



Pre-Owned Vehicle Protection Plan



Reserve coverage *Includes Estate, Sterling & Powertrain coverages, plus*

The Reserve plan provides our most extensive vehicle coverage. Coverage extends to any part experiencing a mechanical breakdown except for those parts listed as excluded under the service contract.*

*Coverage based on Reserve plan level selection. See service contract for specific exclusions.

Estate coverage

Includes Sterling and Powertrain coverage



Front/rear suspension group

Upper and lower control arms, control arm shafts and bearings or bushings, upper and lower ball joints, radius arm and bushings, torsion bars and mounts or bushings, stabilizer bars, links and bushings, struts, strut bearing plates, shock absorbers, spindle and spindle support, wheel bearings, and the following variable dampening suspension parts: compressor, control module, actuator, solenoid, height sensor and mode selector switch.



Enhanced electrical group

Manually operated switches, fuel injection sensors, rear window heating elements, and the following factory installed devices: global positioning system (GPS), central LCD control screen, electronic control modules, instrument cluster, infrared systems, cruise control servo, proximity pass key and sensor and power antenna motor.



Hybrid/electric vehicle battery

In the event of a failure to the hybrid drive battery, electric drive battery, or high voltage battery, replacement may be made with a battery of like kind and quality with an energy capacity (kWh storage) level at or above that of the original battery prior to the failure. The amount of energy these batteries can store will decrease with time and miles driven. An inspection or extended charge capacity test may be needed, prior to repair or replacement, to determine if the battery energy capacity (kWh storage) is within the proper limit, given the age and mileage of the vehicle. The extended charge capacity test will follow manufacturer specifications and you will be responsible for these charges if the failure is not covered under this vehicle service contract.

Sterling coverage

Includes Powertrain coverage



Brake group

Master cylinder, power brake cylinder, vacuum assist booster, hydro boost, disc brake caliper, wheel cylinders, compensating valve, and the following ABS components: hydraulic control unit, electronic control processor, wheel speed sensors, hydraulic pump/motor assembly, pressure modulator valve, isolation dump valve, and accumulator.



Power steering group

Steering gear box, pump assembly, rack and pinion, pitman arm, idler arm, tie rod, control valves and intermediate shafts.



Air conditioning group

Compressor, condenser, evaporator, A/C clutch & coil, expansion valve, receiver drier, blower motor and heater control valve.



Electrical group

Alternator, starter motor, front and rear wiper motors, voltage regulator, distributor, solenoids, electronic fuel injectors, throttle position sensor, front oxygen sensor, crankshaft position sensor, camshaft position sensor, fuel pressure sensor, electronic ignition module, ignition coils, power window motors/regulators, power mirror motors, power seat motors, 4WD encoder motor, power lock actuators, and the following manually operated switches: window switch, seat adjuster switch, headlight switch, turn signal switch, door lock switch, wiper switch and ignition switch.



Cooling group

Engine cooling fan and motor, fan clutch, serpentine belt tensioner, radiator, heater core, water pump and thermostat.

Powertrain coverage



Engine group

All internally lubricated parts. Crankshaft and bearings, oil pump, fuel pump, diesel injection pump, oil pressure sending unit, internal timing gears or chain/belt, camshaft, camshaft bearings, valve lifters, rocker arm assemblies and push rods, valve guides, pistons and rings, wrist pins, connecting rods, motor mounts, and distributor drive gear. The engine block and cylinder heads are covered if damage is caused by mechanical failure of an internally lubricated part. Engine (Rotary): All the above listed parts plus rotors, rotor seals, rotor chamber, eccentric shaft and bearings.



Turbocharger/supercharger

Factory installed turbocharger or supercharger, including housing and all internal parts.



Transmission, transaxle & transfer case (4x4/AWD)

All internally lubricated parts. Drive shaft/U joint, torque converter and transmission mounts. Case housings are covered if damaged by the failure of an internally lubricated part.



Drive axle group (front or rear)

Pinion bearings, side carrier bearings, ring and pinion gears, carrier assembly, thrust washers, axles, axle bearings, constant velocity joints, internal transaxle seal and drive axle housing if damaged by the failure of an internally lubricated part.



Hybrid/electric vehicle group

Electric drive motor assembly, generator assembly, power inverter and converter, motor controller, stator and rotor, and transaxle.



Seals & gaskets

Included on covered components on a vehicle with less than 125,000 miles at contract purchase date. Minor loss of fluid is considered normal and is not considered a failure.



Pre-Owned Vehicle Protection Plan



Towing

If your covered vehicle becomes disabled we'll arrange to have your vehicle towed to the nearest qualified repair facility within a 150 mile radius. This service is available 24/7.



Flat tire change

We'll send a service provider to install your spare tire on your covered vehicle. If your spare tire isn't functional, we'll provide you with transportation to the nearest tire store for repairs.



Emergency fuel delivery service

We'll arrange for a service provider to deliver two (2) gallons of fuel to your covered vehicle. You are responsible for the cost of the fuel at the time of delivery.



Battery jump service

If your covered vehicle won't start, we'll arrange for a service provider to assist you with a boost or battery jump.



Key lockout service

If your keys are lost, broken, or locked inside your covered vehicle, we'll send a service provider and pay up to \$100 per occurrence to cover the cost of the locksmith service, excluding the cost of replacement keys. You are responsible for replacement keys.



Rental car

We will reimburse you for a rental car up to \$30 per 24-hour period, with a \$150 max per claim. In order to qualify, the vehicle must: 1) be retained by the repair facility overnight, and 2) have a failure to a covered component based on the coverage plan selected, that if driven, would result in further damage to the vehicle.



Trip interruption

In the event your vehicle is not driveable, we will reimburse you up to \$100 per day for up to 3 days for meals and lodging. In order to qualify for reimbursement, the covered vehicle failure must occur more than 150 miles from your residence.

Limits and exclusions:

Coverage is subject to deductibles, limits and exclusions. The contract covers repairs only of covered parts and only when they suffer a breakdown as defined in the contract. Under some circumstances, a breakdown of a covered part may not be covered (for example, failure due to misuse or lack of proper maintenance or when a non-covered part is what caused the covered part to fail). Also, the exclusions contain a list of parts not covered, some of which may be associated with a covered part (for example, brake drums, pads and rotors; exhaust pipes, mufflers and catalytic converters; and body and trim items). Please see the service contract for coverage details, maintenance requirements, limits of liability and waiting periods, if applicable.

When replacing failed parts under this contract, we reserve the right to require the use of remanufactured or used parts of like kind and quality compatible with the original design specifications and wear tolerances of the vehicle. The Protective trademarks, logos and service marks are property of Protective Life Corporation and are protected by copyright, trademark, and/or other proprietary rights and laws.

P.O. Box 830029

Birmingham, AL 35283-0029

800-826-3207 | Claims: 888-285-2567 | Roadside/Towing assistance: 888-810-5150

In Florida, the obligor for this contract is The Advantage Warranty Corporation, (Florida Certificate of Authority #60071). In Oklahoma, the obligor for this contract is Interstate Administrative Services, Inc. (Oklahoma Service Warranty Association #44197933). In New York, the obligor is Western Diversified Services, Inc. In all other states, the obligor is Protective Administrative Services, Inc. The contact information for the obligor is P.O. Box 830029, Birmingham, AL 35283-0029, 800-826-3207.