



VEHICLE SERVICE AGREEMENT

AGREEMENT NUMBER

SECTION 1 - DEALER INFORMATION

NAME		TELEPHONE	
MAILING ADDRESS	CITY	PROVINCE	POSTAL CODE

SECTION 2 - AGREEMENT HOLDER INFORMATION

NAME (LAST, FIRST, M.I.)		TELEPHONE	NAME (LAST, FIRST, M.I.)	
MAILING ADDRESS	CITY	PROVINCE	POSTAL CODE	

SECTION 3 - FINANCE COMPANY INFORMATION

NAME		TELEPHONE	
STREET ADDRESS	CITY	PROVINCE	POSTAL CODE

SECTION 4 - VEHICLE AND AGREEMENT INFORMATION

<input type="checkbox"/> NEW <input type="checkbox"/> USED	VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	MODEL
AGREEMENT PURCHASE DATE	ODOMETER READING	AGREEMENT PURCHASE PRICE	G.S.T./H.S.T	TOTAL PURCHASE PRICE
TERM	EXPIRATION DATE	KILOMETRE LIMIT	EXPIRATION ODOMETER READING	
PLAN NAME	DEDUCTIBLE AMOUNT	MAXIMUM CLAIM BENEFIT		
TOP UP PLAN ADD-ON OPTIONS	STANDARD PLAN ADD-ON OPTIONS	PREMIUM PLAN ADD-ON OPTIONS	EXECUTIVE PLACE ADD-ON OPTIONS	
<input type="checkbox"/> ULTRA HI-TECH ELECTRICAL	<input type="checkbox"/> TURBO/SUPERCHARGER <input type="checkbox"/> AIR CONDITIONING <input type="checkbox"/> ELECTRICAL <input type="checkbox"/> HI-TECH ELECTRICAL <input type="checkbox"/> SEALS/GASKETS	<input type="checkbox"/> HI-TECH ELECTRICAL <input type="checkbox"/> ULTRA HI-TECH ELECTRICAL <input type="checkbox"/> \$5,000 CLAIM LIMIT	<input type="checkbox"/> ULTRA HI-TECH ELECTRICAL	
IN-SERVICE DATE				

SECTION 5 - AGREEMENT HOLDER ACKNOWLEDGEMENT

- I hereby certify that all the information set out above is true and accurate to the best of my knowledge, and I understand that any misleading information or misrepresentation may void this Agreement where it is material to the Agreement.
- I understand that purchase of this Agreement is not required in order to purchase, lease or obtain financing for the Vehicle or to obtain financing on any particular terms.
- If this Agreement has been financed, the Finance Company identified above is entitled to any refund resulting from the cancellation of this Agreement for whatever reason.
- I have been provided with a complete copy of this Agreement and have read, accepted and understood it, including its terms, conditions, limits and exclusions. I have also reviewed the Options listed above and I further acknowledged that if no Option(s) are listed above, then no such Option(s) will be covered. I have read, accepted and understood this entire Agreement, and have been provided with a complete copy of this Agreement.
- I understand that this document contains the entire Agreement. It takes precedence over any other written or oral statements made with respect to this Agreement. Any modification(s), alteration(s) or change(s) to the preprinted terms and conditions of this Agreement is/are invalid and of no force or effect.
- If the Vehicle does not meet the eligibility standards for the Plan, Term or Kilometre Limit combination marked above, this Agreement may be rejected. In such a case, I will be notified within fifteen (15) days of the decision to reject this Agreement.
- This Agreement is a vehicle service agreement, not an insurance policy or warranty. Some benefits under this Agreement may duplicate express or implied warranties that may accompany the purchase of the Vehicle.

AGREEMENT HOLDER SIGNATURE: _____ DATE: _____

CO-AGREEMENT HOLDER SIGNATURE: _____ DATE: _____

DEALER AUTHORIZED SIGNATURE(S): _____ DATE: _____

FOR ONTARIO SALES ONLY

SALES PERSON NAME AND REGISTRATION NO.: _____ SALES PERSON SIGNATURE: _____

SECTION 6 - CONTACT INFORMATION

Obligor and Administrator: Premier Dealer Services, Inc. ("We, Us, or Our")
PO Box 9322C, STN A, Toronto, ON M5W 3M2
Claims: (866) 204-6588, Emergency Roadside Assistance: (866) 209-2856

Our performance under this Agreement is insured by an insurance policy issued to Us by Arch Insurance Canada Ltd., Suite 3600, 77 King Street West, PO Box 308, Toronto, ON M5K 1K2, Canada (416) 309-8100. If a covered claim is not paid within thirty (30) days after proof of loss has been filed, You may file a claim directly with the insurance company.

TABLE OF CONTENTS		
SECTION 1	DEALER INFORMATION	PAGE 1
SECTION 2	AGREEMENT HOLDER INFORMATION	PAGE 1
SECTION 3	FINANCE COMPANY INFORMATION	PAGE 1
SECTION 4	VEHICLE AND AGREEMENT INFORMATION	PAGE 1
SECTION 5	AGREEMENT HOLDER ACKNOWLEDGEMENT	PAGE 1
SECTION 6	CONTACT INFORMATION	PAGE 1
SECTION 7	DEFINITIONS	PAGE 2
SECTION 8	COVERED PARTS	PAGE 2
SECTION 9	ADDITIONAL BENEFITS	PAGE 5
SECTION 10	CLAIM PROCEDURE	PAGE 5
SECTION 11	AGREEMENT GENERAL PROVISIONS	PAGE 5
SECTION 12	TERM AND EXPIRATION	PAGE 6
SECTION 13	EXCLUSIONS	PAGE 6
SECTION 14	TRANSFER AND CANCELLATION	PAGE 6

SECTION 7 - DEFINITIONS

Agreement — This vehicle service agreement.

Breakdown — The failure of any Covered Part to perform the function for which it was intended to perform, within manufacturer specifications, due to a mechanical or electrical defect. Gradual reduction in operating performance due to the natural and inherent wear characteristics of automotive parts will not be considered a Breakdown. However, reduction in operating performance of an automotive part which exceeds the published tolerances allowed by the manufacturer may be considered a Breakdown hereunder.

Covered Part — Any mechanical or electrical automotive part that is original equipment on Your Vehicle at the time of its purchase by You (or like replacement parts meeting the manufacturer's specifications) which is listed in **SECTION 8 – COVERED PARTS** under the name of the plan purchased by You and which is not otherwise excluded from coverage hereunder.

Dealer — The selling dealer from whom You purchased the Vehicle and this Agreement.

Deductible — The amount indicated that You must pay for the repair of a Breakdown.

Kilometre Limit — The maximum number of kilometres that coverage under this Agreement shall be in force.

Maximum Claim Benefit— The maximum amount payable per covered Breakdown claim (including taxes) as indicated in **SECTION 4 – VEHICLE AND AGREEMENT INFORMATION**.

Term — The number of months indicated on the Schedule that coverage under this Agreement shall be in force.

Vehicle — The vehicle covered by the terms and conditions of this Agreement.

We, Us or Our — Refers to Premier Dealer Services, Inc., the administrator and obligor under this Agreement who is contractually obligated to You to provide all benefits hereunder.

You, Your — The purchaser(s) of this Agreement.

SECTION 8 – COVERED PARTS

We will repair, replace, or have repaired or replaced any Covered Part which experiences a Breakdown. We will pay for or reimburse You for pre-authorized expenses incurred for the repair or replacement of a Covered Part, not to exceed the Maximum Claim Benefit. Such expense(s) are not to exceed the manufacturer's suggested retail price for a part and the repair facility's published hourly labour rate multiplied by the appropriate operation time as published in a nationally recognized labour rate time guide. The amount approved for repairs shall not include diagnostic costs unless You have purchased the Executive Plan. Replacement may be made with a part which is of a like kind and quality comparable with the original design specifications and wear tolerances of Your Vehicle. Upon the occurrence of the Breakdown of a Covered Part, You must follow the claim procedure outlined in **SECTION 10 - CLAIM PROCEDURE**.

TOP-UP PLAN

AIR CONDITIONING - Compressor; compressor clutch and pulley; evaporator; belt tensioner; idler pulley and bearing; accumulator/receiver dryer expansion valve; orifice tube; compressor cut-off switch; condenser; refrigerant lines and hoses; oil and refrigerant; pressure cycling switch.

ELECTRICAL - Alternator; electronic ignition module; headlamp switch; horn assembly; starter motor and solenoid; stop lamp switch; turn signal switch; voltage regulator; windshield wiper motor and switch; washer pumps (front and rear) and switches; cam sensor; crankshaft angle sensor; engine wiring harness; ignition switch and lock cylinder; knock sensor; manual heat/air conditioning control head; transmission wiring harness.

HI-TECH ELECTRICAL - Accumulators; automatic load levelling compressor motor; climate control module; convertible top motor and switch; cruise control engagement switch, transducer, servo and amplifier; distributor; electronic control module (ECM); electronic instrument cluster; electronic trunk release actuator; exciter rings; factory installed rear-view camera; headlamp motors and switch; ignition coils, coil packs and coil pack housing; keyless entry door keypad; mileage computer; oxygen sensor; power antenna motor/mast assembly; power door lock actuator and switch; power mirror motor and switch; power seat motor and switch; power sunroof motor and switch; power window motor and switch; powertrain control module (PCM); pump motor/hydraulic motor and relays; rear defogger switch; seat heater switch.

BRAKES - Compensating valve; disc brake calipers; hydraulic lines and fittings; master cylinder; proportioning valve; vacuum assist booster; wheel cylinders; hydro boost; ABS accumulator, ABS electronic control processor; ABS isolation dump valve; ABS pressure modulator valve; ABS pump/motor assembly; ABS wheel speed sensors.

FRONT WHEEL STEERING - Center link; idler arm and bushing; main and intermediate column shaft; pitman arm; power steering cooler and lines; power steering hoses; power steering pump; rack and pinion gear; rack and pinion gear housings; reservoir and pulley; steering knuckles/spindles; steering gear box; drag links; internal tilt-wheel mechanism; steering damper; tie rod ends.

FRONT SUSPENSION - Ball joints; control arms; control arm shafts, bearings and bushings; struts; height sensor; mode selector switch; variable damping suspension compressor, control module, actuator, and solenoid.
REAR SUSPENSION - rear wheel bearings; spindle and spindle support; stabilizer bars, bushings and links; torsion bars, mounts and bushings.
FUEL DELIVERY - Fuel injection pump, regulator and injectors; fuel pump; Fuel injector lines; fuel tank; fuel tank sending unit; metal fuel delivery lines; vacuum pump.
HEATING/COOLING SYSTEM - Cooling fan clutch and motor; heater core, hot water valve; radiator; radiator fan motor; serpentine belt tensioner; thermostat.
BODY/INTERIOR - Fuel door cable; trunk and hood release cables.
SEALS AND GASKETS - All seals and gaskets used to contain fluids and lubricants within the Covered Parts of this Plan.
TOP-UP PLAN OPTIONAL ADD-ON COVERED PARTS (ONLY IF SELECTED ON PAGE 1)
ULTRA HI-TECH ELECTRICAL - Factory installed audio system; factory installed navigation system; back-up sensors; keyless ignition switch; power door, hatch, and trunk motors; power folding mirror motors.

STANDARD PLAN
ENGINE - All internally lubricated parts of the engine, including: balance shaft; cam followers; camshaft and camshaft bearings; connecting rods and bearings; crankshaft and main bearings; exhaust manifold; hydraulic lifters; intake manifold; oil pump and oil pump housing; pistons, piston rings and wrist pins; push rods; rocker arms, shaft, bushings and pivots; timing chain and guides; timing chain tensioner; timing gears; valve guides, lifters and retainers; valve seals, seats and springs; valves (intake and exhaust); engine block and cylinder heads (only if damaged directly by failure of an internally lubricated part); valve covers; oil pan, dipstick and filler tube.
TRANSMISSION - All internally lubricated parts including: bands, bearings, bushings, drums, gears, oil pump, shafts, solenoids, torque converter, vacuum modulator, valve body; transmission case (only if damage is caused internally by failure of a lubricated part within the transmission case).
TRANSFER CASE - All internally lubricated parts contained within the transfer case housing including: gears, shafts, bearings; transfer case housing (only if damage is caused internally by failure of a lubricated part within the transfer case housing).
DRIVE AXLE - All internally lubricated parts contained within the drive axle housing including: axle bearings, axle shafts, carrier assembly, carrier bearings, hub bearings, output shaft, pinion bearings, ring and pinion, side gears, spider gears; drive axle housing (only if damage is caused internally by failure of a lubricated part within the drive axle housing); differential cover.
STANDARD PLAN OPTIONAL ADD-ON COVERED PARTS (ONLY IF SELECTED ON PAGE 1)
TURBOCHARGER/SUPERCHARGER (Manufacturer installed only)- All internally lubricated parts contained within the turbocharger/supercharger housing; bypass valve; clutch and pulley; hard lines; intercooler; nose cone; wastegate controller; all seals and gaskets used to contain fluids and lubricants within the turbocharger/supercharger housing; turbocharger/supercharger housing (only if damage is caused internally by failure of a lubricated part within the turbocharger/supercharger housing).
AIR CONDITIONING - Compressor; compressor clutch and pulley; evaporator; belt tensioner; idler pulley and bearing; accumulator/receiver dryer expansion valve; orifice tube.
ELECTRICAL - Alternator; electronic ignition module; headlamp switch; horn assembly; starter motor and solenoid; stop lamp switch; turn signal switch; voltage regulator; windshield wiper motor and switch; washer pumps (front and rear) and switches.
HI-TECH ELECTRICAL - Accumulators; automatic load levelling compressor motor; climate control module; convertible top motor and switch; cruise control engagement switch, transducer, servo and amplifier; distributor; electronic control module (ECM); electronic instrument cluster; electronic trunk release actuator; exciter rings; factory installed rear-view camera; headlamp motors and switch; ignition coils, coil packs and coil pack housing; keyless entry door keypad; mileage computer; oxygen sensor; power antenna motor/mast assembly; power door lock actuator and switch; power mirror motor and switch; power seat motor and switch; power sunroof motor and switch; power window motor and switch; powertrain control module (PCM); pump motor/hydraulic motor and relays; rear defogger switch; seat heater switch.
SEALS AND GASKETS - All seals and gaskets used to contain fluids and lubricants within the Covered Parts of this Plan.

PREMIUM PLAN
ENGINE - All internally lubricated parts of the engine, including: balance shaft; cam followers; camshaft and camshaft bearings; connecting rods and bearings; crankshaft and main bearings; exhaust manifold; hydraulic lifters; intake manifold; oil pump and oil pump housing; pistons, piston rings and wrist pins; push rods; rocker arms, shaft, bushings and pivots; timing chain and guides; timing chain tensioner; timing gears; valve guides, lifters and retainers; valve seals, seats and springs; valves (intake and exhaust); engine block and cylinder heads (only if damaged directly by failure of an internally lubricated part); valve covers; oil pan, dipstick and filler tube.
TRANSMISSION - All internally lubricated parts including: bands, bearings, bushings, drums, gears, oil pump, shafts, solenoids, torque converter, vacuum modulator, valve body; transmission case (only if damage is caused internally by failure of a lubricated part within the transmission case).
TRANSFER CASE - All internally lubricated parts contained within the transfer case housing including: gears, shafts, bearings; transfer case housing (only if damage is caused internally by failure of a lubricated part within the transfer case housing).
DRIVE AXLE - All internally lubricated parts contained within the drive axle housing including: axle bearings, axle shafts, carrier assembly, carrier bearings, hub bearings, output shaft, pinion bearings, ring and pinion, side gears, spider gears; drive axle housing (only if damage is caused internally by failure of a lubricated part within the drive axle housing); differential cover.
TURBOCHARGER/SUPERCHARGER - All internally lubricated parts contained within the turbocharger/supercharger housing; bypass valve; clutch and pulley; hard lines; intercooler; nose cone; wastegate controller; all seals and gaskets used to contain fluids and lubricants within the turbocharger/supercharger housing; turbocharger/supercharger housing (only if damage is caused internally by failure of a lubricated part within the turbocharger/supercharger housing).
AIR CONDITIONING - Compressor; compressor clutch and pulley; evaporator; belt tensioner; idler pulley and bearing; accumulator/receiver dryer expansion valve; orifice tube.
ELECTRICAL - Alternator; electronic ignition module; headlamp switch; horn assembly; starter motor and solenoid; stop lamp switch; turn signal switch; voltage regulator; windshield wiper motor and switch; washer pumps (front and rear) and switches; cam sensor; crankshaft angle sensor; engine wiring harness; ignition switch and lock cylinder; knock sensor; manual heat/air conditioning control head; transmission wiring harness.
BRAKES - Compensating valve; disc brake calipers; hydraulic lines and fittings; master cylinder; proportioning valve; vacuum assist booster; wheel cylinders; hydro boost.
FRONT WHEEL STEERING - Center link; idler arm and bushing; main and intermediate column shaft; pitman arm; power steering cooler and lines; power steering hoses; power steering pump; rack and pinion gear; rack and pinion gear housings; reservoir and pulley; steering knuckles/spindles; steering gear box.
FRONT SUSPENSION - Ball joints; control arms; control arm shafts, bearings and bushings; struts.
FUEL DELIVERY - Fuel injection pump, regulator and injectors; fuel pump.

SEALS AND GASKETS - All seals and gaskets used to contain fluids and lubricants within the Covered Parts of this Plan.
PREMIUM PLAN OPTIONAL ADD-ON COVERED PARTS (ONLY IF SELECTED ON PAGE 1)
HI-TECH ELECTRICAL - Accumulators; automatic load levelling compressor motor; climate control module; convertible top motor and switch; cruise control engagement switch, transducer, servo and amplifier; distributor; electronic control module (ECM); electronic instrument cluster; electronic trunk release actuator; exciter rings; factory installed rear-view camera; headlamp motors and switch; ignition coils, coil packs and coil pack housing; keyless entry door keypad; mileage computer; oxygen sensor; power antenna motor/mast assembly; power door lock actuator and switch; power mirror motor and switch; power seat motor and switch; power sunroof motor and switch; power window motor and switch; powertrain control module (PCM); pump motor/hydraulic motor and relays; rear defogger switch; seat heater switch.
ULTRA HI-TECH ELECTRICAL - Factory installed audio system; factory installed navigation system; back-up sensors; keyless ignition switch; power door, hatch, and trunk motors; power folding mirror motors.
\$5,000 CLAIM LIMIT – Increases the Maximum Claim Benefit to five thousand dollars (CDN\$5,000.00) including applicable taxes.
EXECUTIVE PLAN
DIAGNOSTICS - Diagnostic charges up to the first hour.
ENGINE - All internally lubricated parts of the engine, including: balance shaft; cam followers; camshaft and camshaft bearings; connecting rods and bearings; crankshaft and main bearings; exhaust manifold; hydraulic lifters; intake manifold; oil pump and oil pump housing; pistons, piston rings and wrist pins; push rods; rocker arms, shaft, bushings and pivots; timing chain and guides; timing chain tensioner; timing gears; valve guides, lifters and retainers; valve seals, seats and springs; valves (intake and exhaust); engine block and cylinder heads (only if damaged directly by failure of an internally lubricated part); valve covers; oil pan, dipstick and filler tube; crankshaft pulley; diesel vacuum pump; engine mounts; harmonic balancer; timing chain cover; water pump; all seals and gaskets used to contain fluids and lubricants within the parts defined in this section; timing belt, tensioners and cover (only due to Breakdown, and only if routine replacement of the timing belt, as part of the manufacturer's recommended maintenance, has been carried out on the Vehicle).
TRANSMISSION - All internally lubricated parts including: bands, bearings, bushings, drums, gears, oil pump, shafts, solenoids, torque converter, vacuum modulator, valve body; transmission case (only if damage is caused internally by failure of a lubricated part within the transmission case); Shift control sensors; shift controller; transmission cooler and cooler lines; transmission mounts; transmission oil pan; all seals and gaskets used to contain fluids and lubricants within the Covered Parts defined in in this section.
TRANSFER CASE - All internally lubricated parts contained within the transfer case housing including: gears, shafts, bearings; transfer case housing (only if damage is caused internally by failure of a lubricated part within the transfer case housing).
DRIVE AXLE - All internally lubricated parts contained within the drive axle housing including: axle bearings, axle shafts, carrier assembly, carrier bearings, hub bearings, output shaft, pinion bearings, ring and pinion, side gears, spider gears; drive axle housing (only if damage is caused internally by failure of a lubricated part within the drive axle housing); differential cover; center support bearings; constant velocity joints; differential cover; drive shafts; four-wheel drive actuator; front wheel bearings; locking hubs; universal joints; all seals and gaskets used to contain fluids and lubricants within the Covered Parts defined in this section.
TURBOCHARGER/SUPERCHARGER - All internally lubricated parts contained within the turbocharger/supercharger housing; bypass valve; clutch and pulley; hard lines; intercooler; nose cone; wastegate controller; all seals and gaskets used to contain fluids and lubricants within the turbocharger/supercharger housing; turbocharger/supercharger housing (only if damage is caused internally by failure of a lubricated part within the turbocharger/supercharger housing).
AIR CONDITIONING - Compressor; compressor clutch and pulley; evaporator; belt tensioner; idler pulley and bearing; accumulator/receiver dryer expansion valve; orifice tube; compressor cut-off switch; condenser; refrigerant lines and hoses; oil and refrigerant; pressure cycling switch.
ELECTRICAL - Alternator; electronic ignition module; headlamp switch; horn assembly; starter motor and solenoid; stop lamp switch; turn signal switch; voltage regulator; windshield wiper motor and switch; washer pumps (front and rear) and switches; cam sensor; crankshaft angle sensor; engine wiring harness; ignition switch and lock cylinder; knock sensor; manual heat/air conditioning control head; transmission wiring harness.
HI-TECH ELECTRICAL - Accumulators; automatic load levelling compressor motor; climate control module; convertible top motor and switch; cruise control engagement switch, transducer, servo and amplifier; distributor; electronic control module (ECM); electronic instrument cluster; electronic trunk release actuator; exciter rings; factory installed rear-view camera; headlamp motors and switch; ignition coils, coil packs and coil pack housing; keyless entry door keypad; mileage computer; oxygen sensor; power antenna motor/mast assembly; power door lock actuator and switch; power mirror motor and switch; power seat motor and switch; power sunroof motor and switch; power window motor and switch; powertrain control module (PCM); pump motor/hydraulic motor and relays; rear defogger switch; seat heater switch.
BRAKES - Compensating valve; disc brake calipers; hydraulic lines and fittings; master cylinder; proportioning valve; vacuum assist booster; wheel cylinders; hydro boost; ABS accumulator, ABS electronic control processor; ABS isolation dump valve; ABS pressure modulator valve; ABS pump/motor assembly; ABS wheel speed sensors.
FRONT WHEEL STEERING - Center link; idler arm and bushing; main and intermediate column shaft; pitman arm; power steering cooler and lines; power steering hoses; power steering pump; rack and pinion gear; rack and pinion gear housings; reservoir and pulley; steering knuckles/spindles; steering gear box; drag links; internal tilt-wheel mechanism; steering damper; tie rod ends.
FRONT SUSPENSION - Ball joints; control arms; control arm shafts, bearings and bushings; struts; height sensor; mode selector switch; variable dampening suspension compressor, control module, actuator, and solenoid.
REAR SUSPENSION - rear wheel bearings; spindle and spindle support; stabilizer bars, bushings and links; torsion bars, mounts and bushings.
FUEL DELIVERY - Fuel injection pump, regulator and injectors; fuel pump; fuel injector lines; fuel tank; fuel tank sending unit; metal fuel delivery lines; vacuum pump.
HEATING/COOLING SYSTEM - Cooling fan clutch and motor; heater core, hot water valve; radiator; radiator fan motor; serpentine belt tensioner; thermostat.
BODY/INTERIOR - Fuel door cable; trunk and hood release cables.
SEALS AND GASKETS - All seals and gaskets used to contain fluids and lubricants within the Covered Parts of this Plan.
EXECUTIVE PLAN OPTIONAL ADD-ON COVERED PARTS (ONLY IF SELECTED ON PAGE 1)
ULTRA HI-TECH ELECTRICAL - Factory installed audio system; factory installed navigation system; back-up sensors; keyless ignition switch; power door, hatch, and trunk motors; power folding mirror motors.

SECTION 9 – ADDITIONAL BENEFITS

RENTAL - We will reimburse You for vehicle rental expenses incurred due to a Breakdown covered under this Agreement, where the labour time required to perform the corresponding repair (as allocated by a nationally recognized labour guide) exceeds four (4) hours. The maximum reimbursement per day is fifty dollars (CDN\$50.00) per day including taxes, and limited to a total maximum of four (4) days during the Contract Term. Valid receipts must be submitted for reimbursement.

TRIP INTERRUPTION – We will reimburse You for lodging, meals, bus and taxi expenses incurred due to a Breakdown covered under this Agreement, if the Breakdown occurs at least one hundred sixty (160) kilometres away from Your home, and where the labour time required to perform the corresponding repair (as allocated by a nationally recognized labour guide) exceeds four (4) hours. The maximum reimbursement per day is fifty dollars (CDN\$50.00) per day including taxes, and limited to a total maximum of four (4) days during the Contract Term. Valid receipts must be submitted for reimbursement.

EMERGENCY ROADSIDE ASSISTANCE - If You are in need of non-accident related emergency roadside assistance, You must call **(866) 209-2856**. Only service requests provided through the above listed number will be honored. Emergency roadside assistance services are not available in areas where provincial providers are exclusively utilized. The maximum amount payable hereunder per incident is one hundred dollars (CDN\$100.00). If the cost of service rendered exceeds one hundred dollars (CDN\$100.00), You will be required to pay the difference at the time of service. The following benefits are available 24 hours a day, 365 days a year, anywhere in the Canada or the United States:

- **Towing**
- **Jump Starts**
- **Flat Tire Changes – Utilizing Your Vehicle’s inflated spare.**
- **Fluid Delivery — Cost of fluids is extra and must be paid when service is rendered.**
- **Lockout Service — Key cutting/replacement is extra and must be paid when service is rendered.**
- **Concierge Service — Courtesy help and emergency phone call support (relatives, police, etc.).**

SECTION 10 – CLAIM PROCEDURE

1. **NO REPAIRS OR PAYMENT SHALL BE MADE WITHOUT PRIOR AUTHORIZATION.**
2. You must take immediate action to prevent further damage. This Agreement will not cover damage caused by not securing timely repairs. If it is dangerous to operate Your Vehicle, or if operating Your Vehicle may cause further damage, You must have the Vehicle towed.
3. Return the Vehicle to the Dealer. If it is not possible or practical to return the Vehicle to the Dealer, You may take Your Vehicle to any commercial repair facility.
4. You or the repair facility must call the Claim Department for approval prior to repairing or cleaning any parts.
5. You or the repair facility must provide an estimate of parts and labour costs in order to obtain approval. No claim payments will be made if the Claim Department has not issued a claim approval reference number prior to repairing, replacing, or cleaning any parts.
6. You must authorize any charge(s) necessary to determine cause of failure. This includes necessary diagnostic and tear down charges. Diagnostic and tear down charges are not covered under this Contract unless You have purchased the Executive Plan. The Executive Plan covers up to one (1) hour of verified diagnostic or tear down in connection with a covered claim.
7. You must cooperate in Our investigation of any Breakdown. You must allow Our representative to inspect the Vehicle. We have no obligation to inspect the Vehicle or to certify its condition before or after covered repairs are completed.
8. You must, upon request, show Us or the repair facility all sales receipts, invoices, or work orders showing that the Vehicle has been properly serviced or maintained according to manufacturer’s specifications and/or provide documentation to prove ownership of the Vehicle.
9. Within thirty (30) days of the repair, You must provide Us with copies of the repair orders and other requested receipts or documents. You must submit an explanation of the Breakdown and repairs including an itemized, dated repair order and paid receipt(s), including any paid receipt(s) for substitute transportation and, if applicable, emergency roadside assistance expenses. All receipts must be in Your name and must show the date(s), Vehicle description, and odometer reading at the time of the Breakdown, and Your Agreement number.

CLAIM DEPARTMENT PHONE: (866) 204-6588, CLAIM PAYMENT FAX: (866) 765-4456

SECTION 11 - AGREEMENT GENERAL PROVISIONS

1. If We ask, You agree to assist Us in enforcing Your rights against any manufacturer or repair facility that may have responsibility to You for the cost of repairs covered under this Agreement. We may require You to assign Your rights of recovery against others in the event that We pay for any claim made under this Agreement. We will not pay for any claim hereunder if You impair these rights of recovery. You may not waive Your right(s) to recover from others.
2. You must keep all fluids at proper levels and have Your Vehicle checked and serviced in accordance with the manufacturer's recommendations, as outlined in the owner's manual for Your Vehicle. If You do not have an owner's manual for Your Vehicle, You can contact the Dealer or Us and the servicing recommendations will be provided to You. Your owner's manual lists different servicing recommendations based on Your individual driving habits and climate conditions. You are required to follow the normal or severe maintenance schedule that applies to Your driving habits and conditions. If You do not follow these recommendations and such failure causes a Breakdown, further damage or unnecessary repairs, coverage under this Agreement will be denied or reduced. You must retain all sales receipts, invoices or work orders showing the date, kilometreage, a description of Your Vehicle, the vehicle identification number (VIN), and the maintenance services performed, including parts and fluids used to complete these services.
3. You must take reasonable precaution to protect Your Vehicle from damage or further damage. If You notice a problem with Your Vehicle (e.g. change in engine temperature, unusual noises, leaking fluids, shaking, unusual shifting, etc.) it is Your responsibility to take appropriate action immediately. If You do not take reasonable precaution to protect Your Vehicle from damage or further damage, coverage under this Agreement will be denied or reduced.
4. If more than one service Agreement, warranty or insurance policy (including the manufacturer's warranty) can be applied to a claim, coverage under this Agreement shall be excess over all other such coverage(s), whether valid or collectible.
5. The amount payable for a Breakdown claim covered by this Agreement, including tax, is the Maximum Claim Benefit identified in **SECTION 4 – VEHICLE AND AGREEMENT INFORMATION**.
6. The total of all benefits paid or payable under this Agreement shall not exceed the actual cash value of the Vehicle immediately prior to the Breakdown (actual cash value is equal to the retail value of the Vehicle according to the most current VMR Canada vehicle valuation guide.)
7. You must pay the deductible identified in **SECTION 4 – VEHICLE AND AGREEMENT INFORMATION** (if applicable) in connection with a covered Breakdown claim.
8. The liability of anyone performing under this Agreement for incidental and consequential damages arising from performance or failure to perform under this Agreement or breach of any implied warranties, including the warranty of merchantability, arising by operation of law by virtue of performance under this Agreement, is expressly excluded. Such incidental and consequential damages include, but are not limited to, property damage, loss of use of the Vehicle, loss of time, inconvenience and commercial loss.

SECTION 12 – TERM AND EXPIRATION

The Term of this Contract begins on the **AGREEMENT PURCHASE DATE** identified in **SECTION 4 – VEHICLE AND AGREEMENT INFORMATION** and expires at the earliest of the following dates:

1. 12:01 am on the **EXPIRATION DATE** identified in **SECTION 4 – VEHICLE AND AGREEMENT INFORMATION**.
2. 12:01 am on the day when the Vehicle's odometer reading exceeds the **EXPIRATION ODOMETER READING** identified in **SECTION 4 – VEHICLE AND AGREEMENT INFORMATION**.

SECTION 13 - EXCLUSIONS

This Agreement does NOT provide coverage for any of the following:

1. Any repair and/or replacement not authorized by Us prior to the commencement of the repair and/or replacement or for loss, damage or expense arising from or incurred in connection with repairs performed without receipt of prior authorization.
2. Any component not listed in **SECTION 8 – COVERED PARTS** under the name of the plan selected identified in **SECTION 4 – VEHICLE AND AGREEMENT INFORMATION**.
3. Diagnostic costs associated with a covered Breakdown, unless You have purchased the Executive Plan (which provides up to one hour).
4. Components or parts, which have not failed or resulted in a verifiable Breakdown, but are replaced based on the manufacturer's or the repair facility's recommendation or replaced due to manufacturer redesign or update.
5. Any loss, damage, or expense normally covered by a standard automobile insurance policy (including personal property, comprehensive or uninsured motorist coverages).
6. Any cost that would ordinarily be covered by the manufacturer's warranty but is not being covered by the manufacturer because the warranty has been prematurely voided by the manufacturer, because the manufacturer is out-of-business or because of any other circumstance where the manufacturer cannot or will not honor its warranty.
7. Loss, damage, or expense resulting directly or indirectly from any intentional, dishonest, fraudulent, criminal or illegal act committed by You, Your employee or agent, or occurring due to confiscation or repossession.
8. Damage, failure or Breakdown of a Covered Part caused by the failure of a non-covered part or the failure of a non-covered part caused by the Breakdown of a Covered Part.
9. Repair a Covered Part if a Breakdown has not occurred or if the wear on that part has not exceeded the published field tolerances allowed by the manufacturer.
10. Damage, failure or Breakdown caused by negligence, misuse, improper servicing, improper previous repair or failure by You to perform manufacturer required or recommended maintenance services.
11. Damage, failure or Breakdown caused by the lack of proper and necessary amounts of coolants or lubricants or caused by sludge buildup, restriction of fluid flow, contaminant(s), or foreign object(s).
12. Damage, failure or Breakdown caused or exacerbated by the continued operation of the vehicle while in failed or failing condition.
13. Damage, failure or Breakdown caused by Your failure to take or cause to be taken, reasonable precautions to prevent damage when a problem exists (e.g. change in engine temperature condition, unusual noises, leaking fluids, shaking, unusual shifting, etc.).
14. Damage, failure or Breakdown that is the direct result of a mechanical or structural flaw that the manufacturer has acknowledged through any means, or that the manufacturer will repair at its expense.
15. Damage, failure or Breakdown of any part if the odometer is inoperative or has been tampered with or has been disconnected subsequent to Your purchase of Vehicle.
16. Damage, failure or Breakdown which existed, or was caused by a condition existing prior to the purchase of this Agreement.
17. Damage, failure or Breakdown and/or subsequent repair occurring outside of Canada or the United States.
18. Damage, failure or Breakdown caused by accident, civil commotion or riot, nuclear contamination, collision (including roadbed collision) or upset, glass breakage, earthquake, explosion, falling objects, fire or smoke, flood, fluid contamination, freezing, fuel contamination, hail, lightning, malicious mischief, oil contamination, rust or corrosion, theft or larceny, vandalism, water, water contamination, windstorm and other external forces or events.
19. Vehicles which are equipped for towing in excess of what is recommended by the manufacturer.
20. Vehicles not certified for sale in Canada or the United States at the time of manufacture, salvage vehicles, vehicles with branded titles, vehicles that have been declared a total loss or a manufacturer's buyback vehicle.
21. Vehicles used for construction purposes, delivery purposes, commercial towing, commercial farm operation, volunteer public service(s), snow plowing, rental, livery, taxi, any type of emergency vehicle or a vehicle used for competitive or off road racing.
22. Vehicles with modifications or alterations to the powertrain, suspension, emission or exhaust system not approved by the manufacturer.
23. A replacement part not supplied by the Vehicle manufacturer, unless it is of a kind and quality compatible with the design specifications and wear tolerances of the Vehicle's manufacturer.
24. Any fees or expenses charged for the disposal, cleanup, neutralization, removal, treatment or detoxification of environmentally unsafe materials.
25. Repairs, replacements or services for normal maintenance and service, including but not limited to: wheel alignments and balancing, adjustments, tune-ups, spark plugs and wires, glow plugs, hoses, belts, brake pads and shoes, brake rotors and drums, filters, reprogramming, wiper blades, fluids, lubricants, coolants, refrigerants, bolts, fasteners and hardware;
26. Repairs, replacements or services for normal wear and tear, including but not limited to: repair or replacement of valves or pistons for the purpose of raising engine compression or reducing oil consumption, where no Breakdown has occurred or is imminent;

SECTION 14 – TRANSFER AND CANCELLATION

1. **TRANSFER** - This Agreement applies only to You and the Vehicle. Only You can transfer this Agreement. This Agreement cannot be transferred to or from an automobile dealer. To transfer this Agreement, You must request a Transfer Request Form from the Dealer or Us within fifteen (15) days of the change of ownership of the Vehicle. Within thirty (30) days of change of ownership You must provide Us with the following: (a) Copies of sales receipts, invoices or work orders showing the date, kilometrage, and the service(s) performed to evidence that all of the manufacturer's maintenance requirements have been met; (b) Documented certification of the Vehicle's odometer reading at the time of ownership transfer; (c) Copies of all documents sent to the manufacturer to effect transfer of Your manufacturer warranty (if applicable). The manufacturer warranty must be transferred at the same time as Vehicle ownership transfer; (d) A transfer fee of one hundred dollars (CDN\$100.00) made payable to Premier Dealer Services, Inc. Only a cheque or a money order will be accepted; and (e) the completed Transfer Request Form with all required signatures. If the transferee does not receive a confirmation of transfer within forty five (45) days after change of ownership, the transferee should notify Us.
2. **YOUR RIGHT TO CANCEL** - You may cancel this Agreement within thirty (30) days of the date of purchase, if no claim has been made hereunder, and We will pay a full refund of the Agreement purchase price less an administrative fee of one hundred dollars (CDN\$100.00). The refund due will be forwarded to the Finance Company, if applicable. If there is no Finance Company, the refund will be paid to You. For questions regarding cancellation or to initiate a cancellation request, please contact the Dealer or Us.
3. **OUR RIGHT TO CANCEL** - We may cancel this Agreement at any time if the Vehicle is totaled or is repossessed, the Vehicle is used in a manner not covered by the

Agreement (including modifications not recommended by the manufacturer), the Agreement purchase price is not paid, You employ intentional misrepresentation in obtaining the Agreement or in the submission of a claim, the Vehicle does not have a valid vehicle identification number(s), the Vehicle's title is branded as salvage, junk, or is rebuilt, totaled, flood damaged or bought back by the manufacturer. Notice of cancellation stating the specific reason(s) for cancellation will be sent to You at least ten (10) days prior to the effective date of cancellation, however, prior notice is not required if cancellation is due to nonpayment of the Agreement purchase price or fraud or material misrepresentation made by You or Your representative in obtaining this Agreement or by You in pursuing a claim under this Agreement. If We cancel this Agreement within thirty (30) days of the date of purchase, and no claim has been made, then We will pay a full refund of the Agreement purchase price. If We cancel this Agreement after it has been in force for more than thirty (30) days, or if a claim has been made prior to the effective date of cancellation, then We will pay a prorated refund of the Agreement purchase price based on the greater of the number of elapsed days or kilometres, less an administrative fee of one hundred dollars (CDN\$100.00). The refund will be forwarded to the Finance Company, if applicable. If there is no Finance Company, the refund will be paid to You.