

Protection for the Miles Ahead

A Vehicle Service Contract protects against unexpected breakdowns and covers the cost of repairs and/or replacement of covered parts.

With four levels of coverage and selectable options for additional coverage, you can choose the plan that best fits your needs.

Enjoy the Convenience and Peace of Mind

Purchase your Vehicle Service Contract today and you may be able to roll the cost into your monthly payment.

With repair services provided by your selling dealer, or other authorized service center, you can rest assured knowing your repairs are being completed by certified technicians to factory specifications.

Emergency Roadside Assistance

Enjoy the benefits of emergency towing, roadside service, and lock out services included with your Vehicle Service Contract.

Services provided at no additional cost include: towing up to 50 miles, battery jumpstart, flat tire change, locksmith services, and fuel, oil, and water delivery.

Cost of materials delivered is not included.

Rental Reimbursement

Don't miss a beat while your vehicle is being repaired under your Vehicle Service Contract. In the event that your vehicle needs to be held for more than a day for a covered repair, we will reimburse you the cost to rent a vehicle from a licensed rental agency.



VEHICLE SERVICE CONTRACT

NEW AND PRE-OWNED VEHICLES



Administered by:



DOWC Administration Services, LLC
P.O. Box 194
Roseland, NJ 07068

For Customer Service and Claims:
(888) 317-1550

*Limitations of Coverage:

The information in this brochure is intended to provide only an outline of the coverage, exclusions, and limitations of the Vehicle Service Contract and does not constitute an agreement between you and DOWC Administration Services, LLC, the provider, or the selling dealer. For exact coverage, exclusions, and limitations, please review the Vehicle Service Contract.

***TERMS, CONDITIONS, AND COVERAGE ARE SUBJECT TO CHANGE AT ANY TIME. NOT ALL COVERAGE IS AVAILABLE IN ALL AREAS AND COVERAGE MAY VARY BY STATE. PURCHASE OF COVERAGE IS OPTIONAL AND IS NOT REQUIRED TO OBTAIN FINANCING.**

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Level 1

Gasoline Engine | Cylinder block and all internally lubricated parts, including crankshaft, rod and main bearings, cam bearings, connecting rods, wrist pins, pistons, piston rings, camshaft, cam tower, lifters, cylinder head, valves and guides, valve springs, rocker arms, pushrods, timing chain and sprockets, oil pump, oil pump housing, and oil pump pressure relief valve, timing chain housing, timing belt and timing belt pulley, timing belt tensioner, intake and exhaust manifolds, flywheel, balance shafts, harmonic balancer and retainer bolt, crankshaft pulley, valve covers, oil pan, engine oil cooler, oil filter adapter/housing, engine oil sending unit, thermostat and housing, water pump, temperature sending unit, expansion plugs, fuel supply pump, vacuum pump, dipstick and tube, and fasteners for these components.

Diesel Engine | (ONLY when applicable coverage has been selected) Fuel distributor, fuel injection pump, fuel regulator and injectors. The auxiliary fuel pump is excluded.

Turbocharged/Supercharged/Rotary/Enhanced Engines | (ONLY when applicable coverage has been selected) Turbocharger, supercharger, waste gate controller, intercooler, hard lines, compressor, clutch and pulley, bypass valve, injection pump, and lines and nozzles.

Transmission

Automatic | Case and all internally lubricated parts, including oil pump, valve body, torque converter, governor, main shaft, input/output shafts, clutches, bands, drums, gear sets, bearings, bushings, and solenoids, TV cable, electronic shift control unit, computer operated clutch, transmission mounts, cooler, dipstick and tube, and fasteners for these components.

Standard (Manual) | Case and all internally lubricated parts including main shaft, input/output shafts, gear sets, shift forks, synchronizers, bearings, and bushings, shift linkage and cables, and fasteners for these components.

Drivetrain

Front Wheel Drive | Final drive housing and all internally lubricated parts, including carrier case, gear sets, chain and sprockets, bearings, and bushings, axle shafts, front hub bearings, rear hub bearings, drive shaft support, drive shaft, and fasteners for these components.

Rear Wheel Drive | Drive axle housing and all internally lubricated parts including carrier case, gear sets, bearings, bushings, and limited slip clutch pack, axle shafts, front hub bearings, rear hub bearings, drive shaft support, drive shaft, and fasteners for these components.

Transfer Case - 4x4/AWD Vehicles | (ONLY when applicable coverage has been selected) Case and all internally lubricated parts including main shaft, gear sets, chain and sprockets, bearings, and bushings, mounts, fasteners for these components, four-wheel drive selector switch, transfer case module, and electronic and vacuum engagement components, including manufacturer's all-wheel drive systems such as Quattro, xDrive, 4-Matic, etc.

Hybrid/Electric Vehicle Components | Inverter/converter/transformer units and all internal components, inverter/converter/transformer units cover, electric motor/generator(s) and all internal components, continuously variable transmission (CVT) and all internal components, power split device and all internal components, reduction/reducer box and all internal components, and fasteners for these components.

Seals And Gaskets | Covered only if required in conjunction with a Covered Repair.

Level 2

Includes all coverage in Level 1 and the following:

Steering | Housing/case and all internally lubricated parts including rack and pinion equipped valve assembly, sector shaft, rack mounts and cushions, inner rod ends and bellows boots, speed sensor or steering gear equipped pitman shaft and valve assembly, and bearings, bushings, pitman arm, center link, tie rods, idler arm, power steering pump/electric steering motor, power steering pump pulley, electric steering rack, electric steering gear, fluid reservoir, power cylinder assembly, steering main and intermediate shafts, coupling, and fasteners for these components.

Suspension | Electronic suspension actuator/motor and compressor, air suspension springs, upper and lower control arms, bump stop cushions, control arm shafts, torsion bar mounts and bushings, upper and lower ball joints including front and rear dust boots, steering knuckle, spindle support, wheel bearings and seals, stabilizer shaft, stabilizer linkage including mounts, and bushings, kingpins, and fasteners for these components.

Brakes | Wheel cylinders, master cylinder, combination valve, assist booster disc, brake calipers, hard lines and fittings, backing plates, springs, clips and retainers, self-adjusters, parking brake linkage and cables, and fasteners for these components.

Electrical | Voltage regulator, alternator, front and rear windshield wiper motors, front and rear windshield wiper delay controller, starter motor and drive starter solenoid, electronic ignition module, ignition coils, electronic ignition module, body control module, engine control module, and engine management control unit.

Air Conditioning | Condenser, compressor, clutch and pulley, orifice tube, accumulator, HVAC control module, high/low pressure cutoff switches, high/low pressure hoses, pressure cycling switch, thermostat, drier, temperature control head, fasteners for these components, and Freon-refrigerant if necessary for a Covered Repair.

Hybrid/Electric Vehicle Components | Hybrid battery junction block, hybrid battery main battery cable, and electric alternating current compressor.

Estimated Repair Costs

Estimated Repair Costs are for demonstrative purposes only and are based on industry averages.

Engine | \$5,325

Drive Axle | \$700

Transmission | \$3,500

ABS Control Module | \$1,252

Alternator | \$850

Timing Chain | \$875

Water Pump | \$375

A/C | \$1,050



Level 3

Includes all coverage in Level 1, Level 2 and the following:

Brakes | Anti-lock brake system.

Enhanced Electrical | Keyless entry system, instrument gauges, compass display, thermometer display, power steering electronic control unit, cruise control system, Power seat motor, power seat transmission, power window motor, power window regulator, low fuel sensor, low coolant sensor, low oil sensor, power antenna motor, electronic rear view mirror motor, headlight door motor, power sunroof motor, convertible top motor, wiring harnesses, back up lamp switch, brake light switch, hazard warning switch, headlamp switch, ignition switch, multi-function switch, neutral safety switch, turn signal switch, wiper switch, power window switch, power door lock actuator/switch, power mirror switch, power seat switch, power trunk/liftgate lock actuator, seat memory switch, seat temperature switch, sunroof switch, traction control switch, transmission position switch, transmission temperature switch, accelerator pedal position sensor, air temp sensor, ambient temp sensor, brake fluid level sensor, brake fluid pressure sensor, cabin temperature sensor, camshaft position sensor, crankshaft position sensor, oil pressure sensor, oil temperature sensor, seat position sensor, transmission position sensor, transmission temperature sensor, fuel level sensor, coolant level sensor, coolant temperature sensor and relay, electronic fuel injection system except exhaust gas recirculation valve, electronic suspension sensors, electronic suspension controller and limiting valve, electronic suspension lines, and electronic throttle body.

Miscellaneous Components | Fuel tank, fuel tank sending unit, fuel tank hard lines, fuel injectors, radiator, radiator fan including fan clutch, fan motor, fan blade, and fan relay, temperature sensor and relay, struts including upper mount and pivot bearing assembly, heated back glass, windshield wiper washer pump(s), heater-A/C blower motor, heater core assembly, heater control valve, horn assembly, clutch starter interlock switch.

Hybrid/Electric Vehicle Plus | Onboard battery charging system, battery charge controller, motor/generator belt tensioner, drive motor dampener, voltage inverter reservoir, three-phase high voltage cables, hydraulic or electric regenerative braking system, onboard computer system including all relays, sensors, ECU & ECM (electronic control units)/electronic control modules, power switch/button and controller/electronic throttle control system.

Level 4

Level 4 coverage provides comprehensive coverage for the mechanical breakdown of all parts of your vehicle except those specifically excluded.

Additional Coverages

With selection and payment of applicable surcharge, the Vehicle Service Contract may also provide the following coverage:

Commercial Use | Cover your vehicle even if being used for hauling, construction work, off-road use, pickup/delivery service, towing, government/military use, snowplowing, business travel and more when used by more than one driver.

One Ton Truck or Van | Cover your vehicle with a Gross Vehicle Weight Rating (GVWR) of up to 14,000 pounds.