** Steering gear housing, rack assembly, belt-driven pump and its reservoir and their internal parts, steering column shaft and its couplings and bearings, steering pump pulley and mounting bracket, pitman arm, idler arm, tie rods, steering linkages, four-wheel steering pump, gear housing or rack assembly and their internal parts, power cylinder, center shaft, stepper motor, control processor and sensors, pump shaft seal.
- C. **BRAKES (coverage limited to these listed parts):** Master cylinder, wheel cylinders, calipers and their seals, power booster, accumulator, combination valve, backing plate assembly, metal brake lines and fittings, brake pedal, parking brake assemblies.

- D. **ELECTRICAL (coverage limited to these listed parts):** Alternator, pulley and mounting bracket, voltage regulator, starter motor and its solenoid and drive, wiper motors, manually operated switches, neutral safety switch, backup light switch, brake light switch, wiring harnesses.
- E. **AIR CONDITIONING and HEATING (coverage limited to these listed parts):** Belt-driven air conditioning compressor, clutch and coil, pulley, compressor mounting bracket, idler pulley and bearing and its mounting bracket, serpentine belt tensioner and its pulley and bearing, condenser, evaporator, accumulator, receiver-dryer, expansion valve, orifice tube, heater core, heater control valve, blower motor, control cables, ducts, plenum doors, compressor seals and gaskets and line o-rings.
- F. **FUEL SYSTEM (coverage limited to these listed parts):** Fuel injectors, injection pump, distribution rails, fuel pressure regulator, fuel tank and metal fuel lines and fittings, fuel level sending unit, carburetor, throttle body, throttle cable, throttle linkage, accelerator pedal, fuel pump, thermostat.
- G. **COOLING SYSTEM (coverage limited to these listed parts):** Fan, clutch and shroud, radiator and its brackets and recovery tank, electric fan motor.
- H. **INTERIOR ELECTRONICS (coverage limited to these listed parts):** Electronic climate control head, digital dash display, heads-up display projector and control unit, trip/mileage/ engine function computer, cruise control assembly, factory-installed entertainment chassis including radio, magnetic tape player, dash-mounted compact disc player, graphic equalizer, television*, video cassette player*, DVD player*, and navigation system*.
- I. **POWERTRAIN ELECTRONICS (coverage limited to these listed parts):** Engine Electronics—ignition coil, distributor, timing control processor and sensors, mixture control processor and sensors, EGR Valve, IAC motor, cooling fan control processor and sensors. Electronically Controlled Transmission—transmission shift control processor and sensors.
- J. **ABS BRAKES (coverage limited to these listed parts):** ABS booster/pump, master cylinder, solenoids, control processor and sensors.
- K. **CONVENIENCE ACCESSORIES (coverage limited to these listed parts):** Power window motor, window regulator, power seat motor, power door lock motor and its relays and actuator, power mirror motors, power headlamp motor, power trunk or tailgate motor and solenoids, power top or sunroof motor, convertible top frame, power antenna motor, heated seat elements, horn and horn relay, rear window defogger/defroster,

memory seat and steering wheel activator switches, motors, solenoids, control processor and sensors.

- L. **VEHICLE HARDWARE (coverage limited to these listed parts):** Bumper impact absorbers, headlamp mounting buckets, parking and side lamp bodies and sockets, hood latch and cables, hood hinges and springs, side door hinges, side door handles, glove box lock assembly, ash tray assembly, manual seat track assembly, courtesy light switches, trunk lid hinges and torsion bars, trunk lid striker plate.

* Coverage applies only if factory-installed or dealer-installed factory option.

SPORT PACKAGE

If the VEHICLE YOU have purchased is a sport utility, van or truck, the following parts are also covered. Coverage is limited to these listed parts:

- **Body Accessories:** Step bumpers and mounting brackets, spare tire carrier, spare tire swing arm and its pivot latches and locks, running boards, swing-away mirror arms and mounts, pop-out or sliding side/rear window latches and hinges.
- **Convenience and Utility:** Bed liner (except warpage), rail protectors, tailgate handle, tailgate lock and cables, tailgate hinges and latches, tailgate edge protectors, cargo tie-downs, cargo lamp, gun rack and tool box.
- **Four-Wheel Accessories:** Locking hub assembly (except damaged or worn brake rotors), skid plates, tow hooks, power winch motor, remote control wiring harness, power winch rollers, brush guards and headlight grills.
- **Trailer:** Trailer hitch receiver, insert and wiring receptacle, bed-mounted fifth-wheel hitch, auxiliary fuel tank and its cut-over switch, running light bodies and lenses.

EXPENSE REIMBURSEMENT PACKAGE*

- **Rental Car:** If YOU can't drive YOUR VEHICLE due to a BREAKDOWN and it must stay in the shop overnight, WE will pay YOU for the cost of a rental car from a licensed rental agency. The limit is two hundred forty-five dollars (\$245), not to exceed thirty-five dollars (\$35) per 24-hour period. YOU must incur this expense between the date of the BREAKDOWN and the date that covered repairs are completed.
- **Towing:** If YOU can't drive YOUR VEHICLE due to a BREAKDOWN, WE will pay YOU for towing charges that are not reimbursed to YOU by any road club, insurance policy, or by YOUR VEHICLE manufacturer's warranty. The limit is one hundred dollars (\$100).

- **Emergency Road Service:** WE will pay YOU for road service labor charges performed at the scene as required to rectify emergency situations involving YOUR VEHICLE, such as: out of gas, flat tire, keys locked in car, battery discharged, door locks frozen or accessory drive belt failure. The limit is fifty dollars (\$50) per occurrence.

- **Travel Lodging:** If YOU can't drive YOUR VEHICLE due to a BREAKDOWN, are stranded overnight and covered repairs are completed more than one hundred (100) miles from YOUR home, WE will pay YOU for lodging and meals. YOU must incur these expenses between the date of BREAKDOWN and the date that covered repairs are completed. The limit is two hundred twenty-five dollars (\$225), not to exceed seventy-five dollars (\$75) per 24-hour period.

*State restrictions may apply. See Section 14 for specifics.

SECTION 3. Surcharges and Options

Surcharges are additional amounts charged for specific types of coverage. If YOU want the coverage described as optional, YOU must purchase the optional package for the appropriate surcharge.

SPECIALTY OPTION PACKAGE

(Optional Surcharge)

Coverage limited to these listed parts:

- **Enhanced Electronics:** Rain-sensing wiper sensors, near-object avoidance transmitters and receivers/sensors, proximity pass key and sensor, rear-view camera, intelligent cruise control transmitters and sensors, rear compact disc player, rear audio system, and electronic video game. (Coverage for all electronic components is limited to base units only. There is no coverage for remote controls, hand-held devices, wiring, cassettes, compact discs, DVDs or game cartridges. Component replacements are limited to one occurrence.)
- **Supplemental Cooling:** Evaporator, expansion valve, blower fan motor, control switch.
- **Conversion Van:** Power captain's chairs and sofa bed (limited to motors, switches, transmissions), auxiliary or indirect lighting fixtures and switches, conversion window latches and hinges, fold-down or fixed tables, cabinet hinges, latches and handles, roof ladder, roof storage rack, metal or fiberglass spare tire cover.
- **Recreational Equipment:** Fresh water tanks, lines, faucets, pump, inlet and sink, stove and/or oven unit and their LP gas bottles, regulators, lines and fittings, microwave oven.

All components must have been installed in YOUR VEHICLE at the time of purchase by a licensed company. Damage from dirt, dust or contaminants is excluded.

WHAT THIS CONTRACT DOES NOT COVER

SECTION 4: Your Deductible

The DEDUCTIBLE is the portion of the REPAIR COSTS that YOU must pay for each repair visit. YOUR DEDUCTIBLE is \$100 per repair visit. It does not apply to Rental Car, Towing, Emergency Road Service or Travel Lodging.

\$100 DISAPPEARING DEDUCTIBLE (Optional)

With this option, YOU pay no DEDUCTIBLE when covered repairs are performed at the DEALER where YOU purchased this service contract. If YOU have covered repairs performed at a repair shop other than the DEALER where YOU purchased this service contract, YOUR DEDUCTIBLE will be \$100 per repair visit. If YOU select the \$100 Disappearing DEDUCTIBLE option, it must be indicated by checking the box in Part I.

SECTION 5. Non-Covered Parts and Services

YOU are responsible for the cost of replacing, repairing or adjusting certain non-covered parts. Non-covered parts and non-covered services are listed below. If a part serves the same function as a non-covered part, it is not covered. When a single part or component performs two or more functions, some of which are covered and some not, the failure of a non-covered function will make the part or component not covered. If a repair or maintenance procedure produces the same result as a non-covered service, it is also not covered.

Non-Covered Parts

This contract does not cover and WE will not pay for:

- Accessory drive belt(s), hoses, tubes and clamps
- Antenna mast, mirrors and steering wheel
- Any parts or components of a natural gas/propane fuel system
- Audio speakers and wiring, and cellular telephone

Battery, fuses and fusible links
 Body panels, chassis and body fasteners
 Brake drums, rotors, pads and linings
 Bright metal, trim, upholstery, insulation and paint
 Convertible top
 Exhaust system and catalytic convertor
 Filters and filter housings
 Glass, lenses, sealed beams and light bulbs
 Van appliances* and carpet
 Jack and tool kit, wheel lugs and lug nuts
 Manual transmission clutch disk, pressure plate and throw-out bearing
 Near-object avoidance systems*
 PCV valve and fuel vapor canister
 Seat belt assembly and air bag assembly
 Shock absorbers, tires, wheels and wheel covers
 Spark plugs, plug wires and glow plugs
 Radiator cap
 Windshield wiper rubber inserts
 Rain-sensing wiper sensors*
 Proximity pass key and sensor*
 Rear-view camera*
 Intelligent cruise control transmitters and sensors*
 *Unless optional Specialty Option Package is purchased.

Non-Covered Services

This contract does not cover and WE will not pay for:
 Addition or replacement of coolants, fluids, lubricants and refrigerants
 Alignment of front end, glass, bumpers or any other part
 Cleaning of cooling and fuel systems
 Corrections of air and water leaks
 Corrections of wind noise, squeaks and rattles
 Engine tune-up
 Ignition and fuel systems adjustments and calibrations
 Removal of carbon, sludge, varnish or other contaminants
 Scheduled maintenance services
 Transmission service
 Wheel balancing
 Replacement of any non-covered part

These services and parts replacements are YOUR responsibility.
 Expenses for these services and parts are not covered by this contract.

SECTION 6. Non-Covered Conditions

This contract does not cover and it does not apply to:

1. ANY EXPENSE INCURRED IN CONNECTION WITH REPAIRS PERFORMED WITHOUT RECEIPT OF PRIOR AUTHORIZATION FROM OUR ADMINISTRATOR.
2. Any loss or expense if YOUR VEHICLE is used for plowing snow; competitive driving; racing; towing a trailer whose weight exceeds the manufacturer's recommendations for YOUR VEHICLE; hire to the public or to transport people for hire; municipal or professional emergency or police services.
3. YOUR VEHICLE if it is equipped with a flat bed, dump bed, commercial towing equipment, cherry picker, lifting or hoisting equipment.
4. YOUR VEHICLE if it is a step van, high-cube van or box body; cab and chassis or other incomplete vehicle; over 1-ton or has right-hand steering.

5. Any damage due to collision or upset, breakage of glass, missile or falling objects; fire, theft, larceny; explosion, earthquake, windstorm, hail, water, flood; rust, corrosion, contamination, foreign objects; malicious mischief, vandalism, riot or civil commotion; lightning, nuclear contamination, acid rain, fading, environmental or industrial fallout; freezing, ultraviolet rays, rotting, mold, smoke or any loss normally covered by an automobile insurance policy, including injury or death to any person or persons.
6. Any BREAKDOWN covered by any limited warranty, manufacturer's warranty, recalls, campaigns, repairer's guarantee, road club or any other guarantee, warranty or insurance policy.
7. Any part that the United States Environmental Protection Agency (EPA) has determined is emissions-related and that is included on a current list published by the EPA of such parts and is within the EPA time and mileage emissions warranty period.
8. Any expense for the modification, replacement, or alteration of existing parts or systems necessitated by the replacement of obsolete, superseded or unavailable parts with current replacement parts in excess of the value of the failed part.
9. Any damage resulting from continued operation or caused by YOUR failure to take reasonable precautions, such as stopping your vehicle immediately or having it towed, to prevent further damage when an apparent problem exists.
10. Any BREAKDOWN caused by sludge buildup, contaminants, foreign object, improper amount or type of fluids, lubricants, coolants or refrigerants, or lack of required maintenance as set forth in Section 7, "Your Responsibilities for Service and Maintenance."
11. Any resulting or consequential damage to or from a non-covered part.
12. Any BREAKDOWN if the odometer is inoperative or has been altered or tampered with during the time YOU owned YOUR VEHICLE so that the actual mileage cannot be determined.
13. Any loss of time, inconvenience, interruption of business, storage charges, loss of profits or income, or other consequential damages.
14. YOUR VEHICLE if it has been modified with any alterations to the powertrain, the suspension (including tire or wheel sizes or offsets) or the exhaust system not approved by the manufacturer of YOUR VEHICLE.
15. Fees or expenses charged for shop supplies and the disposal, cleanup, neutralization, removal, treatment or detoxification of environmentally unsafe materials.
16. YOUR VEHICLE if the manufacturer has voided or rescinded the factory warranty.
17. YOUR VEHICLE if it has been salvaged or declared a total loss, or its title has been branded.

WHAT WE EXPECT FROM YOU

SECTION 7. Your Responsibilities for Service and Maintenance

READ THIS SECTION CAREFULLY. IF YOU FAIL TO MAINTAIN YOUR VEHICLE ACCORDING TO THE REQUIREMENTS BELOW, COVERAGE UNDER THIS CONTRACT MAY BE RESTRICTED.

YOU must have YOUR VEHICLE serviced according to the service and maintenance schedule published by the manufacturer of YOUR VEHICLE.

Required Maintenance

Required Recordkeeping

YOU must keep repair orders issued by the repair facility that serviced YOUR VEHICLE. Each repair order should show the then-current date, then-current odometer reading and a detailed listing of the services performed and parts replaced.

If YOU perform YOUR own maintenance services, be sure to retain proof-of-purchase receipts. Make sure that the receipts clearly show the date the service was performed and the parts/lubricants replaced. Be sure to note the odometer reading from YOUR VEHICLE on each receipt.

SECTION 8. Contract Guarantees

No-Deductible Guarantee

No DEDUCTIBLE will be charged for any subsequent BREAKDOWN of a COVERED PART that was previously repaired or replaced under and during the term of this contract.

Future Contract Guarantee

YOU may purchase another contract for YOUR VEHICLE prior to the expiration of this contract, provided:

1. YOUR VEHICLE is not used for ineligible business usage. (See Section 6: 2, 3, 4.)
2. YOUR VEHICLE, at the time YOU request to purchase the future contract, qualifies under OUR then-current underwriting guidelines. Contact OUR SERVICE CENTER prior to the expiration of this contract to verify if YOUR VEHICLE qualifies for a future contract.
3. YOU request to purchase the future contract at least fifteen (15) days and one thousand (1,000) miles prior to the expiration of this contract.
4. YOU provide OUR SERVICE CENTER, along with YOUR request to purchase a future contract, verifiable service records evidencing that YOU have complied with Section 7, "Your Responsibilities for Service and Maintenance."
5. YOU make YOUR VEHICLE available to the DEALER so that it may be inspected prior to the issuance of the future contract.

Contact OUR SERVICE CENTER before this contract expires for details.

SECTION 9. Your Right to Cancel

Procedures

YOU may cancel this contract at any time by surrendering Part I and Part II to the DEALER, together with a written request and an affidavit stating the accumulated mileage on the VEHICLE at the time of the cancellation request.

Refund Calculation

If YOU request cancellation within thirty (30) days of the purchase of this contract, a full refund will be made by the DEALER.

If a claim has been made against the contract or if the contract has been in YOUR receipt for more than thirty (30) days, the DEALER will make a pro rata refund less a \$35 fee. This refund will be based upon the elapsed time or mileage, whichever is greater, from the CONTRACT SALE DATE and the CONTRACT SALE MILEAGE.

OUR ADMINISTRATOR, its agents and assigns have no liability to YOU to make any refund payments.

Refund Distribution

If YOUR VEHICLE is repossessed or deemed a total loss, YOUR cancellation rights under this contract will transfer to the lienholder. We agree upon receipt of evidence of same, to name the lienholder as the sole payee of any resulting refund. If this contract is financed, the lienholder will be named as an additional or sole payee for any refund due.

WHAT TO DO IF YOUR VEHICLE BREAKS DOWN

SECTION 10. How to File a Claim

1. Use all reasonable means to protect YOUR VEHICLE from further damage resulting from continued operation.
2. Return YOUR VEHICLE to the DEALER to determine the problem and the cause of failure. If this is not possible, call OUR SERVICE CENTER for instructions.
3. YOU must authorize any charges necessary to determine the cause of the failure. This includes necessary diagnostic and teardown charges. If the failure does not qualify as a BREAKDOWN under the terms of this contract, YOU must pay for all diagnostic, teardown and repair charges. If OUR ADMINISTRATOR wants to inspect YOUR VEHICLE, YOU must allow the inspection before any repairs are begun. OUR

ADMINISTRATOR has no obligation to inspect YOUR VEHICLE or to certify its condition before or after covered repairs are completed.

4. Do not agree to have repairs performed under the terms of this contract unless YOU or the repair facility has received an authorization number from OUR ADMINISTRATOR.
5. YOU or the repair facility must submit all required documents to OUR SERVICE CENTER before any claim can be processed for payment. They must include accurate dates and mileages, detailed descriptions of the parts and services, and the specific charges. These documents may include repair orders, rental car bills, and other receipts evidencing amounts claimed under this contract.

WHAT ELSE YOU SHOULD KNOW

SECTION 11. Definitions

This contract contains several words and phrases that have particular meaning and appear in CAPITALS throughout this contract.

"ADMINISTRATOR" and "SERVICE CENTER"

Mean the organization that WE have retained to provide administrative and claim services for OUR service contract program. OUR ADMINISTRATOR, its agents and assigns are not a party to this contract.

"BREAKDOWN" and "MECHANICAL BREAKDOWN"

Mean the failure of a COVERED PART to perform its intended function due to defects in materials or faulty workmanship in its manufacturing.

"CONTRACT SALE DATE"

Means the date that YOU bought this contract.

"CONTRACT SALE MILEAGE"

Means the mileage on YOUR VEHICLE'S odometer on the CONTRACT SALE DATE.

"COSTS" and "REPAIR COSTS"

Mean the actual amounts charged for labor and parts by a licensed repair facility to repair or replace COVERED PARTS due

to a BREAKDOWN (subject to the terms and conditions of this contract and as authorized by OUR ADMINISTRATOR). Parts COSTS are limited to the suggested retail prices of YOUR VEHICLE'S manufacturer. Replacement parts may be new, remanufactured, non-original equipment manufacturer's parts or parts of a like kind and quality when available and as deemed necessary by OUR ADMINISTRATOR. Labor time COSTS are limited to the repair times shown in the current year's national, flat-rate hourly labor guide and the repair facility's current, retail, hourly labor rate. COSTS also include all necessary fluids, filters, seals, gaskets, alignments and taxes. YOU must pay for all diagnostic, disassembly, service, repair and other charges not authorized by OUR ADMINISTRATOR.

"COVERED PART(S)"

Mean any of those parts of YOUR VEHICLE described in Section 2, "Your Coverage" and subject to the conditions and exclusions listed in Section 5, "Non-Covered Parts and Services," and Section 6, "Non-Covered Conditions."

"DEALER" and "SELLING DEALER"

Mean the automobile dealership or lessor from whom YOU purchased or leased YOUR VEHICLE and is referred to as the SELLING DEALER in Part I.

"DEDUCTIBLE"

Means the portion of the REPAIR COSTS that YOU must pay for each repair visit, as shown in Part I (see Section 4, "Your Deductible").

"FULL FACTORY WARRANTY"

Means the manufacturer's full warranty provided at no additional cost to YOU that covers repairs to correct any VEHICLE defect related to material or workmanship.

"IN-SERVICE DATE"

Means the factory warranty start date or the VEHICLE's first day of use, whichever occurs first, regardless of the CONTRACT SALE DATE.

"USED VEHICLE" and "VEHICLE"

Mean the passenger car, van, sport utility or light truck (1-ton or less) described in Part I that, at the CONTRACT SALE DATE and the CONTRACT SALE MILEAGE, has been inspected, certified and issued a limited powertrain warranty from the manufacturer of the VEHICLE.

"WE," "US," and "OUR"

Mean the obligor of this contract, as stated in Part I.

"YOU" and "YOUR"

Mean the purchaser of the VEHICLE described in Part I.

SECTION 12. Contract Specifics and Limitations

Contract Territory

This contract provides coverage in the United States, including its territories and possessions, and Canada only for failures due solely to the MECHANICAL BREAKDOWN of a COVERED PART.

Contract Term

The combination of time and mileage shown in Part I determines YOUR contract term. Coverage begins on the IN-SERVICE DATE and at zero (0) miles. The time YOU have selected is added to the IN-SERVICE DATE to determine the expiration date and expiration mileage, as shown in Part I. YOUR coverage ends when YOUR VEHICLE'S accumulated time or mileage reaches the limits of the contract term, whichever occurs first.

Contract Changes

If any of the information provided in Part I is omitted or does not conform to the program guidelines, OUR ADMINISTRATOR may correct YOUR contract as necessary and in the course of business send to YOU at your address of record by first-class mail an endorsement with the necessary corrections.

Contract Restrictions

If the actual mileage or equipment of YOUR VEHICLE is misrepresented in Part I of this contract, coverage under this contract will be restricted. If payment of the appropriate costs related to this contract is not made, there is no coverage provided by this contract.

Excess Charges

YOU are responsible for charges for diagnostic and/or teardown procedures that are not listed or exceed the labor times listed in the current year's national, flat-rate hourly labor guide. YOU are also responsible for charges for parts, labor, rental, towing or other services beyond those authorized by OUR ADMINISTRATOR.

Limit of Liability

The limit of OUR liability for any repair visit is the fair market value of YOUR VEHICLE immediately prior to the BREAKDOWN. The total amount WE will pay for all claims throughout the contract term shall not exceed the purchase price of YOUR VEHICLE as shown in Part I.

Prompt Settlement

If WE do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss, YOU may make a claim against the CNA company that is specifically identified in Part I.

HOW TO CONTACT US

SECTION 13. Our Administrator

OUR ADMINISTRATOR is not a party to this contract and has no liability to YOU under the terms and conditions of this contract.

Please submit all claims and claim information requests to:

SERVICE CENTER
P.O. Box 2840
Scottsdale, AZ 85252-2840
800-722-4758

SECTION 14. State Changes: The following state requirements apply to YOUR vehicle service contract:

ALABAMA: Section 9 is amended to add: WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US. Notice will not be mailed if cancellation is due to nonpayment of the service contract price or a material misrepresentation by YOU relating to the covered vehicle or its use. The notice shall state the effective date of the cancellation and the reason for the cancellation. This contract cannot be cancelled for conditions preexisting the purchase of this contract. Section 9 is amended to read: The cancellation fee cannot exceed twenty five (25) dollars.

ARIZONA: CONTRACT DEFINITIONS is amended to read: If WE do not settle YOUR claim within thirty (30) days of OUR receipt of YOUR proof of loss, YOU may make a claim against the Continental Casualty Company, 333 Wabash, Ave., Chicago, IL 60604, 312-822-5000 and/or the Consumer Affairs Section of the Arizona Department of Insurance, 800-325-2548 or consumers.id.state.az.us. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Gray Market vehicles, as defined by A.A.C. R20-6-407, are not excluded. Section 6, parts 14, 16 and 17, are amended to add: after the purchase of YOUR VEHICLE. Section 9 is amended to add: This contract cannot be cancelled for conditions preexisting the purchase of this contract. This contract cannot be cancelled due to acts or omissions of the service company, its assignees or subcontractors for their failure to provide correct information of their failure to perform the services or repairs provided in a timely, competent, workmanlike manner.

CALIFORNIA: If YOU are not satisfied with the insurance company's response, YOU may contact the California Department of Insurance at 800-927-4357. CNA National Warranty Corporation operates under license #OC94205. Continental Service Provider, Inc. operates under license #OE32746. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: WE may cancel this contract for any reason within sixty (60) days of the purchase of this contract. WE may cancel this contract after sixty (60) days of the purchase of this contract due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Refunds made pursuant to cancellation by US shall be paid within thirty (30) days.

CONNECTICUT: Section 9 is amended to add: WE may cancel this contract if YOU return the contract or the contract is stolen, lost, destroyed or sold.

GEORGIA: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: Coverage provided for YOUR VEHICLE under this contract may be excluded or cancelled for fraud, material misrepresentation, or failure to pay the service contract price. WE will mail notice to YOUR last known address at least thirty (30) days prior to cancellation by US. Notice will not be mailed if cancellation is due to nonpayment of the service contract fee. The notice shall state the effective date of the cancellation.

IDAHO: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Coverage afforded under this motor vehicle service contract is not guaranteed by the Idaho Insurance Guarantee Association. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

ILLINOIS: Section 6 is amended to add: Normal wear and tear is not excluded except where specifically stated. Section 9 is amended to read: The cancellation fee cannot exceed the lesser of ten (10) percent of the service contract price or fifty (50) dollars.

MINNESOTA: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 7 is amended to add: YOU must maintain YOUR USED VEHICLE as follows: (1) rotate tires every 7,500 miles; (2) inspect steering gear/rack, steering linkage and suspension components every 30,000 miles; and (3) use all reasonable means to protect YOUR VEHICLE from further damage when a known problem exists. Section 9 is amended to add: WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. The notice shall state the effective date of the cancellation and the reason for the cancellation. Section 12 is amended to add: If the USED VEHICLE has less than 36,000 miles, the warranty must remain in effect for at least 60 days or 2,500 miles, whichever comes first. If the USED VEHICLE has 36,000 miles or more but less than 75,000 miles, the warranty must remain in effect for at least 30 days or 1,000 miles, whichever comes first. All coverage provided for YOUR VEHICLE under this contract shall exclude coverage currently in force under any express warranty. Coverage provided for YOUR VEHICLE under this contract: (1) may not be excluded or cancelled due to any undesirable vehicle conditions about which a seller of a vehicle either was or should have been aware yet failed to disclose to a buyer at the time of sale; (2) may not be excluded or cancelled in the event a vehicle is found to be rebuilt or refurbished from a total loss or to have a branded title; (3) may not be excluded for damage caused to a covered part by a non-covered part or by consequential damage from a non-covered part; and (4) may not be excluded for damage caused by rust, corrosions, carbon, varnish, engine sludge or foreign material. Coverage provided for YOUR VEHICLE under this contract: (1) may be excluded or cancelled in the event an odometer is found to be tampered with if the tampering occurs while the affected vehicle is owned by YOU; (2) may be excluded or cancelled for failure to repair a broken odometer if such failure to repair occurs while YOU own the VEHICLE; and (3) may be excluded or cancelled in the event of

misrepresentation or fraud if such misrepresentation or fraud occurs in the submission of a claim. Receipts for all oil changes and service work must be kept by YOU in order to keep this contract in force.

MISSISSIPPI: Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

MISSOURI: This contract is not transferable. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: WE will mail notice to YOUR last known address within fifteen (15) days of cancellation by YOU. Notice will not be mailed if cancellation is due to nonpayment of the service contract price. This contract cannot be cancelled for conditions preexisting the purchase of this contract. A ten (10) percent penalty per month shall be added to a refund that is not made within thirty (30) days of YOUR return of the contract to US. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

NEVADA: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: No service contract that has been in effect for at least 70 days may be cancelled by US before the expiration of the agreed term or one year after the effective date of the service contract, whichever occurs first, except on any of the following grounds: (1) YOUR failure to pay an amount when due; (2) YOUR conviction for a crime that results in an increase in the service required under the service contract; (3) discovery of fraud or material misrepresentation by YOU in obtaining the service contract, or in presenting a claim for service thereunder; (4) discovery of an act or omission by YOU; (5) discovery of a violation by YOU of any condition of the service contract, which occurred after the effective date of the service contract and which substantially and materially increases the service required under the service contract; or (6) discovery of a material change in the nature or extent of the required service or repair, which occurs after the effective date of the service contract and which causes the required service or repair to be substantially and materially increased beyond that contemplated at the time that the service contract was issued or sold. WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. Notice will not be mailed if cancellation is due to nonpayment of the service contract price.

NEW HAMPSHIRE: In the event you do not receive satisfaction under this contract, YOU may contact the New Hampshire Insurance Department, 21 S. Fruit St., Concord, NH 03301, 603-271-7973.

NEW MEXICO: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: No service contract that has been in effect for at least 70 days may be cancelled by US before the expiration of the agreed term or one year after the effective date of the service contract, whichever occurs first, except on any of the following grounds: (1) YOUR failure to pay an amount when due; (2) YOUR conviction for a crime that results in an increase in the service required under the service contract; (3) discovery of fraud or material misrepresentation by YOU in obtaining the service contract, or in presenting a claim for service thereunder; (4) discovery of an act or omission by YOU; or (5) discovery of a violation by YOU of any condition of the service contract, which occurred after the effective date of the service contract and which substantially and materially increases the service required under the service contract. WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. Notice will not be mailed if cancellation is due to nonpayment of the service contract price. YOU may cancel this contract in accord with the provisions of NM. ST. § 59A-58-9.

NEW YORK: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Notice will not be mailed if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day. A ten (10) percent penalty per month shall be added to a refund that is not made within thirty (30) days of YOUR return of the contract to US.

NORTH CAROLINA: Section 9 is amended to add: This contract can be cancelled by US due to YOUR failure to pay to the service contract price or as a result of YOUR misrepresentations or fraud. The cancellation fee cannot exceed ten (10) percent of the service contract price.

OKLAHOMA: Section 2 is amended to add: This contract is not issued by the manufacturer or wholesale company marketing the product. This contract will not be honored by such manufacturer or wholesale company. Section 9 is amended to read: If YOU cancel this contract, WE will make a ninety (90) percent pro rata refund based upon the elapsed time or mileage, whichever is greater, from the CONTRACT SALE DATE and the CONTRACT SALE MILEAGE. If WE cancel this contract, WE will make a one hundred (100) percent pro rata refund based upon the elapsed time or mileage, whichever is greater, from the CONTRACT SALE DATE and the CONTRACT SALE MILEAGE.

SOUTH CAROLINA: In the event you do not receive satisfaction under this contract, YOU may contact the South Carolina Department of Insurance, Capitol Center, 1201 Main Street, Suite 1000, Columbia, South Carolina 29201, 803-737-6160. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to read: WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Notice will not be mailed if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. A ten (10) percent penalty per month shall be added to a refund that is not made within forty-five (45) days of YOUR return of the contract to US. Section 10 is amended to add: In the

event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

TENNESSEE: Section 9 is amended to read: WE will mail notice to YOUR last known address at least thirty (30) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation.

TEXAS: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: If WE do not pay a refund within forty-five (45) days of YOUR return of the contract to us, YOU may make a claim against Continental Casualty Company, 333 Wabash Ave., Chicago, IL 60604, 312-822-5000. A ten (10) percent penalty per month shall be added to a refund that is not made within forty-five (45) days of YOUR return of the contract to US. WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Notice will not be mailed if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use.

UTAH: Continental Casualty Company may be reached at 800-262-1113. Total purchase price must be paid in full at time of purchase. Coverage afforded under this contract is not guaranteed by the Property and Casualty Guaranty Association. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: WE may cancel this contract for any reason within sixty (60) days of the purchase of this contract. WE may cancel this contract after sixty (60) days of the purchase of this contract due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

VERMONT: Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

WISCONSIN: THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE. Section 10 is amended to read: A claim may not be denied solely on the basis of failure to obtain preauthorization.

WYOMING: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: A ten (10) percent penalty per month shall be added to a refund that is not made within forty-five (45) days of YOUR return of the contract to US. WE will mail notice to YOUR last known address at least ten (10) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Notice will not be mailed if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use.



CHECK (✓) PROGRAM COVERAGE SELECTED BELOW

FACTORY+PLUS CARESM (for CERTIFIED USED VEHICLES)				VEHICLE SERVICE CONTRACT PART I PROOF OF REGISTRATION				Today's Date _____ (CONTRACT SALE DATE)																																													
Name of Purchaser				DEALER Code		Contract Number																																															
						XFW2-																																															
Address		City		State		Zip		IN-SERVICE DATE		CONTRACT SALE MILEAGE																																											
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SELLING DEALER				Telephone				Expiration Date		Expiration Mileage																																											
Address		City		State		Zip		Year		Make																																											
CHECK (✓) VEHICLE CYLINDERS						Vehicle Identification Number																																															
CYLINDERS (check one) <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 8 <input type="checkbox"/> 10						<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td colspan="2">Contract Term</td> <td colspan="2">Model</td> <td colspan="2">Class</td> </tr> <tr> <td colspan="2" style="text-align: center;">MONTHS/MILES</td> <td colspan="2"></td> <td colspan="2"></td> </tr> <tr> <td colspan="2">VEHICLE Purchase Price</td> <td colspan="2">Service Contract Price</td> <td colspan="2"></td> </tr> <tr> <td colspan="2">\$</td> <td colspan="2">\$</td> <td colspan="2"></td> </tr> <tr> <td colspan="2" style="background-color: black; color: white;">Covered Components/Parts</td> <td colspan="2" style="background-color: black; color: white;">Deductible</td> <td colspan="2"></td> </tr> <tr> <td colspan="2" style="background-color: black; color: white;">See Part II for details</td> <td colspan="2" style="background-color: black; color: white;">\$100 DEDUCTIBLE</td> <td colspan="2"></td> </tr> <tr> <td colspan="6">Lienholder (if applicable)</td> </tr> </table>						Contract Term		Model		Class		MONTHS/MILES						VEHICLE Purchase Price		Service Contract Price				\$		\$				Covered Components/Parts		Deductible				See Part II for details		\$100 DEDUCTIBLE				Lienholder (if applicable)					
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CHECK (✓) PROGRAM COVERAGE SELECTION																																																					
USED VEHICLE COVERAGE (check one) <input type="checkbox"/> FACTORY+PLUS PREFERRED CARESM (non-powertrain components only) <input type="checkbox"/> FACTORY+PLUS ADVANTAGE CARESM (non-powertrain components only) If neither box is checked, Factory+Plus Preferred Care SM coverage applies.																																																					
SELECT OPTIONAL COVERAGE																																																					
<input type="checkbox"/> SPECIALTY OPTION PACKAGE The Specialty Option Package provides additional component coverage and is provided only if eligible and if the box is checked and additional surcharge is paid (see Part II for details).																																																					
VEHICLE ELIGIBILITY: This vehicle service contract is for eligible USED VEHICLES that have been inspected, certified and issued a limited powertrain warranty by the manufacturer of the VEHICLE. It provides coverage (see Section 2, "Your Coverage," and Section 3, "Surcharges and Options" [if purchased]) only to YOU for YOUR VEHICLE and for the term and mileage selected.						DEDUCTIBLE OPTION (applies per repair visit) <input type="checkbox"/> \$100 Disappearing Deductible (applies if covered repair is made at the dealership listed above) If this box is not checked, the \$100 deductible applies (see Part II)																																															

By signing below, YOU acknowledge that you have read and accept the provisions of this contract as a complete statement of YOUR coverage and rights, and that YOU are not relying on any writings other than this contract nor any other representations or promises. Specific state requirements may apply to YOUR contract and are listed in Part II, Section 14, "State Changes." **The purchase of this service contract is not required to either purchase, register, or obtain financing for the VEHICLE.**

Purchaser/Authorized Signature

Date

Dealership Salesperson's Signature

Date

CONTRACT DEFINITIONS (Section 11 in Part II of this contract): "WE," "US" and "OUR" refer to the obligor of this contract, which is Continental Service Provider, Inc., 4150 N. Drinkwater Blvd., Suite 400, Scottsdale, AZ 85251, 800-345-0191. OUR obligations to YOU under this contract are guaranteed under service contract reimbursement policy no. WNC0045002. If WE do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss, YOU may make a claim against the Continental Casualty Company, 333 Wabash Ave., Chicago, IL 60604, 312-822-5000. OUR administrator is CNA National Warranty Corporation, P.O. Box 2840, Scottsdale, AZ 85252, 800-722-4758. This contract is not an insurance policy.

We have retained a SERVICE CENTER to provide administrative services on OUR behalf. If YOU have any questions concerning coverage or benefits under this contract, YOU may call OUR SERVICE CENTER at 800-722-4758, extension 444.



OUR AGREEMENT

SECTION 1. Agreement Between You and Us

WE agree to pay YOU or a licensed repair facility for the COSTS of services required to repair or replace COVERED PARTS that fail due to a MECHANICAL BREAKDOWN, less YOUR DEDUCTIBLE. WE will provide the coverage (see Section 2, "Your Coverage") only to YOU for the VEHICLE and for the term shown in Part I (Proof of Registration) of this contract.

YOU agree to maintain YOUR VEHICLE according to the manufacturer's specifications (see Section 7, "Your Responsibilities for Service and Maintenance").

This contract is only for USED VEHICLES that have been inspected, certified and issued a limited powertrain warranty by the manufacturer of the VEHICLE. Part I completes and validates this contract.

"WE," "US" and "OUR" mean the obligor of this contract, as stated in Part I. "YOU" and "YOUR" mean the purchaser of the VEHICLE described in Part I. Other words and phrases that have particular meaning and appear in CAPITALS throughout this contract are defined in Section 11, "Definitions." State restrictions may apply; see Section 14 for details. This contract is not an insurance policy. It is not associated with any manufacturer's warranty.

WHAT THIS CONTRACT COVERS

SECTION 2. Your Coverage

Factory+Plus Preferred CareSM includes the components listed below and those parts listed under the "Sport Package" as well as the "Expense Reimbursement Package." Additional optional coverage is available (see Section 3, "Surcharges and Options"). YOUR coverage is subject to the conditions and exclusions listed in Section 5, "Non-Covered Parts and Services," and Section 6, "Non-Covered Conditions." If YOU select Factory+Plus Preferred CareSM, it must be indicated by checking the box in Part I.

- | | |
|--------------------------------|---------------------------|
| ■ Suspension | ■ Cooling System |
| ■ Steering | ■ Interior Electronics |
| ■ Brakes | ■ Powertrain Electronics |
| ■ Electrical | ■ ABS Brakes |
| ■ Air Conditioning and Heating | ■ Convenience Accessories |
| ■ Fuel System | ■ Vehicle Hardware |

Factory+Plus Advantage CareSM includes the parts listed below and those parts listed under the "Sport Package" as well as the "Expense Reimbursement Package." Additional optional coverage is available (see Section 3, "Surcharges and Options"). YOUR coverage is subject to the conditions and exclusions listed in Section 5, "Non-Covered Parts and Services," and Section 6, "Non-Covered Conditions." If you select Factory+Plus Advantage CareSM, it must be indicated by checking the box in Part I.

- A. **SUSPENSION (coverage limited to these listed parts):** Upper and lower control arms and their shafts and bushings, ball joints, steering knuckles and spindles, stabilizer and strut or track bars and their bushings and links, coil springs, torsion bars and their mounts, leaf springs and their shackles and bushings, hub bearings or wheel bearings, MacPherson struts, electronic suspension variable suspension struts, switches, air tubes, control processor and sensors, air suspension bags, compressor, lines and fittings, hub or wheel bearing seals.
- B. **STEERING (coverage limited to these listed parts):** Steering gear housing, rack assembly, belt-driven pump and its reservoir and their internal parts, steering column shaft and its couplings and bearings, steering pump pulley and mounting bracket, pitman arm, idler arm, tie rods, steering linkages, four-wheel steering pump, gear housing or rack assembly and their internal parts, power cylinder, center shaft, stepper motor, control processor and sensors, pump shaft seal.
- C. **BRAKES (coverage limited to these listed parts):** Master cylinder, wheel cylinders, calipers and their seals, power booster, accumulator, combination valve, backing plate assembly, metal brake lines and fittings, brake pedal, parking brake assemblies.

- D. **ELECTRICAL (coverage limited to these listed parts):** Alternator, pulley and mounting bracket, voltage regulator, starter motor and its solenoid and drive, wiper motors, manually operated switches, neutral safety switch, backup light switch, brake light switch, wiring harnesses.
- E. **AIR CONDITIONING and HEATING (coverage limited to these listed parts):** Belt-driven air conditioning compressor, clutch and coil, pulley, compressor mounting bracket, idler pulley and bearing and its mounting bracket, serpentine belt tensioner and its pulley and bearing, condenser, evaporator, accumulator, receiver-dryer, expansion valve, orifice tube, heater core, heater control valve, blower motor, control cables, ducts, plenum doors, compressor seals and gaskets and line o-rings.
- F. **FUEL SYSTEM (coverage limited to these listed parts):** Fuel injectors, injection pump, distribution rails, fuel pressure regulator, fuel tank and metal fuel lines and fittings, fuel level sending unit, carburetor, throttle body, throttle cable, throttle linkage, accelerator pedal, fuel pump, thermostat.
- G. **COOLING SYSTEM (coverage limited to these listed parts):** Fan, clutch and shroud, radiator and its brackets and recovery tank, electric fan motor.
- H. **INTERIOR ELECTRONICS (coverage limited to these listed parts):** Electronic climate control head, digital dash display, heads-up display projector and control unit, trip/mileage/ engine function computer, cruise control assembly, factory-installed entertainment chassis including radio, magnetic tape player, dash-mounted compact disc player and graphic equalizer.
- I. **POWERTRAIN ELECTRONICS (coverage limited to these listed parts):** Engine Electronics—ignition coil, distributor, timing control processor and sensors, mixture control processor and sensors, EGR Valve, IAC motor, cooling fan control processor and sensors. Electronically Controlled Transmission—transmission shift control processor and sensors.
- J. **ABS BRAKES (coverage limited to these listed parts):** ABS booster/pump, master cylinder, solenoids, control processor and sensors.
- K. **CONVENIENCE ACCESSORIES (coverage limited to these listed parts):** Power window motor, window regulator, power seat motor, power door lock motor and its relays and actuator, power mirror motors, power headlamp motor, power trunk or tailgate motor and solenoids, power top or sunroof motor, power antenna motor, heated seat elements, horn and horn relay, rear window defogger/defroster, memory seat and steering wheel activator switches, motors, solenoids, control processor and sensors.

- L. **VEHICLE HARDWARE (coverage limited to these listed parts):** Bumper impact absorbers, headlamp mounting buckets, parking and side lamp bodies and sockets, hood latch and cables, hood hinges and springs, side door hinges, side door handles, glove box lock assembly, ash tray assembly, manual seat track assembly, courtesy light switches, trunk lid hinges and torsion bars, trunk lid striker plate.

SPORT PACKAGE

If the VEHICLE YOU have purchased is a sport utility, van or truck, the following parts are also covered. Coverage is limited to these listed parts:

- **Body Accessories:** Step bumpers and mounting brackets, spare tire carrier, spare tire swing arm and its pivot latches and locks, running boards, swing-away mirror arms and mounts, pop-out or sliding side/rear window latches and hinges.
- **Convenience and Utility:** Bed liner (except warpage), rail protectors, tailgate handle, tailgate lock and cables, tailgate hinges and latches, tailgate edge protectors, cargo tie-downs, cargo lamp, gun rack and tool box.
- **Four-Wheel Accessories:** Locking hub assembly (except damaged or worn brake rotors), skid plates, tow hooks, power winch motor, remote control wiring harness, power winch rollers, brush guards and headlight grills.
- **Trailer:** Trailer hitch receiver, insert and wiring receptacle, bed-mounted fifth-wheel hitch, auxiliary fuel tank and its cut-over switch, running light bodies and lenses.

EXPENSE REIMBURSEMENT PACKAGE*

- **Rental Car:** If YOU can't drive YOUR VEHICLE due to a BREAKDOWN and it must stay in the shop overnight, WE will pay YOU for the cost of a rental car from a licensed rental agency. The limit is two hundred forty-five dollars (\$245), not to exceed thirty-five dollars (\$35) per 24-hour period. YOU must incur this expense between the date of the BREAKDOWN and the date that covered repairs are completed.
- **Towing:** If YOU can't drive YOUR VEHICLE due to a BREAKDOWN, WE will pay YOU for towing charges that are not reimbursed to YOU by any road club, insurance policy, or by YOUR VEHICLE manufacturer's warranty. The limit is one hundred dollars (\$100).
- **Emergency Road Service:** WE will pay YOU for road service labor charges performed at the scene as required to rectify emergency situations involving YOUR VEHICLE, such as: out of gas, flat tire, keys locked in car, battery discharged, door locks frozen or accessory drive belt failure. The limit is fifty dollars (\$50) per occurrence.

- **Travel Lodging:** If YOU can't drive YOUR VEHICLE due to a BREAKDOWN, are stranded overnight and covered repairs are completed more than one hundred (100) miles from YOUR home, WE will pay YOU for lodging and meals. YOU must incur these expenses between the date of BREAKDOWN and the date that covered repairs are completed. The limit is two hundred twenty-five dollars (\$225), not to exceed seventy-five dollars (\$75) per 24-hour period.

*State restrictions may apply. See Section 14 for specifics.

SECTION 3. Surcharges and Options

Surcharges are additional amounts charged for specific types of coverage. If YOU want the coverage described as optional, YOU must purchase the optional package for the appropriate surcharge.

SPECIALTY OPTION PACKAGE

(Optional Surcharge)

Coverage limited to these listed parts:

- **Enhanced Electronics:** Rain-sensing wiper sensors, near-object avoidance transmitters and receivers/sensors, proximity pass key and sensor, rear-view camera, intelligent cruise control transmitters and sensors, rear compact disc player, rear audio system, and electronic video game. (Coverage for all electronic components is limited to base units only. There is no coverage for remote controls, hand-held devices, wiring, cassettes, compact discs, DVDs or game cartridges. Component replacements are limited to one occurrence.)
- **Supplemental Cooling:** Evaporator, expansion valve, blower fan motor, control switch.
- **Conversion Van:** Power captain's chairs and sofa bed (limited to motors, switches, transmissions), auxiliary or indirect lighting fixtures and switches, conversion window latches and hinges, fold-down or fixed tables, cabinet hinges, latches and handles, roof ladder, roof storage rack, metal or fiberglass spare tire cover.
- **Recreational Equipment:** Fresh water tanks, lines, faucets, pump, inlet and sink, stove and/or oven unit and their LP gas bottles, regulators, lines and fittings, microwave oven.

All components must have been installed in YOUR VEHICLE at the time of purchase by a licensed company. Damage from dirt, dust or contaminants is excluded.

WHAT THIS CONTRACT DOES NOT COVER

SECTION 4: Your Deductible

The DEDUCTIBLE is the portion of the REPAIR COSTS that YOU must pay for each repair visit. YOUR DEDUCTIBLE is \$100 per repair visit. It does not apply to Rental Car, Towing, Emergency Road Service or Travel Lodging.

\$100 DISAPPEARING DEDUCTIBLE (Optional)

With this option, YOU pay no DEDUCTIBLE when covered repairs are performed at the DEALER where YOU purchased this service contract. If YOU have covered repairs performed at a repair shop other than the DEALER where YOU purchased this service contract, YOUR DEDUCTIBLE will be \$100 per repair visit. If YOU select the \$100 Disappearing DEDUCTIBLE option, it must be indicated by checking the box in Part I.

SECTION 5. Non-Covered Parts and Services

YOU are responsible for the cost of replacing, repairing or adjusting certain non-covered parts. Non-covered parts and non-covered services are listed below. If a part serves the same function as a non-covered part, it is not covered. When a single part or component performs two or more functions, some of which are covered and some not, the failure of a non-covered function will make the part or component not covered. If a repair or maintenance procedure produces the same result as a non-covered service, it is also not covered.

Non-Covered Parts

This contract does not cover and WE will not pay for:
Accessory drive belt(s), hoses, tubes and clamps
Antenna mast, mirrors and steering wheel
Any parts or components of a natural gas/propane fuel system
Audio speakers and wiring, and cellular telephone

Battery, fuses and fusible links
 Body panels, chassis and body fasteners
 Brake drums, rotors, pads and linings
 Bright metal, trim, upholstery, insulation and paint
 Convertible top
 Exhaust system and catalytic convertor
 Filters and filter housings
 Glass, lenses, sealed beams and light bulbs
 Van appliances* and carpet
 Jack and tool kit, wheel lugs and lug nuts
 Manual transmission clutch disk, pressure plate and throw-out bearing
 Near-object avoidance systems*
 PCV valve and fuel vapor canister
 Seat belt assembly and air bag assembly
 Shock absorbers, tires, wheels and wheel covers
 Spark plugs, plug wires and glow plugs
 Radiator cap
 Windshield wiper rubber inserts
 Rain-sensing wiper sensors*
 Proximity pass key and sensor*
 Rear-view camera*
 Intelligent cruise control transmitters and sensors*
 *Unless optional Specialty Option Package is purchased.

Non-Covered Services

This contract does not cover and WE will not pay for:
 Addition or replacement of coolants, fluids, lubricants and refrigerants
 Alignment of front end, glass, bumpers or any other part
 Cleaning of cooling and fuel systems
 Corrections of air and water leaks
 Corrections of wind noise, squeaks and rattles
 Engine tune-up
 Ignition and fuel systems adjustments and calibrations
 Removal of carbon, sludge, varnish or other contaminants
 Scheduled maintenance services
 Transmission service
 Wheel balancing
 Replacement of any non-covered part

These services and parts replacements are YOUR responsibility.
 Expenses for these services and parts are not covered by this contract.

SECTION 6. Non-Covered Conditions

This contract does not cover and it does not apply to:

1. ANY EXPENSE INCURRED IN CONNECTION WITH REPAIRS PERFORMED WITHOUT RECEIPT OF PRIOR AUTHORIZATION FROM OUR ADMINISTRATOR.
2. Any loss or expense if YOUR VEHICLE is used or equipped for the following: livery, delivery or emergency purposes; competitive driving, racing or contests of speed; plowing snow; hauling or hauling for hire; shuttle, taxi or limousine services; police or other law enforcement services; emergency services; security services; cable or line installation or removal; towing a trailer, boat or another vehicle unless YOUR VEHICLE is equipped with a tow package that meets or exceeds YOUR VEHICLE manufacturer's towing package specifications; or any vehicle that is rented.
3. YOUR VEHICLE if it is equipped with a flat bed, dump bed, commercial towing equipment, cherry picker, lifting or hoisting equipment.

4. YOUR VEHICLE if it is a step van, high-cube van or box body; cab and chassis or other incomplete vehicle; over 1-ton or has right-hand steering.
5. Any damage due to collision or upset, breakage of glass, missile or falling objects; fire, theft, larceny; explosion, earthquake, windstorm, hail, water, flood; rust, corrosion, contamination, foreign objects; malicious mischief, vandalism, riot or civil commotion; lightning, nuclear contamination, acid rain, fading, environmental or industrial fallout; freezing, ultraviolet rays, rotting, mold, smoke or any loss normally covered by an automobile insurance policy, including injury or death to any person or persons.
6. Any BREAKDOWN covered by any limited warranty, manufacturer's warranty, recalls, campaigns, repairer's guarantee, road club or any other guarantee, warranty or insurance policy.
7. Any part that the United States Environmental Protection Agency (EPA) has determined is emissions-related and that is included on a current list published by the EPA of such parts and is within the EPA time and mileage emissions warranty period.
8. Any expense for the modification, replacement, or alteration of existing parts or systems necessitated by the replacement of obsolete, superseded or unavailable parts with current replacement parts in excess of the value of the failed part.
9. Any damage resulting from continued operation or caused by YOUR failure to take reasonable precautions, such as stopping your vehicle immediately or having it towed, to prevent further damage when an apparent problem exists.
10. Any BREAKDOWN caused by sludge buildup, contaminants, foreign object, improper amount or type of fluids, lubricants, coolants or refrigerants, or lack of required maintenance as set forth in Section 7, "Your Responsibilities for Service and Maintenance."
11. Any resulting or consequential damage to or from a non-covered part.
12. Any BREAKDOWN if the odometer is inoperative or has been altered or tampered with during the time YOU owned YOUR VEHICLE so that the actual mileage cannot be determined.
13. Any loss of time, inconvenience, interruption of business, storage charges, loss of profits or income, or other consequential damages.
14. YOUR VEHICLE if it has been modified with any alterations to the powertrain, the suspension (including tire or wheel sizes or offsets) or the exhaust system not approved by the manufacturer of YOUR VEHICLE.
15. Fees or expenses charged for shop supplies and the disposal, cleanup, neutralization, removal, treatment or detoxification of environmentally unsafe materials.
16. YOUR VEHICLE if the manufacturer has voided or rescinded the factory warranty.
17. YOUR VEHICLE if it has been salvaged or declared a total loss, or its title has been branded.

WHAT WE EXPECT FROM YOU

SECTION 7. Your Responsibilities for Service and Maintenance

READ THIS SECTION CAREFULLY. IF YOU FAIL TO MAINTAIN YOUR VEHICLE ACCORDING TO THE REQUIREMENTS BELOW, COVERAGE UNDER THIS CONTRACT MAY BE RESTRICTED.

Required Maintenance

YOU must have YOUR VEHICLE serviced according to the service and maintenance schedule published by the manufacturer of YOUR VEHICLE.

Required Recordkeeping

YOU must keep repair orders issued by the repair facility that serviced YOUR VEHICLE. Each repair order should show the then-current date, then-current odometer reading and a detailed listing of the services performed and parts replaced.

If YOU perform YOUR own maintenance services, be sure to retain proof-of-purchase receipts. Make sure that the

receipts clearly show the date the service was performed and the parts/lubricants replaced. Be sure to note the odometer reading from YOUR VEHICLE on each receipt.

SECTION 8. Contract Guarantees

No-Deductible Guarantee

No DEDUCTIBLE will be charged for any subsequent BREAKDOWN of a COVERED PART that was previously repaired or replaced under and during the term of this contract.

Future Contract Guarantee

YOU may purchase another contract for YOUR VEHICLE prior to the expiration of this contract, provided:

1. YOUR VEHICLE is not used for ineligible business usage. (See Section 6: 2, 3, 4.)
2. YOUR VEHICLE, at the time YOU request to purchase the future contract, qualifies under OUR then-current underwriting guidelines. Contact OUR SERVICE CENTER prior to the expiration of this contract to verify if YOUR VEHICLE qualifies for a future contract.
3. YOU request to purchase the future contract at least fifteen (15) days and one thousand (1,000) miles prior to the expiration of this contract.
4. YOU provide OUR SERVICE CENTER, along with YOUR request to purchase a future contract, verifiable service records evidencing that YOU have complied with Section 7, "Your Responsibilities for Service and Maintenance."
5. YOU make YOUR VEHICLE available to the DEALER so that it may be inspected prior to the issuance of the future contract.
Contact OUR SERVICE CENTER before this contract expires for details.

Transfer Guarantee

YOU may transfer the remaining coverage under this contract when YOU sell YOUR VEHICLE to another individual (no dealers, brokers, etc.) prior to the expiration of this contract. In order to initiate this transfer process, provide OUR SERVICE CENTER with the following information:

1. A letter from YOU within fifteen (15) days of the date of sale of YOUR VEHICLE. State YOUR intention to transfer this contract and the name and the address of the purchaser.
2. A copy of the bill of sale or sale agreement showing the date and mileage on YOUR VEHICLE at the time of sale.
3. Make available verifiable service records evidencing that YOU have complied with Section 7, "Your Responsibilities for Service and Maintenance" of this contract.

4. Proof that YOU have transferred the remaining coverage under any manufacturer's warranty or extended warranty to the purchaser of YOUR VEHICLE.
5. A transfer fee of thirty-five dollars (\$35).

YOU must comply with all of the above requirements within fifteen (15) days of the date of sale of YOUR VEHICLE or YOUR transfer request will be denied and this contract will no longer be in force. Call OUR SERVICE CENTER to obtain a transfer request form.

NOTE: The manufacturer's extended limited powertrain warranty for this VEHICLE may not be transferable to the second or subsequent purchasers of this VEHICLE. Check with the manufacturer to ensure transferability of the factory limited powertrain warranty. This contract only provides nonpowertrain component coverage and will not cover powertrain failures.

SECTION 9. Your Right to Cancel

Procedures

YOU may cancel this contract at any time by surrendering Part I and Part II to the DEALER, together with a written request and an affidavit stating the accumulated mileage on the VEHICLE at the time of the cancellation request.

Refund Calculation

If YOU request cancellation within thirty (30) days of the purchase of this contract, a full refund will be made by the DEALER.

If a claim has been made against the contract or if the contract has been in YOUR receipt for more than thirty (30) days, the DEALER will make a pro rata refund less a \$35 fee. This refund will be based upon the elapsed time or mileage, whichever is greater, from the CONTRACT SALE DATE and the CONTRACT SALE MILEAGE.

OUR ADMINISTRATOR, its agents and assigns have no liability to YOU to make any refund payments.

Refund Distribution

If YOUR VEHICLE is repossessed or deemed a total loss, YOUR cancellation rights under this contract will transfer to the lienholder. We agree upon receipt of evidence of same, to name the lienholder as the sole payee of any resulting refund. If this contract is financed, the lienholder will be named as an additional or sole payee for any refund due.

WHAT TO DO IF YOUR VEHICLE BREAKS DOWN

SECTION 10. How to File a Claim

1. Use all reasonable means to protect YOUR VEHICLE from further damage resulting from continued operation.
2. Return YOUR VEHICLE to the DEALER to determine the problem and the cause of failure. If this is not possible, call OUR SERVICE CENTER for instructions.

3. YOU must authorize any charges necessary to determine the cause of the failure. This includes necessary diagnostic and teardown charges. If the failure does not qualify as a BREAKDOWN under the terms of this contract, YOU must pay for all diagnostic, teardown and repair charges. If OUR ADMINISTRATOR wants to inspect YOUR VEHICLE, YOU must allow the inspection before any repairs are begun. OUR ADMINISTRATOR has no obligation to inspect YOUR VEHICLE

- or to certify its condition before or after covered repairs are completed.
4. Do not agree to have repairs performed under the terms of this contract unless YOU or the repair facility has received an authorization number from OUR ADMINISTRATOR.

5. YOU or the repair facility must submit all required documents to OUR SERVICE CENTER before any claim can be processed for payment. They must include accurate dates and mileages, detailed descriptions of the parts and services, and the specific charges. These documents may include repair orders, rental car bills, and other receipts evidencing amounts claimed under this contract.

WHAT ELSE YOU SHOULD KNOW

SECTION 11. Definitions

This contract contains several words and phrases that have particular meaning and appear in CAPITALS throughout this contract.

“ADMINISTRATOR” and “SERVICE CENTER”

Mean the organization that WE have retained to provide administrative and claim services for OUR service contract program. OUR ADMINISTRATOR, its agents and assigns are not a party to this contract.

“BREAKDOWN” and “MECHANICAL BREAKDOWN”

Mean the failure of a COVERED PART to perform its intended function due to defects in materials or faulty workmanship in its manufacturing.

“CONTRACT SALE DATE”

Means the date that YOU bought this contract.

“CONTRACT SALE MILEAGE”

Means the mileage on YOUR VEHICLE’S odometer on the CONTRACT SALE DATE.

“COSTS” and “REPAIR COSTS”

Mean the actual amounts charged for labor and parts by a licensed repair facility to repair or replace COVERED PARTS due to a BREAKDOWN (subject to the terms and conditions of this contract and as authorized by OUR ADMINISTRATOR). Parts COSTS are limited to the suggested retail prices of YOUR VEHICLE’S manufacturer. Replacement parts may be new, remanufactured, non-original equipment manufacturer’s parts or parts of a like kind and quality when available and as deemed necessary by OUR ADMINISTRATOR. Labor time COSTS are limited to the repair times shown in the current year’s national, flat-rate hourly labor guide and the repair facility’s current, retail, hourly labor rate. COSTS also include all necessary fluids, filters, seals, gaskets, alignments and taxes. YOU must pay for all diagnostic, disassembly, service, repair and other charges not authorized by OUR ADMINISTRATOR.

“COVERED PART(S)”

Mean any of those parts of YOUR VEHICLE described in Section 2, “Your Coverage” and subject to the conditions and exclusions listed in Section 5, “Non-Covered Parts and Services,” and Section 6, “Non-Covered Conditions.”

“DEALER” and “SELLING DEALER”

Mean the automobile dealership or lessor from whom YOU purchased or leased YOUR VEHICLE and is referred to as the SELLING DEALER in Part I.

“DEDUCTIBLE”

Means the portion of the REPAIR COSTS that YOU must pay for each repair visit, as shown in Part I (see Section 4, “Your Deductible”).

“FULL FACTORY WARRANTY”

Means the manufacturer’s full warranty provided at no additional cost to YOU that covers repairs to correct any VEHICLE defect related to material or workmanship.

“IN-SERVICE DATE”

Means the factory warranty start date or the VEHICLE’s first day of use, whichever occurs first, regardless of the CONTRACT SALE DATE.

“USED VEHICLE” and “VEHICLE”

Mean the passenger car, van, sport utility or light truck (1-ton or less) described in Part I that, at the CONTRACT SALE DATE and the CONTRACT SALE MILEAGE, has been inspected, certified and issued a limited powertrain warranty from the manufacturer of the VEHICLE.

“WE,” “US,” and “OUR”

Mean the obligor of this contract, as stated in Part I.

“YOU” and “YOUR”

Mean the purchaser of the VEHICLE described in Part I.

SECTION 12. Contract Specifics and Limitations

Contract Territory

This contract provides coverage in the United States, including its territories and possessions, and Canada only for failures due solely to the MECHANICAL BREAKDOWN of a COVERED PART.

Contract Term

The combination of time and mileage shown in Part I determines YOUR contract term. Coverage begins on the IN-SERVICE DATE and at zero (0) miles. The time YOU have selected is added to the IN-SERVICE DATE to determine the expiration date and expiration mileage, as shown in Part I. YOUR coverage ends when YOUR VEHICLE'S accumulated time or mileage reaches the limits of the contract term, whichever occurs first.

Contract Changes

If any of the information provided in Part I is omitted or does not conform to the program guidelines, OUR ADMINISTRATOR may correct YOUR contract as necessary and in the course of business send to YOU at your address of record by first-class mail an endorsement with the necessary corrections.

Contract Restrictions

If the actual mileage or equipment of YOUR VEHICLE is misrepresented in Part I of this contract, coverage under this contract will be restricted. If payment of the appropriate costs

related to this contract is not made, there is no coverage provided by this contract.

Excess Charges

YOU are responsible for charges for diagnostic and/or teardown procedures that are not listed or exceed the labor times listed in the current year's national, flat-rate hourly labor guide. YOU are also responsible for charges for parts, labor, rental, towing or other services beyond those authorized by OUR ADMINISTRATOR.

Limit of Liability

The limit of OUR liability for any repair visit is the fair market value of YOUR VEHICLE immediately prior to the BREAKDOWN. The total amount WE will pay for all claims throughout the contract term shall not exceed the purchase price of YOUR VEHICLE as shown in Part I.

Prompt Settlement

If WE do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss, YOU may make a claim against the CNA company that is specifically identified in Part I.

HOW TO CONTACT US**SECTION 13. Our Administrator**

OUR ADMINISTRATOR is not a party to this contract and has no liability to YOU under the terms and conditions of this contract.

Please submit all claims and claim information requests to:

SERVICE CENTER
P.O. Box 2840
Scottsdale, AZ 85252-2840
800-722-4758

SECTION 14. State Changes: The following state requirements apply to YOUR vehicle service contract:

SECTION 14. STATE CHANGES: The following state requirements apply to YOUR vehicle service contract:

ALABAMA: Section 9 is amended to add: WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US. Notice will not be mailed if cancellation is due to nonpayment of the service contract price or a material misrepresentation by YOU relating to the covered vehicle or its use. The notice shall state the effective date of the cancellation and the reason for the cancellation. This contract cannot be cancelled for conditions preexisting the purchase of this contract. Section 9 is amended to read: The cancellation fee cannot exceed twenty five (25) dollars.

ARIZONA: CONTRACT DEFINITIONS is amended to read: If WE do not settle YOUR claim within thirty (30) days of OUR receipt of YOUR proof of loss, YOU may make a claim against the Continental Casualty Company, 333 Wabash, Ave., Chicago, IL 60604, 312-822-5000 and/or the Consumer Affairs Section of the Arizona Department of Insurance, 800-325-2548 or consumers.id.state.az.us. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Gray Market vehicles, as defined by A.A.C. R20-6-407, are not excluded. Section 6, parts 14, 16 and 17, are amended to add: after the purchase of YOUR VEHICLE. Section 9 is amended to add: This contract cannot be cancelled for conditions preexisting the purchase of this contract. This contract cannot be cancelled due to acts or omissions of the service company, its assignees or subcontractors for their failure to provide correct information of their failure to perform the services or repairs provided in a timely, competent, workmanlike manner.

CALIFORNIA: If YOU are not satisfied with the insurance company's response, YOU may contact the California Department of Insurance at 800-927-4357. CNA National Warranty Corporation operates under license #0C94205. Continental Service Provider, Inc. operates under license #0E32746. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: WE may cancel this contract for any reason within sixty (60) days of the purchase of this contract. WE may cancel this contract after sixty (60) days of the purchase of this contract due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Refunds made pursuant to cancellation by US shall be paid within thirty (30) days.

CONNECTICUT: Section 9 is amended to add: WE may cancel this contract if YOU return the contract or the contract is stolen, lost, destroyed or sold.

GEORGIA: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 6 is amended to read: YOUR VEHICLE if it has been modified by you or with your knowledge with any alterations to the powertrain, the suspension (including tire or wheel sizes or offsets) or the exhaust system not approved by the manufacturer of YOUR VEHICLE. Section 6 is amended to add: The condition of sludge buildup is not excluded. Section 9 is amended to add: Coverage provided for YOUR VEHICLE under this contract may be excluded or cancelled for fraud, material misrepresentation, or failure to pay the service contract price. WE will mail notice to YOUR last known address at least thirty (30) days prior to cancellation by US. If cancellation is due to nonpayment of the service contract price, WE will mail notice to YOUR last known address at least ten (10) days prior to cancellation by US. The notice shall state the effective date of the cancellation. WE will make pro rata refund based upon the elapsed time or mileage, whichever is greater, from the CONTRACT SALE DATE and the CONTRACT SALE MILEAGE.

IDAHO: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Coverage afforded under this motor vehicle service contract is not guaranteed by the Idaho Insurance Guarantee Association. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

ILLINOIS: Section 6 is amended to add: Normal wear and tear is not excluded except where specifically stated. Section 9 is amended to read: The cancellation fee cannot exceed the lesser of ten (10) percent of the service contract price or fifty (50) dollars.

MINNESOTA: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 7 is amended to add: YOU must maintain YOUR USED VEHICLE as follows: (1) rotate tires every 7,500 miles; (2) inspect steering gear/rack, steering linkage and suspension components every 30,000 miles; and (3) use all reasonable means to protect YOUR VEHICLE from further damage when a known problem exists. Section 9 is amended to add: WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. The notice shall state the effective date of the cancellation and the reason for the cancellation. Section 12 is amended to add: If the USED VEHICLE has less than 36,000 miles, the warranty must remain in effect for at least 60 days or 2,500 miles, whichever comes first. If the USED VEHICLE has 36,000 miles or more but less than 75,000 miles, the warranty must remain in effect for at least 30 days or 1,000 miles, whichever comes first. All coverage provided for YOUR VEHICLE under this contract shall exclude coverage currently in force under any express warranty. Coverage provided for YOUR VEHICLE under this contract: (1) may not be excluded or cancelled due to any undesirable vehicle conditions about which a seller of a vehicle either was or should have been aware yet failed to disclose to a buyer at the time of sale; (2) may not be excluded or cancelled in the event a vehicle is found to be rebuilt or

refurbished from a total loss or to have a branded title; (3) may not be excluded for damage caused to a covered part by a non-covered part or by consequential damage from a non-covered part; and (4) may not be excluded for damage caused by rust, corrosion, carbon, varnish, engine sludge or foreign material. Coverage provided for YOUR VEHICLE under this contract: (1) may be excluded or cancelled in the event an odometer is found to be tampered with if the tampering occurs while the affected vehicle is owned by YOU; (2) may be excluded or cancelled for failure to repair a broken odometer if such failure to repair occurs while YOU own the VEHICLE; and (3) may be excluded or cancelled in the event of misrepresentation or fraud if such misrepresentation or fraud occurs in the submission of a claim. Receipts for all oil changes and service work must be kept by YOU in order to keep this contract in force.

MISSISSIPPI: Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

MISSOURI: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: WE will mail notice to YOUR last known address within fifteen (15) days of cancellation by YOU. Notice will not be mailed if cancellation is due to nonpayment of the service contract price. This contract cannot be cancelled for conditions preexisting the purchase of this contract. A ten (10) percent penalty per month shall be added to a refund that is not made within thirty (30) days of YOUR return of the contract to US. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

NEVADA: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: No service contract that has been in effect for at least 70 days may be cancelled by US before the expiration of the agreed term or one year after the effective date of the service contract, whichever occurs first, except on any of the following grounds: (1) YOUR failure to pay an amount when due; (2) YOUR conviction for a crime that results in an increase in the service required under the service contract; (3) discovery of fraud or material misrepresentation by YOU in obtaining the service contract, or in presenting a claim for service thereunder; (4) discovery of an act or omission by YOU; (5) discovery of a violation by YOU of any condition of the service contract, which occurred after the effective date of the service contract and which substantially and materially increases the service required under the service contract; or (6) discovery of a material change in the nature or extent of the required service or repair, which occurs after the effective date of the service contract and which causes the required service or repair to be substantially and materially increased beyond that contemplated at the time that the service contract was issued or sold. WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. Notice will not be mailed if cancellation is due to nonpayment of the service contract price.

NEW HAMPSHIRE: In the event you do not receive satisfaction under this contract, YOU may contact the New Hampshire Insurance Department, 21 S. Fruit St., Concord, NH 03301, 603-271-7973.

NEW MEXICO: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: No service contract that has been in effect for at least 70 days may be cancelled by US before the expiration of the agreed term or one year after the effective date of the service contract, whichever occurs first, except on any of the following grounds: (1) YOUR failure to pay an amount when due; (2) YOUR conviction for a crime that results in an increase in the service required under the service contract; (3) discovery of fraud or material misrepresentation by YOU in obtaining the service contract, or in presenting a claim for service thereunder; (4) discovery of an act or omission by YOU; or (5) discovery of a violation by YOU of any condition of the service contract, which occurred after the effective date of the service contract and which substantially and materially increases the service required under the service contract. WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. Notice will not be mailed if cancellation is due to nonpayment of the service contract price. YOU may cancel this contract in accord with the provisions of NM. ST. § 59A-58-9.

NEW YORK: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Notice will not be mailed if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day. A ten (10) percent penalty per month shall be added to a refund that is not made within thirty (30) days of YOUR return of the contract to US.

NORTH CAROLINA: Section 9 is amended to add: This contract can be cancelled by US due to YOUR failure to pay the service contract price or as a result of YOUR misrepresentations or fraud. The cancellation fee cannot exceed ten (10) percent of the service contract price.

OKLAHOMA: Section 2 is amended to add: This contract is not issued by the manufacturer or wholesale company marketing the product. This contract will not be honored by such manufacturer or wholesale company. Section 9 is amended to read: If YOU cancel this contract within the first sixty (60) days and no claim has been authorized or paid, WE will make a one hundred (100) percent refund. If YOU cancel this contract after sixty (60) days or have made a claim within the first sixty (60) days, WE will make a ninety (90) percent pro rata refund based upon the elapsed time or

mileage, whichever is greater, from the CONTRACT SALE DATE and the CONTRACT SALE MILEAGE. If WE cancel this contract, WE will make a one hundred (100) percent refund.

SOUTH CAROLINA: In the event you do not receive satisfaction under this contract, YOU may contact the South Carolina Department of Insurance, Capitol Center, 1201 Main Street, Suite 1000, Columbia, South Carolina 29201, 803-737-6160. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to read: WE will mail notice to YOUR last known address at least fifteen (15) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Notice will not be mailed if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. A ten (10) percent penalty per month shall be added to a refund that is not made within forty-five (45) days of YOUR return of the contract to US. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

TENNESSEE: Section 9 is amended to read: WE will mail notice to YOUR last known address at least thirty (30) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation.

TEXAS: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: If WE do not pay a refund within forty-five (45) days of YOUR return of the contract to us, YOU may make a claim against Continental Casualty Company, 333 Wabash Ave., Chicago, IL 60604, 312-822-5000. A ten (10) percent penalty per month shall be added to a refund that is not made within forty-five (45) days of YOUR return of the contract to US. WE will mail notice to YOUR last known address at least five (5) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Notice will not be mailed if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use.

UTAH: Continental Casualty Company may be reached at 800-262-1113. Total purchase price must be paid in full at time of purchase. Coverage afforded under this contract is not guaranteed by the Property and Casualty Guaranty Association. Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: WE may cancel this contract for any reason within sixty (60) days of the purchase of this contract. WE may cancel this contract after sixty (60) days of the purchase of this contract due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use. WE will mail notice to YOUR last known address at least thirty (30) days prior to cancellation by US or ten (10) days in the event of nonpayment. The notice shall state the effective date of the cancellation and the reason for the cancellation. Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day. Failure to give notice or file proof of loss for emergency repairs the next business working day does not invalidate a claim if YOU show that: (1) it was not reasonably possible to give notice or file proof of loss by the next business working day and (2) notice was given or proof of loss was filed as soon as reasonably possible.

VERMONT: Section 10 is amended to add: In the event of emergency repairs performed outside of normal hours, YOU must contact OUR ADMINISTRATOR the next business working day.

WISCONSIN: THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE. Section 10 is amended to read: A claim may not be denied solely on the basis of failure to obtain preauthorization.

WYOMING: Section 2 is amended to add: Conditions preexisting the purchase of this contract are not excluded. Section 9 is amended to add: A ten (10) percent penalty per month shall be added to a refund that is not made within forty-five (45) days of YOUR return of the contract to US. WE will mail notice to YOUR last known address at least ten (10) days prior to cancellation by US. The notice shall state the effective date of the cancellation and the reason for the cancellation. Notice will not be mailed if cancellation is due to nonpayment of the service contract price, a material misrepresentation, or a substantial breach of duties by YOU relating to the covered property or its use.

SERFF Tracking Number: CNAF-125380377 *State:* Arkansas
Filing Company: Continental Service Provider, Inc. *State Tracking Number:* #267993 \$?50
Company Tracking Number: CNAF-125380377
TOI: 33.0 Other Lines of Business *Sub-TOI:* 33.0001 Other Personal Lines
Product Name: X Series
Project Name/Number: /

Rate Information

Rate data does NOT apply to filing.

SERFF Tracking Number: CNAF-125380377 State: Arkansas
Filing Company: Continental Service Provider, Inc. State Tracking Number: #267993 \$?50
Company Tracking Number: CNAF-125380377
TOI: 33.0 Other Lines of Business Sub-TOI: 33.0001 Other Personal Lines
Product Name: X Series
Project Name/Number: /

Supporting Document Schedules

Satisfied -Name: Uniform Transmittal Document-Property & Casualty
Review Status: Approved 12/17/2007

Comments:

Attachment:

AR NAIC Transmittal.120607.pdf

Satisfied -Name: Comparison
Review Status: Approved 12/17/2007

Comments:

Attachment:

7521 (03.07) and 7521 (11.07) Comparison.113007.pdf

Property & Casualty Transmittal Document

1. Reserved for Insurance Dept. Use Only	2. Insurance Department Use only a. Date the filing is received: b. Analyst: c. Disposition: d. Date of disposition of the filing: e. Effective date of filing: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">New Business</td> <td></td> </tr> <tr> <td>Renewal Business</td> <td></td> </tr> </table> f. State Filing #: g. SERFF Filing #: h. Subject Codes	New Business		Renewal Business	
New Business					
Renewal Business					

3. Group Name	Group NAIC #

4. Company Name(s)	Domicile	NAIC #	FEIN #	State #

5. Company Tracking Number	
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Contact Info of Filer(s) or Corporate Officer(s) [include toll-free number]

6.	Name and address	Title	Telephone #s	FAX #	e-mail

7. Signature of authorized filer	
8. Please print name of authorized filer	

Filing information (see General Instructions for descriptions of these fields)

9. Type of Insurance (TOI)	
10. Sub-Type of Insurance (Sub-TOI)	
11. State Specific Product code(s)(if applicable)[See State Specific Requirements]	
12. Company Program Title (Marketing title)	
13. Filing Type	<input type="checkbox"/> Rate/Loss Cost <input type="checkbox"/> Rules <input type="checkbox"/> Rates/Rules <input type="checkbox"/> Forms <input type="checkbox"/> Combination Rates/Rules/Forms <input type="checkbox"/> Withdrawal <input type="checkbox"/> Other (give description)
14. Effective Date(s) Requested	New: <input type="text"/> Renewal: <input type="text"/>
15. Reference Filing?	<input type="checkbox"/> Yes <input type="checkbox"/> No
16. Reference Organization (if applicable)	
17. Reference Organization # & Title	
18. Company's Date of Filing	
19. Status of filing in domicile	<input type="checkbox"/> Not Filed <input type="checkbox"/> Pending <input type="checkbox"/> Authorized <input type="checkbox"/> Disapproved

Property & Casualty Transmittal Document—

20. This filing transmittal is part of Company Tracking #

21. Filing Description [This area can be used in lieu of a cover letter or filing memorandum and is free-form text]

22. Filing Fees (Filer must provide check # and fee amount if applicable)
[If a state requires you to show how you calculated your filing fees, place that calculation below]

Check #:
Amount:

Refer to each state's checklist for additional state specific requirements or instructions on calculating fees.

***Refer to the each state's checklist for additional state specific requirements (i.e. # of additional copies required, other state specific forms, etc.)

PC TD-1 pg 2 of 2

FORM FILING SCHEDULE

(This form must be provided ONLY when making a filing that includes forms)
 (Do not refer to the body of the filing for the forms listing, unless allowed by state.)

1.	This filing transmittal is part of Company Tracking #	
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2.	This filing corresponds to rate/rule filing number (Company tracking number of rate/rule filing, if applicable)	
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3.	Form Name /Description/Synopsis	Form # Include edition date	Replacement Or withdrawn?	If replacement, give form # it replaces	Previous state filing number, if required by state
01			<input type="checkbox"/> New <input type="checkbox"/> Replacement <input type="checkbox"/> Withdrawn		
02			<input type="checkbox"/> New <input type="checkbox"/> Replacement <input type="checkbox"/> Withdrawn		
03			<input type="checkbox"/> New <input type="checkbox"/> Replacement <input type="checkbox"/> Withdrawn		
04			<input type="checkbox"/> New <input type="checkbox"/> Replacement <input type="checkbox"/> Withdrawn		
05			<input type="checkbox"/> New <input type="checkbox"/> Replacement <input type="checkbox"/> Withdrawn		
06			<input type="checkbox"/> New <input type="checkbox"/> Replacement <input type="checkbox"/> Withdrawn		
07			<input type="checkbox"/> New <input type="checkbox"/> Replacement <input type="checkbox"/> Withdrawn		
08			<input type="checkbox"/> New <input type="checkbox"/> Replacement <input type="checkbox"/> Withdrawn		
09			<input type="checkbox"/> New <input type="checkbox"/> Replacement <input type="checkbox"/> Withdrawn		
10			<input type="checkbox"/> New <input type="checkbox"/> Replacement <input type="checkbox"/> Withdrawn		

PC FFS-1

7521 (03/07) and 7521 (11/07) COMPARISON

The forms are identical except for the following provision, which was added to § 8 in 7521 (11/07):

Transfer Guarantee

YOU may transfer the remaining coverage under this contract when YOU sell YOUR VEHICLE to another individual (no dealers, brokers, etc.) prior to the expiration of this contract. In order to initiate this transfer process, provide OUR SERVICE CENTER with the following information:

1. A letter from YOU within fifteen (15) days of the date of sale of YOUR VEHICLE. State YOUR intention to transfer this contract and the name and the address of the purchaser.
2. A copy of the bill of sale or sale agreement showing the date and mileage on YOUR VEHICLE at the time of sale.
3. Make available verifiable service records evidencing that YOU have complied with Section 7, "Your Responsibilities for Service and Maintenance" of this contract.
4. Proof that YOU have transferred the remaining coverage under any manufacturer's warranty or extended warranty to the purchaser of YOUR VEHICLE.
5. A transfer fee of thirty-five dollars (\$35). YOU must comply with all of the above requirements within fifteen (15) days of the date of sale of YOUR VEHICLE or YOUR transfer request will be denied and this contract will no longer be in force. Call OUR SERVICE CENTER to obtain a transfer request form.

NOTE: The manufacturer's extended limited powertrain warranty for this VEHICLE may not be transferable to the second or subsequent purchasers of this VEHICLE. Check with the manufacturer to ensure transferability of the factory limited powertrain warranty. This contract only provides nonpowertrain component coverage and will not cover powertrain failures.