



EXCLUSIONS

The Vehicle Service Contract Provides No Coverage or Benefits:

- A. For any part not specifically listed in the Schedule of Coverages, or for Ultimate Coverage, any of the following parts: carburetor, battery and battery cable/harness, standard transmission clutch assembly, friction clutch disc and pressure plate, distributor cap and rotor, safety restraint systems (including air bags), glass, lenses, sealed beams, light bulbs, fuses, circuit breakers, cellular phones, game centers, AM/FM radio/cassette/CD players exceeding \$300 repair or replacement cost, speakers, audio/video equipment, all touch screen and/or voice activated accessories including related display screens and heads up displays on windshields, electronic transmitting/receiving devices, voice recognition systems, remote control consoles, radar detection devices, brake rotors and drums, all exhaust components, and the following emission components: EGR purge valve/solenoids/sensors, vacuum canister, vapor return canister, vapor return lines/valves, air pump/lines/valves, catalytic converter/filtering/sensors, emission vapor sensors, gas cap/filler neck, weather strips, trim, moldings, bright metal chrome, upholstery and carpet, paint, outside ornamentation, bumpers, body sheet metal and panels, frame and structural body parts, vinyl and convertible tops, any convertible top assemblies, hardware or linkages, tires, wheels/rims. External nuts, bolts and fasteners are not covered unless specifically listed in the Schedule of Coverages (except where required in conjunction with a covered repair). The following parts are not covered unless the Contract Registration Page shows that the Luxury Package has been purchased: TV/VCR/DVD players; global positioning systems.
- B. For maintenance services and parts described in the vehicle's owner's manual as supplied by the manufacturer and other normal maintenance services and parts which include, but are not limited to: alignments, adjustments, wheel balancing, tune-ups, spark plugs, spark plug wires, glow plugs, hoses (unless listed as specific covered parts), drive belts, brake pads, brake linings/shoes, and wiper blades. Filters, lubricants, coolants, fluids and refrigerants will be covered only if replacement is required in connection with a breakdown.
- C. For any damage and/or breakdown resulting from collision, road hazard, fire, theft, vandalism, riot, explosion, lightning, earthquake, freezing, rust or corrosion, windstorm, hail, water or flood, acts of God, salt, environmental damage, chemicals, contamination of fluids, fuels, coolants or lubricants.
- D. For any breakdown caused by misuse, abuse, negligence, lack of normal maintenance required by the manufacturer's maintenance schedule for the vehicle, or improper servicing or repairs subsequent to purchase. For any breakdown caused by sludge build-up resulting from failure to perform recommended maintenance services, or failure to maintain proper levels of lubricants and/or coolants, or breakdowns caused by fuels containing more than 10% Ethanol (if the engine was not manufactured for this fuel mixture), or failure to protect the vehicle from further damage when a breakdown has occurred or failure to have the vehicle towed to the service facility when continued operation may result in further damage. Continued operation includes the failure to observe warning lights, gauges, or any other signs of overheating or component failure, such as fluid leakage, slipping, knocking, or smoking and not protecting the vehicle by continuing to drive creating damage beyond the initial failure.
- E. For any repair or replacement of any covered part if a breakdown has not occurred or if the wear on that part has not exceeded the field tolerances allowed by the manufacturer. Any part that a repair facility or manufacturer recommends or requires that it be replaced or repaired, or is an update, and is not a breakdown, is the contract holder's responsibility and expense.
- F. If any alterations have been made to the vehicle or the Contract Holder is using or has used the vehicle in a manner not recommended by the manufacturer, including but not limited to, the failure of any custom or add-on part, all frame or suspension modifications, lift kits (unless appropriate surcharge is marked on the Registration Page [Trucks & SUVs only] and not to exceed 4 inch combined lift), any tire that is not recommended by the original manufacturer if it creates an odometer/speedometer variance of greater than 4% (unless appropriate surcharge is marked on the Registration Page [Trucks & SUVs only] and not to exceed the maximum tire height and the maximum tire width allowed by the lift kit manufacturer), trailer hitches. Also not covered are any emissions and/or exhaust systems modifications, engine modifications, transmission modifications, and/or drive axle modifications, which includes any performance modifications.
- G. If, while owned by the Contract Holder, the odometer has ceased to operate and odometer repairs have not been made immediately, or the odometer has been altered in any way subsequent to purchase.
- H. If the vehicle has ever been a total loss, salvaged, rebuilt or is a grey market vehicle.
- I. For any liability for property damage, or for injury to or death of any person arising out of the operation, maintenance or use of the vehicle described in the Contract, whether or not related to the parts covered. For loss of use, time, profit, inconvenience, or any other consequential loss (except as may otherwise be provided under the Schedule of Coverages), including any Consequential Damage to a non-covered part that results from a breakdown.
- J. When the responsibility for the repair is covered by an insurance policy, manufacturer and/or dealer customer assistance program, or any warranty from the manufacturer, such as extended drive train, major component or full coverage warranties or a repairer's guarantee/warranty (regardless of the manufacturer's or repairer's ability to pay for such repairs). Further, coverage under the Contract is similarly limited in the event of a breakdown if the manufacturer has announced its responsibility through any means, including public recalls and factory service bulletins.
- K. If the vehicle is used for towing (unless the vehicle is equipped with factory installed or factory authorized tow package), or is used as a commercial unit (unless appropriate surcharge is marked on Registration Page and only as defined under "Definitions", "Commercial Use"), or is used for rental, taxi, limousine or shuttle, towing/wrecker service, dumping (dump beds), cherry pickers, lifting or hoisting, police or emergency service, principally off-road use, prearranged or organized racing or competitive driving.
- L. For any pre-existing condition or for any breakdown occurring before coverage takes effect or prior to the Contract Purchase Date, or if the information provided by the Contract Holder, or the repair facility cannot be verified as accurate or is found to be deceptively inaccurate.
- M. For breakdowns that occur and/or repairs made outside of the United States of America and Canada.
- N. For diagnostic and/or teardown procedures that are not listed, or are in excess of the times listed in the current year's national flat rate hourly guide in conjunction with a covered repair.