

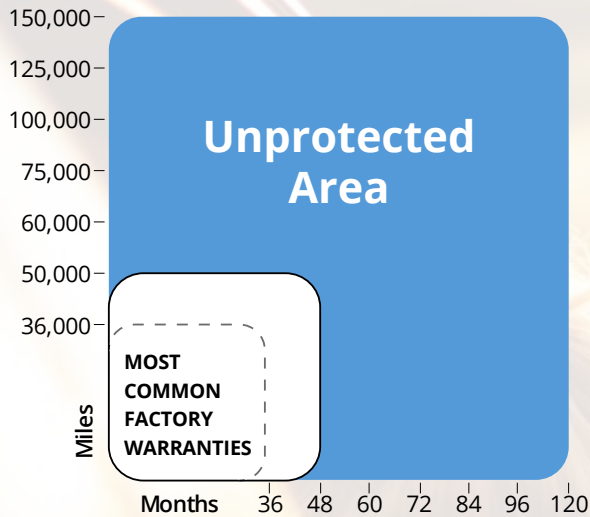


**VEHICLE SERVICE CONTRACTS  
FOR NEW AND PRE-OWNED VEHICLES**

# When thinking about buying, consider these facts.

## FACT #1

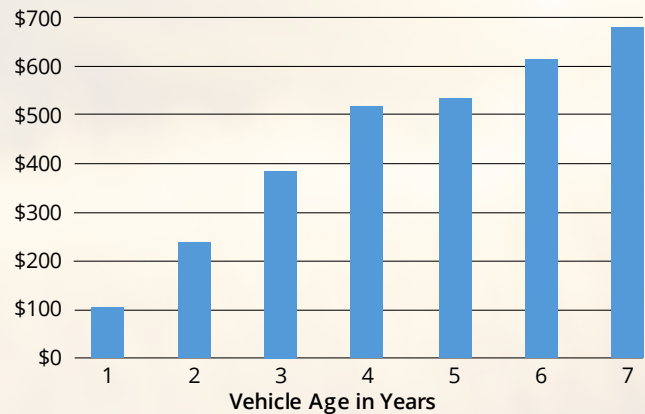
Your manufacturer's warranty is very comprehensive. It covers virtually every part in your vehicle and can help prevent you from paying expensive repair bills. One problem: it ends!



## FACT #2

As your vehicle gets older, the risk and cost of repairs increase.

### Average Repair Cost



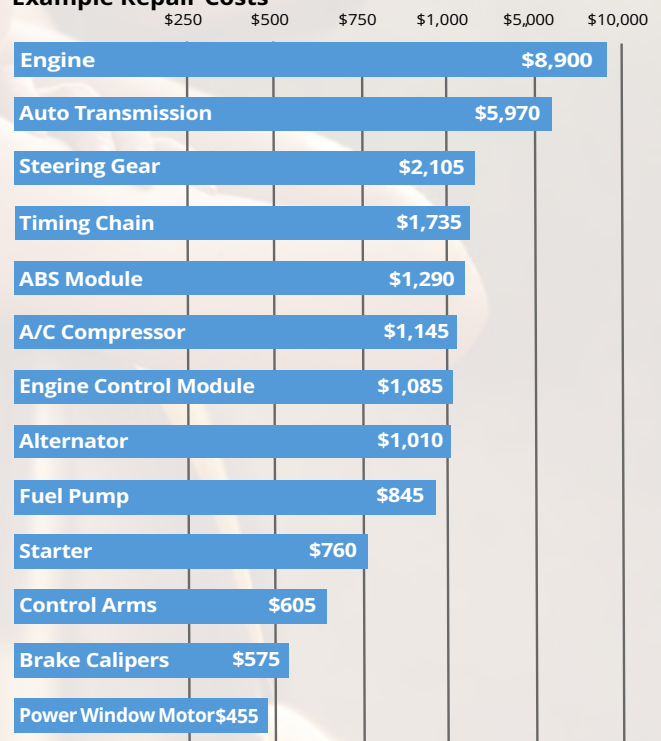
These statements are based on the repair records of Consumer Program Administrators, Inc. and its affiliated companies' customers as of June 2015. Your experience may be different. The information is based on original compilation date and not the date of this brochure.

## FACT #3

Each year, more and more sophisticated technology is built into vehicles to improve their safety, performance, comfort and value. These same innovations increase the vehicle's reliability. However, if something does go wrong, the necessary repairs are often complex and costly.

The repair costs shown in this graphic are for illustrative purposes only. Actual cost may vary by vehicle year, make and model. Data was compiled using manufacturer-suggested retail pricing and labor time requirements for the specified components as recorded by a nationally recognized labor time publication for a representative sample of 2016 Asian, domestic and European vehicles.

### Example Repair Costs





## Vehicle Service Contracts

Enjoy worry-free driving with Lithia Auto Stores Vehicle Service Contracts. With this protection, you pay only a deductible for covered repairs. So, even if your vehicle does break down, it won't break your budget.

Lithia Auto Stores Vehicle Service Contracts for new and pre-owned vehicles offer 4 levels of coverage to choose from:

- Powertrain Plan
- Silver Plan
- Gold Plan
- Platinum Plan

Regardless of the coverage plan, each coverage plan provides the following benefits:

### NATIONWIDE PROTECTION

Coverage is effective anywhere within the continental United States of America, Alaska, Hawaii and Canada. You're covered even if you're traveling or move to a different city.

### YOU'RE ALWAYS COVERED

When a repair cannot be made by your selling store, the program administrator can make immediate payment to the repair facility with no out-of-pocket cost outside of your low deductible.

### AFFORDABLE & CONVENIENT

This coverage can be paid for by check or credit card, or can be included in your monthly loan or lease payment.

### RENTAL REIMBURSEMENT

For covered repairs, we'll reimburse you up to \$35 per day for a maximum of 5 days. If a covered repair can't be completed within the first 5 days due to parts delay or other reasonable cause, the 5-day maximum is extended to 10 days.

### TOLL-FREE ASSISTANCE

Help is just a free phone call away.

### EMERGENCY ROADSIDE ASSISTANCE

Is available 24 hours a day, 365 days a year. Coverage includes towing, flat tire assistance, fuel, oil, fluid and water delivery, lockout service and battery jump start.

### ROAD HAZARD TIRE PROTECTION

Covers the repair up to \$20 per occurrence or, if nonrepairable, the replacement up to \$125 per tire if damage is caused by potholes or other road hazards.

### EMERGENCY TRAVEL EXPENSE REIMBURSEMENT

Should a breakdown occur 100 miles or more from your home, we'll pay for lodging, meals and transportation expenses up to \$200 per day for 5 days with any covered repair. This benefit is not available if the service contract was purchased from a selling store located in New York.



## 1. ENGINE

### Gasoline Engine

Cylinder block and all internal lubricated parts including:

- Crankshaft
- Rod and main bearings
- Cam bearings
- Expansion (freeze) plugs
- Connecting rods
- Wrist pins
- Pistons
- Piston rings
- Camshaft
- Cam tower
- Lifters
- Cylinder head
- Valves and guides
- Valve springs
- Rocker arms (cam followers)
- Pushrods
- Timing chain housing (cover)
- Timing chain and sprockets
- Timing belt and pulleys
- Timing belt tensioner
- Intake and exhaust manifolds
- Flywheel
- Balance shafts
- Harmonic balancer and retainer bolt
- Crankshaft pulley
- Valve covers
- Oil pan
- Oil pump and pressure relief valve
- Engine oil cooler hoses
- Oil filter adapter/housing
- Engine oil sending unit
- Engine mounts
- Water pump
- Temperature sending unit
- Thermostat and housing
- Fuel supply pump
- Vacuum pump
- Dipstick and tube
- Fasteners for the components listed above.

### Turbocharged/Supercharged/Rotary/Diesel/Enhanced Engines

All of the above listed parts or equivalent plus:

- Turbocharger waste gate controller
- Intercooler
- Hard lines
- Compressor
- Clutch and pulley
- Bypass valve
- Injection pump
- Lines and nozzles

## 2. TRANSMISSION

### Automatic

Case and all internal lubricated parts including:

- Oil pump
- Valve body
- Torque converter
- Vacuum modulator
- Governor
- Main shaft
- Clutches
- Bands
- Drums
- Gear sets
- Bearings
- Bushings
- Sealing rings
- TV cable
- Solenoids
- Electronic shift control unit
- Transmission mounts
- Cooler
- Cooler hoses and hard lines
- Dipstick and tube
- Fasteners for the components listed above.

### Standard

Case and all internal lubricated parts including:

- Main shaft
- Gear sets
- Shift forks
- Synchronizers
- Bearings
- Bushings
- Fasteners for the components listed above.

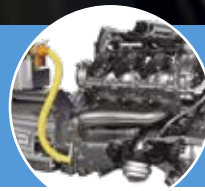
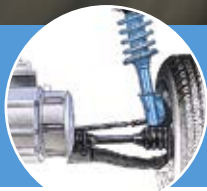
### Transfer case (4X4 vehicles)

Case and all internal lubricated parts including:

- Main shaft
- Gear sets
- Chain and sprockets
- Bearings
- Bushings
- Mounts
- Fasteners for the components listed above
- Electronic and vacuum engagement components



## Powertrain



### 3. FRONT-WHEEL DRIVE

Final drive housing and all internal parts including:

- Carrier case
- Gear sets
- Chain and sprockets
- Bearings
- Bushings
- Axle shafts
- Universal joints
- Front hub bearings
- Rear hub bearings
- Locking hub assemblies (4X4)
- Drive shaft support
- Fasteners for the components listed above

### 4. REAR-WHEEL DRIVE

Drive axle housing and all internal lubricated parts including:

- Carrier case
- Gear sets
- Bearings
- Bushings
- Limited slip clutch pack
- Axle shafts
- Front hub bearings
- Rear hub bearings
- Propeller shafts
- Universal joints
- Drive shaft support
- Fasteners for the components listed above

### 5. BASIC HYBRID/ELECTRIC VEHICLE COMPONENTS

- Electric motor/generator(s) and all internal components
- Inverter/converter/transformer units and all internal components
- Inverter/converter/transformer units cover
- Continuously variable transmission (CVT) and all internal components
- Power split device and all internal components
- Reduction/reducer box and all internal components
- Fasteners for the components listed above

### 6. SEALS AND GASKETS

- All seals and gaskets on the assemblies listed above are covered if your vehicle has 90,000 miles or less at the service contract purchase date
- If your vehicle has more than 90,000 miles at the service contract purchase date, seals and gaskets are covered when replaced in conjunction with a covered repair

**Powertrain Coverage covers sections 1-6.**



## 7. STEERING

### Housing/case and all internal 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
- Sealing rings
- Bearings
- Bushings
- Pitman arm
- Center link
- Tie rods
- Idler arm
- Power steering pump and pulley
- Electric power steering motor
- Fluid reservoir
- Pressure and return hoses
- Cooler and hard lines
- Power cylinder assembly
- Steering main and intermediate shafts
- Coupling
- Fasteners for the components listed above

(Does not include "rear wheel steering" components)

## 8. FRONT SUSPENSION

- Upper and lower control arms
- Bump stop cushions
- Control arm shafts
- Torsion bar mounts and bushings
- Upper and lower ball joints including dust boots
- Steering knuckle (spindle)
- Wheel bearings and seals
- Stabilizer shaft
- Stabilizer linkage including mounts and bushings
- Strut rods and bushings
- King pins
- Fasteners for the components listed above

## 9. BRAKES

- Master cylinder
- Assist booster
- Wheel cylinders
- Combination valve
- Disc brake calipers (and rear caliper actuators)
- Hard lines and fittings
- Backing plates
- Springs
- Clips and retainers
- Self-adjusters
- Parking brake linkage and cables
- Fasteners for the components listed above

## 10 ELECTRICAL

- Alternator
- Voltage regulator
- Front and rear windshield wiper motors and delay controller
- Starter motor and drive
- Starter solenoid
- Wiring harnesses
- Manually operated switches (specifically turn signal, headlight dimmer and wiper switches)
- Mechanically actuated switches (ignition, brake light and neutral safety switch)
- Electronic fuel injection system (including all input/sensors and output/control units except EGR valve related to the fuel injection system)
- Electronic ignition module
- Distributor and coil
- Engine management control unit
- Knock sensor and oxygen sensor

## 11. AIR CONDITIONING

- Compressor and mounting brackets
- Clutch and pulley
- Condenser
- Evaporator
- Orifice tube
- Accumulator
- Temperature control programmer
- High/low pressure cutoff switches
- High/low pressure hoses
- Pressure cycling switch
- Thermostat
- Drier
- Temperature control head
- Fasteners for the components listed above and Freon refrigerant if necessary in conjunction with the repair of the components listed above

## 12. ADDITIONAL HYBRID/ELECTRIC VEHICLE COMPONENTS

- Hybrid battery junction block
- Hybrid battery main battery cable
- Electric alternating current compressor

## 13. SEALS AND GASKETS

- All seals and gaskets on the assemblies listed above



## Gold

### 14. ADVANCED COMPONENTS

- Anti-lock brake system
- Power seat motor(s) and transmission(s)
- Power window motor(s) and power regulator(s)
- Power door lock actuator(s)
- Digital and analog instrument display(s)
- Low fuel sensor
- Low coolant sensor
- Low oil sensor
- Electronic rear view mirror motor(s)
- Headlight door motor(s)
- Heated back glass
- Windshield wiper washer pump(s)
- Heater/AC blower motor
- Heater core assembly
- Heater control valve
- Radiator
- Radiator fan and clutch
- Radiator fan motor including fan blade
- Temperature sensor and relay
- Fuel tank and hard lines
- Fuel tank sending unit
- Power sun roof motor
- Convertible top motor
- Constant velocity joints and horn assembly

### 15. ADVANCED HYBRID/ELECTRIC VEHICLE COMPONENTS

- 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
- Electronic control units and electronic control modules (ECU and ECM)
- Power switch/button and controller/electronic throttle control system

**Gold Coverage covers sections 1-15.**

## Platinum

Platinum coverage is our elite plan specifically designed to provide unparalleled coverage — especially for vehicles that are well equipped. The Platinum Plan provides you with the most comprehensive coverage available, yet is easy to understand. Platinum is exclusionary coverage, which simply means that, if a component is not listed below under “What is Not Covered (Exclusions),” then it’s covered. It’s as simple as that.

The list of exclusions is minimal and consists mostly of maintenance-related items. With the ever-growing complexity of today’s automobiles, you’ll find that Platinum provides comprehensive coverage for your vehicle and protects you from unexpected and expensive auto repair bills. Platinum coverage is the ultimate choice for your peace of mind.



## Maintenance & parts not covered<sup>2</sup>

**A. Maintenance not covered:** the maintenance services and parts described in the manufacturer's maintenance schedule for your vehicle; other normal maintenance services and parts including engine tune-up (includes spark plugs, glow plugs, ignition wires, distributor cap and rotor), all batteries (including but not limited to hybrid/electric vehicle batteries), filters, lubricants or fluids, air conditioning refrigerant, engine coolant, all hoses and belts (not specifically listed), wiper blades, brake pads and shoes, brake rotors and drums, suspension alignment

**B. Parts not covered:** constant velocity boots, tires and wheel balancing (unless as provided under road hazard tire protection), wheel covers, wheel rims, wheels, shock absorbers, suspension air bags, exhaust system, catalytic converter, friction clutch disc and pressure plate and clutch release bearing, glass, glass framework and fastening adhesives, sealed beam head lamps, light bulbs, lenses, trim, moldings, bright metal, upholstery, paint, sheet metal, bumpers, alignment of body parts, flexible body parts, door panels, body panels, structural framework, convertible top framework, structural welds, hinges, door handles, vinyl and convertible tops and nonmechanical removable hardtop assemblies.

<sup>2</sup> Additional exclusions apply. See the Vehicle Service Contract for details.

**Note:** Coverage under Powertrain, Silver and Gold Plans is limited to only those components described in this brochure. Parts not listed are not covered.

### PROVIDED AND ADMINISTERED BY:

State	Company
CA	Motor Warranty Services of North America California License #OE40891
FL & OK	<b>Automotive Warranty Services of Florida, Inc.</b> <b>Florida License #60023</b> Oklahoma License #44198051
NH	Consumer Program Administrators, Inc. dba Consumer Warranty Program Administrators
TX	Consumer Program Administrators, Inc. dba The Administrators of Consumer Programs Texas License #175
WA	Administrator: Consumer Program Administrators, Inc. Provider: National Product Care Company

**All other states** Consumer Program Administrators, Inc.

All located at **175 West Jackson Blvd., Chicago, IL 60604**  
1-800-533-8136

### LIMITATIONS OF COVERAGE

The information in this brochure is intended to provide only an outline of the various plans, exclusions and limitations of your Vehicle Service Contract. New, remanufactured, pre-owned or nonoriginal equipment manufactured parts may be used. For exact coverage, exclusions and limitations, please review the Vehicle Service Contract.