

2023 QUICK REFERENCE GUIDE

Marketing document for use by financial institution employee for illustration and informational purposes only. See Service Agreement for complete terms and conditions.



WHAT'S COVERED: INCLUDES ALL ITEMS COVERED UNDER THE MANUFACTURER'S ORIGINAL COVERAGE except for those items listed under "Items not covered."

Rental Car Reimbursement: In the event of mechanical breakdown of a covered component, the Agreement Holder will be reimbursed up to \$50 per day for a rental vehicle for each four hours of covered repair time as determined by a national flat-rate guide. Total not to exceed \$250. **Rental receipts required for reimbursement.**

Items Not Covered: Any normal maintenance item including tires, wheels, struts, shocks, brake shoes or pads, rotors or drums, belts, hoses, filters, fluids, lubricants, clutch, pressure plate or clutch release bearing and tune-up items. Exhaust or emission parts, safety restraint system, lighting, wiring, clock, and television. Any body parts, interior parts, trim, glass, paint, air bag system and keyless entry/anti-theft.

EEP Coverage To Include: GPS / Navigation Components, Key Fob repair or replacement with exchange, Liquid Crystal Display (LCD) Screens, DVD Players, Satellite Radios, MP3 Enabled Radios, Stereos, Back-up / Reverse Sensors, Rearview Back-up Camera, Side Mirror Camera, Rearview Mirror Camera, Collision Avoidance, Lane Departure Warning System, Home Link System, WiFi Data Connection System, Accessory Power Point Connection Systems, Bluetooth System and Driver Assist Systems.

EASY STREET Factory Type

BEST
AVAILABLE
COVERAGE

2017 & Newer Model Vehicles
Current Odometer Reading: 0 - 100,000

0 - 72,000 miles:

4yr / 120,000 miles* 7yr / 120,000 miles*

5yr / 120,000 miles* 8yr / 120,000 miles*

6yr / 120,000 miles*

72,001 - 100,000 miles:

48mo / 48,000 miles

*Odometer Reading

Includes All Items in First Street, Plus:

Engine: Timing chain guides, timing belt tensioners, intake manifold, valve lash adjusters, valve guides, valve spring locks & retainers, harmonic balancer.

Automatic Transmission: Chain, drum assembly, solenoids, bushings, accumulator, clutches, bands, servos, parking pawl, speedometer gear, transmission cooler, pistons.

Air Conditioning: Compressor, clutch and coil assembly, evaporator, accumulator and condenser, if factory installed evacuation and recharge in conjunction with the replacement of listed components.

Front Suspension*: Upper/lower control arms, upper/lower ball joints, steering knuckle, wheel bearings, control arm shaft and bushings. ***Vehicles under 85,000 miles at contract purchase.**

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

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

Cooling: Radiator, fan clutch, water pump, cooling fan motor.

Fuel Delivery: Fuel pump, fuel tank, fuel injectors, metal fuel lines, fuel sending unit.

Electrical: Battery, voltage regulator, alternator, front/rear wiper motors and module, window motors, window regulators, ignition module and coils, engine operation computer, distributor, starter, starter solenoid, seat motors, door lock actuators, manually operated switches for above-listed parts.

MAIN STREET Deluxe

2013 & Newer Model Vehicles
Current Odometer Reading: 0 - 140,000 miles*

36mo / 36,000 miles

Does not qualify for Easy Street Coverage

Optional EEP Coverage (\$150 Additional Cost):

GPS / Navigation Components, Key Fob repair or replacement with exchange, Liquid Crystal Display (LCD) Screens, DVD Players, Satellite Radios, MP3 Enabled Radios, Stereos, Back-up / Reverse Sensors, Rearview Back-up Camera, Side Mirror Camera, Rearview Mirror Camera, Collision Avoidance, Lane Departure Warning System, Home Link System, WiFi Data Connection System, Accessory Power Point Connection Systems, Bluetooth System and Driver Assist Systems.

*Some restrictions apply to European makes

Engine: Engine parts consisting of crankshaft & bearings, oil pump, oil pump pickup/screen and tube, pistons, piston rings, wrist pins, connecting rods & bearings, timing gears, chain/belt, timing tensioners/guides, balance shaft, camshaft, bearings, push rods, rocker arms/shaft, hydraulic lifters, intake and exhaust valves and springs, cylinder head gaskets. Engine block covered if mechanical failure was caused by above-listed parts.

Automatic Transmission: Transmission parts consisting of: gears, input and output shafts, bearings, front pump, planetary assemblies, overdrive carrier, reaction carrier, center support, parking lock actuator, stator and stator shaft, separator plate, pressure regulator valve, dipstick and filler tube, sprags, governor assembly, valve body, torque converter and transmission case is also covered if damage is caused by failure of listed lubricated parts.

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

Drive Axle Assembly (Front or Rear Wheel Drive): Consisting of: Drive shaft, ring/pinion gears, pinion bearings, side carrier bearings, carrier assembly, thrust washers, axle, axle bearings and limited slip clutch pack assembly. Universal and CV joints. Drive axle housing is covered if damage is caused by failure of listed lubricated parts.

Drive Axle Assembly (4-Wheel and All-Wheel Drive): Transfer case including transfer case motor, gears, main shaft, drive chain, thrust washer and shims, bearings. Front drive shaft, differential, axles, u-joints and CV joints. **With Applicable Surcharge.**

Seals and Gaskets: Cylinder head gaskets.

BONUS COVERAGE:

Cooling: Water Pump (Full coverage on Main Street; limited to one-half parts and labor costs, First Street Only).

Electrical: Alternator, Starter and Voltage Regulator (Full coverage on Main Street; limited to one-half parts and labor costs, First Street Only).

24-Hour Roadside Assistance: Towing, flat tire changing, fuel and fluid delivery, lock-out service and jump starting.

Rental Car: In the event of a mechanical breakdown of a covered component, the Agreement Holder will be reimbursed up to \$40 per day for a rental vehicle for each four hours of covered repair time as determined by a national flat-rate guide. Total not to exceed \$200. **Rental receipts required for reimbursement.**

FIRST STREET Drivetrain

No Year Model Limit
No Mileage Limit

36mo / 36,000 miles

Does NOT qualify for Main or Easy Street Coverage

\$5,000 Limit

Premium Vehicles

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

See website for surcharge pricing on above vehicles.

Excluded Vehicles

Audi (Except Surcharged Models), BMW (Except Surcharged Models), Corvette, Hummer EV & HI, Jaguar, Land Rover, Mercedes (Except Surcharged Models), Mercedes AMG, Porsche, Saab, All Exotics/Limited Production Vehicles.

Above vehicles can be written on our First Street Coverage

EXCLUSIONS

What this agreement DOES NOT Cover

1. Any truck or chassis with greater than a one ton rating from the manufacturer and/or vehicles with "branded" or "salvage" titles do not qualify for Easy or Main Street Coverage.
2. Any loss caused by collision, vandalism, neglect, abuse, fire, theft, flood, contamination, fluid intermix, sludge, corrosion, misuse, acts of God, incorrect installation, improper repairs, technician negligence, manufacturer defects or the failure to protect from further damage.
3. **Any loss caused by overheating, freezing or the lack of any necessary or proper amounts of lubricants or coolants.**
4. Any vehicle which the odometer has been broken, disconnected, altered or correct mileage cannot be readily determined.
5. Any repairs to your vehicle if used for racing, off-road use, rental, hire to the public, delivery, commercial or emergency purposes.
6. Any parts not listed in Paragraph 1 (does not apply to Easy Street) or pre-existing damage to any parts listed in Paragraph 1. Non-covered parts causing damage to covered parts or any loss occurring prior to expiration of manufacturer's warranty, recall, or repair guarantee.
7. Loss of time, use of vehicle, consequential damages, or injury to persons or property resulting from the failure or replacement of any parts listed in Paragraph 1. Some states do not allow exclusion or limitation of incidental or consequential damages, so this limitation/exclusion may not apply to you.
8. **Repairs as the result of alterations not recommended by the manufacturer or failure to perform maintenance recommended by the manufacturer.**
9. Any loss caused by normal wear and tear. Examples of non-covered repairs are: repair of valves and/or rings to correct low compression or excessive oil consumption. (Does not apply to Main and Easy Street).
10. Seals and gaskets except as required in connection with the replacement of parts listed in Paragraph 1. (This exclusion does not apply to Easy or Main Street). Fluid seepage is not a covered repair in all plans.
11. Any repair or replacement to a covered part which has not failed but which a repair facility recommends or requires to be repaired or replaced.
12. **Diagnostic time, down time, taxes, fluids, alignments, freon and similar a/c coolants, safety restraint systems and shop supplies are not covered items.**
13. **This Agreement does not provide coverage for preventative maintenance or pre-existing conditions.**



HOW TO CLAIM

Simply contact or have a representative of the repair facility contact the Administrator before ANY work is performed by calling the Claims Department at 1-800-808-0828 or by emailing claims@route66warranty.com. The following information will be required before authorization for repairs:

(1) **AGREEMENT NUMBER** (2) **AGREEMENT HOLDER'S NAME** (3) **CURRENT MILEAGE** (4) **MECHANICAL COMPLAINT** (5) **ITEMIZED ESTIMATE.**

IMPORTANT: You will be required under this Service Agreement to authorize the repair facility to disassemble the component(s) for inspection before repair or replacement. You will be required to pay the cost of disassembling if the Mechanical Breakdown is not covered by this Service Agreement.

Upon diagnosis and determination of covered items, and subject to the terms and conditions of this Agreement, the **Administrator** will issue an **AUTHORIZATION NUMBER**.

IMPORTANT: The authorization number **MUST** appear on all repair bills. **Failure to obtain authorization PRIOR TO REPAIRS will result in non-payment of claim.** FRAUDULENT or MISUSE of this Agreement will result in non-payment and cancellation. **THE ADMINISTRATOR RESERVES THE RIGHT TO INSPECT ALL REPAIRS PRIOR TO OR AFTER REPAIRS ARE PERFORMED.**

CANCELLATION PROCEDURE

You, or a person authorized by you, may cancel this Agreement by submitting a written request to the Administrator. Include Agreement number, reason for cancellation and a **notarized statement indicating the mileage (odometer reading) of the vehicle at the time of cancellation.** Request must be received within thirty (30) days of cancellation date. You may mail or fax to the above address or email to cancels@route66warranty.com.

If the Agreement is canceled within thirty (30) days from the date of purchase, you will receive a full refund provided you have not entered a claim. After thirty (30) days, the refund will be calculated based on Financial Institution cost and on the greater of the time in force or miles driven compared to the total time or mileage of your Term, less a \$25 cancellation fee and any claim paid or pending. **NOTE:** If the charge for this Agreement was financed, the refund will be paid to the Lienholder and Agreement Holder. Please allow thirty (30) days for processing.

The Financial Institution, Administrator and/or Lienholder may cancel this Agreement if your vehicle is a total loss or repossession, if you have stopped or changed your odometer or if you use your vehicle in any manner not covered by this Agreement.

TOTAL LOSS REFUND: Applies if option is selected and paid for. Policy holder will be refunded their full purchase price of the Service Agreement if vehicle is considered total loss by automobile insurance provider due to collision or act of God. Maximum refund cannot exceed purchase price of contract, \$2,000.00 or actual cash value of the vehicle, whichever is less. Proof of loss must be submitted with cancellation request.

REIMBURSEMENT

Upon completion of the repair, authorized claims will be paid for by corporate credit card or check by submitting the following:

(1) **AUTHORIZATION NUMBER** (2) **VEHICLE MILEAGE** (3) **DATE OF REPAIR** (4) **MECHANICAL COMPLAINT** (5) **PAID ITEMIZED INVOICE INCLUDING: NAMES, NUMBERS, PRICES AND EXPRESSED WARRANTY** (6) **DESCRIPTION OF NECESSARY LABOR CHANGES** (7) **VIN** (8) **AGREEMENT HOLDER'S TELEPHONE NUMBER(S)** (9) **NAME & ADDRESS TO WHOM REIMBURSEMENT IS PAYABLE** (10) **CUSTOMER SIGNATURE.**

Submit information to:

ROUTE 66 EXTENDED WARRANTY
P.O. BOX 1075
MOUNTAIN HOME, AR 72654-1075
or email to: CLAIMS@ROUTE66WARRANTY.COM

Claims must be submitted for reimbursement within thirty (30) days from authorization date.



LABOR

All Coverages: The administrator will reimburse the Agreement Holder or repair facility for the reasonable cost of labor to replace the required parts set forth in Paragraph 1. Labor times will be determined by the current nationally published flat-rate guide.