



## NEIGHBORHOOD AUTOS CERTIFIED VEHICLE LIMITED WARRANTY

VEHICLE PURCHASER	Vehicle Purchaser		Agreement Number	
	Address		Telephone	
	City	State	ZIP Code	
VEHICLE	Vehicle Purchase Date		Odometer Reading at Purchase Date	Vehicle Identification Number (VIN)
	Year	Make	Model	
DEALER INFORMATION	Dealer Name		Dealer Code	Telephone
	Address			
	City	State	ZIP Code	
LIENHOLDER INFORMATION	Lienholder Name			Telephone
	Address			
	City	State	ZIP Code	

<b>COVERAGE /TERM:</b>	<input checked="" type="checkbox"/> <b>POWERTRAIN PLUS 24 MONTHS / 30,000 MILES</b> (B6)
<b>DEDUCTIBLE:</b>	<input checked="" type="checkbox"/> <b>REDUCING \$250 to \$100</b>

**PARTIES TO THE CONTRACT:** This Agreement is a Limited Warranty and constitutes an agreement between us and the vehicle purchaser. PLEASE READ IT CAREFULLY, as it contains the entire agreement between you and us, and takes precedence over any oral or written statements made to you with respect to the coverage to which you are entitled.

**ELIGIBILITY REQUIREMENTS:** Only those vehicles that are eligible as set forth in this Limited Warranty qualify for this program. If the vehicle is not eligible, then this Limited Warranty is void.

**SPECIAL NOTICES:**

This Limited Warranty is provided at NO COST to the vehicle purchaser. This Limited Warranty cannot be canceled or transferred by the vehicle purchaser.

**LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR IMPLIED WARRANTIES, SO THESE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.**

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.**

Administered by:  
American Auto Guardian, Inc.  
888-442-2886

## A. DEFINITIONS

**Actual Cash Value (ACV):** The trade-in value of the vehicle immediately prior to breakdown as determined by the most recent National Auto Research Black Book for a vehicle in average condition, adjusted for mileage.

**Administrator:** American Auto Guardian, Inc.

**Breakdown:** A covered part that fails to perform as intended due to an internal mechanical or electrical defect, or fails to perform within manufacturer's specifications due to wear and tear. A reduction in operating performance from wear and tear is not covered unless the amount of wear and tear exceeds manufacturer's specifications. **A breakdown does not include failures resulting from normal wear and tear if the vehicle's odometer exceeds 150,000 miles at Contract purchase date.**

**Business Use:** Use of your vehicle in a business, or for law enforcement, snow removal, emergency services.

**Covered Part(s):** The individual items specifically listed under Section F in this Limited Warranty.

**Dealer:** The dealer named on the front page of this Limited Warranty that sold the vehicle to you.

**Deductible:** The amount you must pay toward covered repairs per repair visit as indicated on the front page of this Limited Warranty. Reducing deductible means your deductible reduces to the amount indicated by the box checked on the front page if you return to the selling dealer, but the deductible will not reduce for repairs done away from the selling dealer.

**Limited Warranty:** means this Limited Warranty for your vehicle.

**Term:** The months/mileage indicated on the front page that the Limited Warranty is in force, whichever comes first. The Term begins on the vehicle purchase date, and the mileage is in addition to the odometer mileage at the vehicle purchase date.

**Vehicle:** The vehicle identified on the front page of this Limited Warranty which is eligible for coverage. Your vehicle must be an automobile, truck or van upon its second or subsequent retail sale.

**We, Us, or Our:** The dealer that is obligated to perform under this Limited Warranty.

**You, Your:** The vehicle purchaser indicated on the front page of this Limited Warranty.

## B. LIMITS OF LIABILITY

**THE TOTAL OF ALL BENEFITS PAID OR PAYABLE SHALL NOT EXCEED THE ACTUAL CASH VALUE OF THE VEHICLE AT TIME OF REPAIR.**

## C. OTHER LIMITED WARRANTIES, SERVICE CONTRACTS OR INSURANCE POLICIES

If more than one limited warranty, service contract or insurance policy can be applied to a breakdown, coverage under this Limited Warranty shall be excess over all other coverage, whether valid or collectible.

## D. REPAIR COVERAGE

We will cover the reasonable cost of pre-authorized repairs to covered parts resulting from a breakdown up to the limits of liability, less your deductible, subject to the other provisions of this Limited Warranty. We may repair your vehicle using new, remanufactured, like kind and quality or used parts in our discretion. Reasonable costs for parts are not to exceed the manufacturer's suggested retail price. Reasonable labor costs will be determined by using the repair facility's posted hourly labor rate multiplied by the time allowed for the repair in a nationally recognized labor guide approved by our administrator. The posted hourly labor rate must be reasonable for the region.

## E. YOUR RESPONSIBILITIES

1. **Maintain your vehicle according to manufacturer's specifications, and keep verifiable receipts showing the services performed, and the parts and fluids used.**
2. **OBTAIN PRIOR APPROVAL FOR REPAIRS, authorize teardown and diagnostic charges, and allow our administrator to inspect your vehicle.**
3. **Do not neglect, abuse or intentionally harm your vehicle, race your vehicle, or use your vehicle off-road.**
4. **Do not continue to operate your vehicle if it will cause additional damage.**
5. **Do not use the vehicle in business.**
6. **Do not use lift kits or oversized/undersized tires.**
7. **Do not use your vehicle for towing unless it is equipped with a factory tow package, and you do not exceed the tow limits.**
8. **IF YOU DO NOT MEET THESE OBLIGATIONS, THEN YOUR BREAKDOWN WILL NOT BE COVERED.**

## F. LIST OF COVERED PARTS

COVERAGE IS LIMITED TO THE PARTS LISTED UNDER THE POWERTRAIN PLUS COVERAGE:

### Powertrain Plus Coverage:

1. **Engine Group:** All internal lubricated parts; dipstick & tube; engine block and engine head(s) (when damaged by a covered internally lubricated part); exhaust manifold; expansion plugs; flywheel; harmonic balancer; intake manifold; mounts; oil pan; super/turbocharger; timing belt or chain; valve cover(s); seals and gaskets.
2. **Transmission Group (Including Transfer Case if Four Wheel Drive):** All internal lubricated parts within the transmission and transfer case; cooler lines (metal); dipstick & tube; four wheel drive engagement motor; mounts; throttle valve cable; torque converter; transmission and transfer case housings; vacuum modulator; seals and gaskets.
3. **Drive Axle (2 wheel drive):** Drive shaft, ring and pinion gears, pinion bearings, side carrier bearings, carrier assembly, thrust washers, axle and axle bearings; wheel bearings; Universal and CV joints; CV boots; seals and gaskets. Drive axle housing is also covered if damage is caused by Breakdown of listed lubricated parts.

4. **Drive Axle (4 wheel and all wheel drive):** Drive shaft, ring and pinion gears, pinion bearings, side carrier bearings, carrier assembly, thrust washers, axle and axle bearings (Drive axle housing is also covered if damage is caused by a Breakdown of listed lubricated parts); wheel bearings; front hub locking assemblies; Universal and CV joints; CV boots; shafts and bearings (Case & housing is also covered if damage is caused by a Breakdown of the listed lubricated parts); seals and gaskets.
5. **Cooling:** blend door actuator; blower motor; coolant overflow bottle; coolant temperature sensor; cooling fan; blade assembly, clutch and motor; heater control valve; heater core; mode door actuator; radiator; radiator cap; recirculation door actuator; thermostat; water pump.
6. **Electrical:** Alternator and starter; BCM (body control module); computerized timing control sensors; ECM (electronic control module).
7. **Fuel:** Diesel fuel injectors; diesel fuel injection pump; diesel fuel lines; fuel injectors; fuel pump; seals and gaskets.
8. **Air Conditioning:** A/C compressor; compressor clutch; compressor pulley; compressor field coil; condenser; dryer/accumulator; evaporator; expansion valve; idler bearing; orifice; pressure cut-off switches; schrader valves; suction control devices; seals and gaskets.
9. **Steering:** Power steering racks/gears.

**G. ADDITIONAL BENEFITS**

1. **Towing** – Up to \$75 reimbursement per breakdown. Any amount in excess of \$75 is your responsibility. Verifiable towing receipts required.
2. **Car rental reimbursement** – If your vehicle is required to be in a repair facility overnight or requires 4 hours or more of repair time for covered repairs as determined by a nationally recognized labor guide approved by our administrator, then we will reimburse you for car rental costs incurred up to 7 days @ \$35 per day while your vehicle is being repaired. Car rental must be from a licensed rental agency, auto dealer or repair facility. Verifiable rental receipts and **PRIOR AUTHORIZATION REQUIRED.**

**EMERGENCY ROADSIDE ASSISTANCE**

Emergency Roadside Assistance is available throughout the United States and Canada, twenty-four (24) hours a day, three hundred sixty-five (365) days a year. **You will only have to pay for any costs in excess of the seventy-five dollars (\$75.00) per occurrence limit plus any non-covered costs.**

**When calling for towing or road service you must call (855) 237-3819, and a service vehicle will be dispatched to your assistance.**

**You will be required to give the representative assisting you the following information: Producer Code – 96938, your Vehicle Service Contract or Limited Warranty Number (located on the front right hand corner of this Contract), and YOUR COVERAGE PLAN Letter which is “S”.**

**Important: Please be with your vehicle when the service provider arrives, as they cannot service an unattended vehicle.** Service provided must be a covered benefit under the terms and conditions described.

***Note:** Coverage is extended to the Registered Vehicle only. Registered Vehicle is defined as that specific vehicle indicated on the vehicle service contract or limited warranty (“Contract”) and registered with Nation Safe Drivers (NSD) for coverage, and which you own or lease (12-month lease or longer). Roadside Assistance Benefits are only available to you during the term of this Contract.*

(NOTE: ASSISTANCE OBTAINED THROUGH ANY SOURCE OTHER THAN NSD IS NOT COVERED AND IS NOT REIMBURSABLE.)

The following are covered emergencies, subject to the seventy-five dollars (\$75.00) per occurrence limitation:

1. Towing Assistance – In the event your Registered Vehicle is disabled, we will dispatch a service vehicle to your location to assist you. In the event your Registered Vehicle is unable to continue under its own power your Registered Vehicle may be towed to a location of your choosing. You will receive \$75.00 of towing at no cost. Any additional charges will be your responsibility, and payment will be expected at the time service is rendered;
2. Battery Service – If a battery failure occurs, a jump-start will be applied to start your Registered Vehicle;
3. Flat Tire Assistance – Service consists of removal of the flat tire and its replacement with your good inflatable tire;
4. Fuel, Oil, Fluid and Water Delivery Service – An emergency supply of fuel, oil, fluid and water will be delivered if the Registered Vehicle is in immediate need. **You must pay for the fuel or other fluid when it is delivered;**
5. Lock out Assistance – If your keys are locked inside of the Registered Vehicle, we will provide assistance in gaining entry to the Registered Vehicle’s passenger compartment only.

**Reimbursement:** In the event your Registered Vehicle is disabled and NSD was unable to fulfill its obligations for any of the above covered services, and you contracted for a covered service on your own, you will be able to submit your original receipted road service expenses for reimbursement consideration. You must send your original receipted roadside bills along with a completed claim form to: Nation Safe Drivers at 800 Yamato Road, Suite 100, Boca Raton, Florida, 33431.

**Attn:** Claims. Claim forms may be obtained online at [www.nsdclaims.com](http://www.nsdclaims.com) or by calling toll-free 1-888-684-9327. Maximum reimbursement is \$75.00.

The following items are not included as part of the emergency roadside assistance benefit:

Coverage shall not be provided in the event of emergencies resulting from the use of intoxicants or narcotics, or the use of the Registered Vehicle in the commission of a felony. Cost of parts, replacement keys, fluids, lubricants, or fuel, cost of

installation of products, or materials. Non-emergency towing or other non-emergency service. Any service available through a valid manufacturer's warranty or service. Non-emergency mounting or removing of snow tires or chains. Tire repair or return of a repaired tire to the disabled vehicle. Extrication or Winching. Motorcycles, trucks over one (1) ton capacity, taxicabs, limousines, or other commercial vehicles. Antique vehicles (meaning any vehicle in excess of twenty (20) years old or out of manufacture for ten (10) years or more). Recreational Vehicles (RVs), camping trailers, travel trailers, or any vehicles in tow. Any and all taxes and fines. Damage due to collision, fire, flood, terrorism or vandalism. Road service or towing for any vehicle in a qualified repair facility. Towing from or repair work performed at a service station, garage or repair shop. Towing by other than a licensed service station or garage. Vehicle storage charges. A second tow. Service on a vehicle that is not in a safe condition to be towed or serviced or that may result in damage to the Registered Vehicle if towed or serviced. Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, unlicensed, unattended, or other violations of law. The labor cost of installing, repairing, removing, or testing of the Registered Vehicle(s) equipment or parts, or mounting or removing of chains or snow tires, or the shoveling of sand or snow. Repeated service calls for a Registered Vehicle in need of routine maintenance repair. Reimbursement for services secured through any other source other than NSD without prior authorization from NSD. Only one (1) disablement for the same cause during any seven (7) day period will be accepted. **THIS IS NOT A ROADSIDE ASSISTANCE REIMBURSEMENT SERVICE.**

All 24 Hour Roadside Assistance Services and Benefits are provided by Nation Motor Club, LLC, dba Nation Safe Drivers with administrative offices at 800 Yamato Road, Suite 100, Boca Raton, FL 33431. **In California:** All 24 hour Emergency Roadside Assistance Services and Benefits are provided by Nation Motor Club, LLC located at 800 Yamato Road, Suite 100, Boca Raton, FL 33431; California Motor Club Permit Number 5157-3. **In Alabama, Alaska, Utah and Virginia:** All 24 hour Emergency Roadside Assistance Services and Benefits are provided by Nation Safe Drivers Services, Inc. located at 800 Yamato Road, Suite 100, Boca Raton, FL 33431.

All roadside assistance services and benefits are available to you up to your benefit limit without any additional payments. You are responsible for any non-covered expenses.

## H. EXCLUSIONS

**This Limited Warranty does not cover the following:**

1. Repairs that have not received prior approval or have not been authorized by our administrator.
2. Breakdowns resulting from external forces, such as acts of nature, accidents, collision, road hazards, freezing, water, water contamination, vandalism, computer or software viruses, failure of non-covered parts, change in technology and the like.
3. Any equipment not installed by the manufacturer; modifications or alterations to the vehicle, including frame, suspension, transmission, engine or exhaust modifications or alterations, and any resulting damage from the modifications or alterations; custom parts; add-on parts; trailer hitches; and fifth wheel assembly.
4. Incidental or consequential damages, such as loss of use of your vehicle, storage charges, lost time or profits.
5. Breakdowns occurring outside the U.S. or Canada.
6. Breakdowns covered by a manufacturer's or repairer's warranty, guarantee or recall, even if benefits are not collectible under that other warranty, guarantee or recall.
7. Breakdowns resulting from conditions whether known or unknown to you that existed, or may reasonably assumed to have existed, before you purchased your vehicle (pre-existing conditions).
8. Scheduled maintenance; shop supplies; adjustment and normal wear items such as the following: belts and hoses; brake drums and rotors; exhaust system; lighting; spark plugs; ignition wires; tires; wheel balancing; wiper blades; manual and hydraulic clutch assembly (including but not limited to manual clutch pedal, clutch disc, pilot bearing, pressure plate, and throw out bearing); friction materials; interior parts; paint; cellular phone; secondary or backup batteries; battery packs for all hybrid and electric vehicles; any tune up item; distributor cap and rotor; carburetor; wheels; wheel covers; shock absorbers; water leaks; noises; navigation equipment and entertainment systems.
9. Filters, lubricants, coolants and refrigerants, unless replacement is required in connection with a breakdown.
10. The following items: TVs, body and trim items; active, passive or supplemental restraint systems, except for sensors and deactivation switch; glass; convertible top; on-board communications systems (i.e. OnStar); perimeter warning systems; infrared vision systems; and driver information display module.
11. Vehicles classified by the manufacturer in excess of one (1) ton.
12. Vehicles which are branded as salvage, junk, rebuilt, totaled, flood damaged or true mileage unknown.
13. Claims on vehicles manufactured or purchased for sale outside of the United States if the manufacturer's warranty is voided or not in effect due to the sale of the vehicle in the United States, and as a result, the manufacturer's warranty does not cover the breakdown at the time of the claim. This exclusion does not apply if the manufacturer's warranty (if it were in effect) would have expired by its terms at the time of the claim.

14. Vehicles designed to use alternative fuels including, but not limited to, liquefied petroleum gas (LPG), compressed natural gas (CNG) and methanol.
15. If the odometer is not working or has been tampered with while owned by you so that the vehicle's actual mileage cannot be determined.
16. Any liability for property damage, injury or death resulting from your operation of the vehicle.
17. Breakdowns caused by: carbon or sludge buildup; lubricant blockage; failure to maintain proper levels of lubricants or coolants; contamination of fluids, fuels, lubricants or coolants; rust or corrosion; overheating; foreign materials; pre-ignition; detonation; pinging; or electrolysis.
18. Breakdowns due to improper repairs.
19. Breakdowns if the vehicle is a total loss or has been repossessed.
20. Step vans, high cube vans, box body vehicles; vehicles equipped with a flat bed, dump bed, commercial towing equipment, lifting equipment, hoisting equipment, or snow plow equipment.
21. Repair or replacement of components needed to improve operating performance, including but not limited to, valve and ring repairs designed to improve engine compression or reduce oil consumption or automatic transmission slipping due to worn friction plates or discs when no other failure has occurred.
22. Repair or replacement of components which fail due to normal wear and tear if the vehicle's odometer exceeded 150,000 miles at Contract purchase date.

#### I. WHAT TO DO IF YOU BREAKDOWN

1. **IT IS YOUR RESPONSIBILITY TO CALL OUR ADMINISTRATOR OR HAVE THE REPAIR FACILITY CALL OUR ADMINISTRATOR FOR PRIOR AUTHORIZATION BEFORE ANY REPAIRS ARE DONE AND OBTAIN A CLAIM AUTHORIZATION NUMBER. IF YOU DON'T, YOUR CLAIM WILL BE DENIED. FOR PRIOR AUTHORIZATION, CALL OUR ADMINISTRATOR'S CLAIMS DEPARTMENT AT (800) 858-6324.**
2. Take your vehicle back to the dealer that sold the vehicle to you if at all possible. Otherwise, take it to any approved licensed repair facility and provide the facility with your Limited Warranty or Limited Warranty number.
3. If required by our administrator, authorize the repair facility to teardown your vehicle so that the repair facility can advise our administrator of the cause of the breakdown, and so that our administrator can inspect the vehicle to determine whether the breakdown is covered. Our administrator has the right to inspect your vehicle before determining coverage. **IF THERE IS NO COVERAGE, YOU ARE RESPONSIBLE FOR THE DIAGNOSTIC AND TEARDOWN CHARGES.**
4. Our administrator will provide the repair facility with an authorization number and the amount authorized for covered claims. After the repair is complete, pay your deductible and any non-covered costs to the repair facility. Sign the repair order with the authorization number on it, warranting that the repair has been performed, so that the shop can be paid. If you are seeking reimbursement for the repair, send the repair invoice signed by you to our administrator, along with proof of payment, and any other information that our administrator may require, within 30 days of the completion of the repair.
5. **Emergency Repairs.** If a breakdown occurs outside our administrator's normal business hours, you must still contact our administrator prior to any repairs being done. You will receive an emergency reference number and the procedure to follow with regard to the repair of the breakdown.

#### J. HOW TO CONTACT OUR ADMINISTRATOR

1. By mail: American Auto Guardian, Inc.  
P.O. Box 1066  
Arlington Heights, IL 60006
2. For Customer Service: 888-442-2886
3. **For Claims: 800-858-6324**
4. For **Emergency Roadside Assistance** and Towing: 855-237-3819. You will need to provide the following information: Producer Code – 96938; your Contract number located in the front upper right hand corner of the front page of your Contract; and your coverage plan letter "S".