

Buying a new car?

Facts every automobile owner should know:

- The average person drives 15,000 miles per year, dropping most owners out of factory warranty within 2.5 years.
- The average buyer will own a new vehicle for seven years exposing the owner to significant repair costs for 4.5 years.

Now, you can get **extended protection** for your new or pre-owned vehicle. Service Shield is the choice for coverage, flexibility, and value with a selection of program levels designed to fit any vehicle or budget.

# COVERAGE DOWN THE ROAD

Service Shield is a fully insured product backed by more than 50 years of dependability. Whether a customer needs repairs to their car, is in need of roadside assistance, or needs general information regarding their coverage, we're there with the expertise to solve any problem quickly. All claims associates are experts in the field and have decades of experience in automotive claims and repair. With our state-of-the-art call center and national coverage, immediate response to every customer need is guaranteed.

- New Vehicle Protection
- Lease Vehicle Protection
- Pre-Owned Vehicle Protection
- Substitute Transportation
- 24-Hour Roadside Assistance
- Extended Towing
- Trip Interruption Intervention
- 100% Insured
- 50 Years of Dependability
- National Coverage
- State-of-the-Art Call Center



### OPTIONS

Entertainment Group: If You have selected to purchase this Optional Coverage and the box marked Entertainment Group is checked on the Declarations Page, the following benefits are provided to You: Electronic - Manufacturer Installed DVD, GPS Navigation or Electronic Entertainment Consoles, Auxiliary Light Switches, and Captain™s Chair Motors and switches. Rear Air Conditioner - Expansion Valve, Evaporator, Capacitors, Relays, Blower Motor and Switch, and Seals and Gaskets. All parts covered must have been installed by the original manufacturer for coverage to apply. After market installations are not eligible for coverage. Coverage is limited to manufacturer installed components. (Coverage does not include any removable components such as Remote Controls, DVDs or CD Roms).

OPTIONAL ENHANCED LABOR RATE: The labor rate for any covered repair shall be in accordance with the posted labor rate of the licensed repair facility You selected. This option is subject to a surcharge.

### SURCHARGES

TURBOCHARGER/ SUPERCHARGER (Included in all programs except Basic). Turbocharger / Supercharger Housing, Turbo Boost Valve, Turbo Waste Gate Actuator, Supercharger Drive Belt, Bearing, Bushing and all other internal parts, Seals and Gaskets (Factory Installed Only).

COMMERCIAL USE. If the contract Registration Page shows that you purchased the Commercial Use Surcharge, the Commercial Use Exclusion of this Contract is waived for qualified vehicles under the Manufacturer's Plus New Vehicle Plan.

4 WHEEL / ALL WHEEL DRIVE. Includes all components in the Differential Assembly and Transfer Case including: Drive Chain, Drive Chain Gears, Planetary Gears, Shift Ring Forks, Bearings, Bushings, Oil Pump Output Shaft, Main Shaft Washers and all other internal lubricated parts, Seals and Gaskets, Differential Housing, Axle Shaft, Ring and Pinion, Bearing, Bushing, Washers, Differential Cover, 4 Wheel Drive Actuator, Locking Hubs and all other internal parts contained within the differential assembly.

DIESEL. By mechanical failure only, fuel pump, (electric or mechanical) pressure regulator, metering valve, and fuel injector.

1 TON VEHICLE. If you have a vehicle with a one ton gross vehicle weight capability (GVW), this surcharge must be selected on the registration page.

Customer Service	800.871.0467
Claims	800.871.0467

Service Shield is backed by an insurance company that is rated A by A.M. Best



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Florida License #60109

This brochure is not a contract. Be sure to read a specimen service contract for precise coverage information, exclusions, terms and conditions.



# COVERAGE DOWN THE ROAD

# basic

## Coverage includes:

### ENGINE

- Cylinder Block
- Cylinder Head(s) and all internal lubricated parts contained within the engine including:
- Pistons
- Piston Rings
- Connecting Rod Bearings
- Crankshaft
- Crankshaft Main Bearings
- Camshaft
- Camshaft Bearings
- Cam Followers
- Timing Chain/Belt
- Timing Gears
- Guides
- Tensioners
- Rocker Arms
- Rocker Shafts
- Rocker Bushings
- Cylinder Head Valves
- Valve Guides
- Valve Lifters
- Valve Springs
- Valve Seals
- Valve Retainers
- Valve Seats
- Push Rods
- Water Pump
- Oil Pump
- Oil Pump Housing
- Harmonic Balancer
- Oil Pan
- Timing Chain Cover
- Intake and Exhaust Manifolds
- Valve Covers
- Engine Mounts
- Fuel Pump
- Seals and Gaskets
- Wrist Pins
- Connecting Rods
- Distributor Drive Gear
- Dip Stick Tube
- Balance Shaft
- Balance Shaft Bearing
- Balance Shaft Bushing
- Valve Locks and Oil Pump Pickup

### TRANSMISSION

- (Automatic / Standard)
- The internal components of the automatic transmission or manual transmission.
  - Drive chain
  - Drive chain gears
  - Carrier bearings
  - Internal transaxle seal
  - The manual transmission case an automatic transmission case and torque converter are covered if damaged by the failure of internally lubricated parts.
  - Flywheel/FlexPlate
  - Vacuum Modulator
  - Electronic Shift Control Unit
  - Transmission Cooler
  - Transmission Mounts
  - Oil Pan
  - Seals and Gaskets
  - Shift Linkage
  - and Shift Bushing.

### TRANSFER CASE

- Drive Chain
- Drive Chain Gears
- Planetary Gears
- Shift Rail Forks
- Bearings
- Bushings
- Oil Pump
- Output Shaft
- Main Shaft Washers and all other internal lubricated parts
- Seals and Gaskets.

### DIFFERENTIAL ASSEMBLY

- (Front and Rear)
- Differential Housing
  - Axle Shaft
  - Ring and Pinion
  - Bearings
  - Bushings
  - Washers
  - Differential Cover and all other internal parts contained with the differential assembly with Seals and Gaskets.

### DRIVE AXLE (Front and Rear)

- Drive Axle
- Constant Velocity Joints
- Center Support Bearings
- Drive Shaft and Universal Joints

# platinum

## Includes all components covered under Basic, PLUS:

### STEERING

- Internally lubricated parts contained within the Steering Box and Pump Housing
- Including Control Valves
- Internal Oil Control Seals
- Bearings and Shafts
- Steering Box and Pump Housings if damaged by the failure of internally lubricated parts. All internal parts contained within the Rack and Pinion
- Gears
- Power Steering Hoses
- Steering Knuckles
- Pitman Arm
- Idler Arm
- Tie Rod Ends
- Drag Link
- Steering Dampeners
- Upper and Lower Steering Column Shaft and Couplings
- Internal Tilt Wheel Mechanism
- Pinion Gear Housings
- Stepper Motors
- Steering Box
- Control Valve and Seals and Gaskets.

### ELECTRICAL

- Alternator
- Voltage Regulator
- Starter Motor
- Starter Solenoid and Starter Drive
- Engine Compartment Wiring Harness
- Computerized Timing Control Unit
- EVP Sensor
- Knock Sensor
- Ignition Switch
- Ignition Switch Lock Cylinder
- Electronic Ignition Module
- Front and Rear Window Wiper Motor
- Headlamp Switch
- Washer Pump and Switch
- Stop Lamp Switch, Turn Signal Switch
- Heater/AC Blower Speed Switch
- Manual Heater/AC Control Head
- Horns
- Neutral Safety Switch
- Cooling Sensor
- Clock
- Power Window Switches
- Power Door Lock Switches
- Reverse Indicator Switches
- Starter Drive
- Computerized Timing Control Unit
- Crank Angle Sensor.

### AIR CONDITIONER

- Condenser
- Compressor
- Compressor Clutch and Pulley
- Air Conditioning Lines and Hoses
- Evaporator
- Idler Pulley and Idler Pulley Bearing
- High/Low Compressor Cut-Off Switch
- Expansion Valve
- Pressure Cycling Switch
- Seals and Gaskets.
- The following parts are also covered if required in connection with the repair of a covered part named above:
- Accumulator/Receiver Dryer
- Orifice Tube
- Oil and Refrigerant
- A/C Cooling Fan Motors
- Compressor Pressure Relief Valve
- Ambient Temp Sensor (Factory Installed Only)

### TURBO / SUPERCHARGER

- Turbocharger/Supercharger Housing
- Turbo Boost Valve
- Turbo Waste Gate Actuator
- Supercharger Drive Belt
- Bearing
- Bushing and all other internal parts
- Seals and Gaskets (Factory Installed Only).

### BRAKES

- Master Cylinder
- Vacuum Assist Booster
- Disc Brake Calipers
- Wheel Cylinders
- Compensating Valve
- Brake Hydraulic Lines and Fittings
- Hydraulic Control Unit
- Seals and Gaskets.

### The following ABS parts are also covered:

- Electronic Control Processor
- Wheel Speed Sensors
- Hydraulic Pump/Motor Assembly
- Pressure Modulator Valve / Isolation Dump Valve
- Accumulator
- Seals and Gaskets
- A. B. S. Master Cylinder
- Hydro Boost

# diamond

## Includes all components covered under Basic and Platinum PLUS:

### FRONT AND REAR SUSPENSION

- Upper and Lower Control Arms
- Control Arm Shafts and Bearings
- Bushings
- Torsion Bars
- Mounts and Bushings
- Upper and Lower Ball Joints
- Strut Bearing Plates
- Radius Arms and Bushings
- Stabilizer Bar
- Links and Bushings
- Spindle and Spindle Support
- Wheel Bearings
- Variable Dampening Suspension
- Compressor
- Control Module
- Dampening Actuator
- Solenoid
- Strut Height Sensor
- Mode Selector Switch
- Seals and Gaskets
- Rear Wheel Steering
- Rear Steering Shaft and Couplings
- Power Cylinder and Pump
- Electronic Control Unit/Solenoid
- Phase Control Unit
- Stepper Motor
- Steering Box
- Control Valve
- Rack and Tie Rod Ends.

### COOLING

- Engine Cooling Fan and Motor
- Fan Clutch
- Belt Tensioner
- Radiator
- Heater Core
- Thermostat
- Blower Motor
- Hot Water Valve
- Water Pump
- Overflow Reservoir
- Radiator Cap
- Thermostat Housing
- Low Engine Coolant Module
- Coolant Probe
- Switch and Sensor

### FUEL DELIVERY

- Fuel Injection Pump and Injectors
- Vacuum Pump
- Fuel Tank
- Fuel Tank Sending Unit
- Metal Fuel Delivery Lines
- Pressure Regulator
- Metering Valve
- Idle Air Control
- Throttle Position Sensor

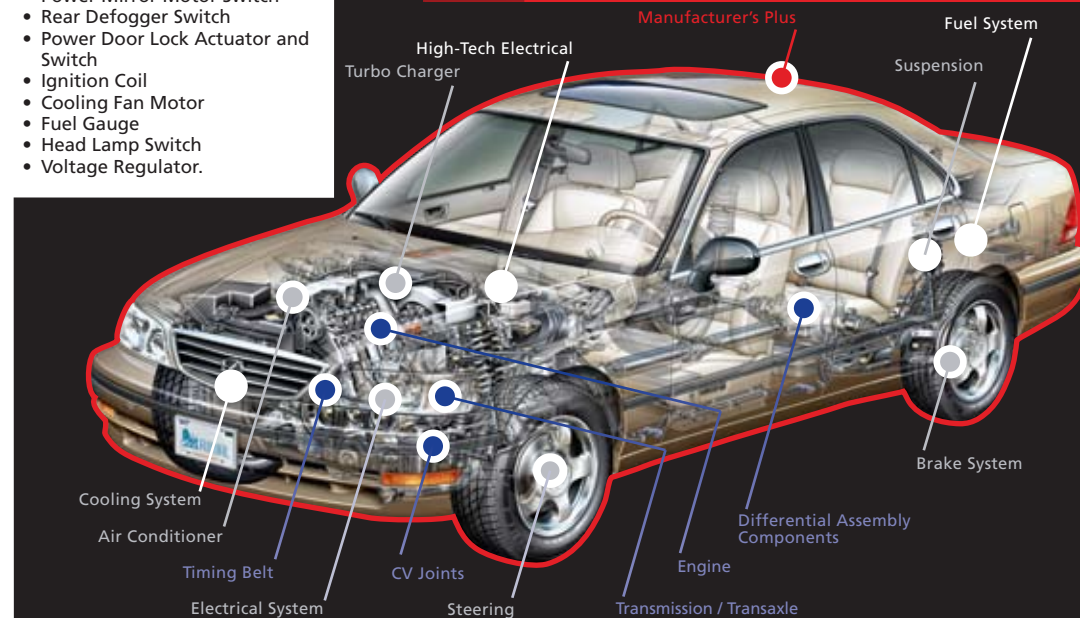
### ENHANCED ELECTRICAL

- Automatic Climate Control Programmer
- Electronic Instrument Cluster
- Mileage Computer
- Distributor
- Ignition Coil
- Electronic Combination Entry System (Does not include Transmitter or Receivers for Remote Control Locks)
- Cruise Control Module
- Transducer
- Servo and Amplifier
- Powertrain Control Module
- Headlamp Motors
- Power Window Motor
- Power Seat Motor
- Power Mirror Motor
- Power Antenna Motor/Mast Assembly
- Convertible Top Motor
- Power Sunroof Motor
- Power Window Switch
- Cruise Control Engagement Switch
- Power Seat Switch
- Power Mirror Motor Switch
- Rear Defogger Switch
- Power Door Lock Actuator and Switch
- Ignition Coil
- Cooling Fan Motor
- Fuel Gauge
- Head Lamp Switch
- Voltage Regulator.

# manufacturer's plus

## Covers all vehicle parts except:

- The maintenance, service and parts described in the Vehicle's Manufacturer's Maintenance Schedule, including timing belts failures occurring after such scheduled service dates unless such scheduled service was in fact performed. Recreational vehicle equipment such as, but not limited to, refrigerators, ice boxes, microwave ovens, and televisions.
- Tires/Wheels/Wheel Covers
- Battery
- Paint
- Light Bulbs
- Lenses
- Trim
- Upholstery/Convertible & Vinyl Tops
- Other normal maintenance services and parts including engine tune-up, suspension alignment, wheel balancing, filters, lubricants, engine coolant, fluids, spark/glow plugs, brake pads, linings and shoes.
- Drums and Rotors Except When Damaged by a Covered Part
- Rust/Corrosion
- Manual Clutch Components
- Body Panels
- Exhaust System/Catalytic Converter
- Cellular Telephones
- Video Entertainment Systems
- Fluids, filters and lubricants are not covered, except when required in connection with the repair or replacement of covered parts.
- Physical Damage/Water or Air Leaks
- Bright Metal
- Glass
- Sheet Metal/Bumpers
- Passive Restraint Systems
- Sealed Beams
- Hoses/Belts (Except AC Lines)
- Moldings/Weather-Strips
- Anti-theft systems, radio/speaker equipment and any other equipment when not installed by the vehicle Manufacturer.



basic	platinum	diamond	manufacturer's plan*
Available Pre-Owned Terms	Available Pre-Owned Terms	Available Pre-Owned Terms	Available New Terms
3 months / 3,000 miles	6 months / 6,000 miles	12 months / 12,000 miles	36, 48, 60, 72 months / 75,000 miles
6 months / 6,000 miles	12 months / 12,000 miles	24 months / 24,000 miles	36, 48, 60, 72, 84 months / 100,000 miles
12 months / 12,000 miles	24 months / 24,000 miles	36 months / 36,000 miles	48, 60 months / 125,000 miles
24 months / 24,000 miles	36 months / 36,000 miles	48 months / 48,000 miles	
36 months / 36,000 miles			
48 months / 48,000 miles			

ALL PROGRAMS INCLUDE  
Substitute Transportation  
24-Hour Roadside Assistance  
Extended Towing  
Trip Interruption Intervention

\* New terms only.

