



Recreational Series  
Service Agreement Declaration Page

Service Agreement Number

Doing business in Florida as: Roadguard VPP, Inc. • P.O. Box 2400 • Mountain Home, AR 72654 • Florida License #60133

Confirmation of coverage may be obtained by contacting the Administrator at 800-264-5090 or by sending an email to: confirmation@ascwarranty.com  
This agreement is intended for use on both new and used vehicles.

AGREEMENT HOLDER (PLEASE PRINT OR TYPE)			YEAR	MAKE	MODEL NAME	
ADDRESS			CURRENT MILEAGE	EFFECTIVE DATE	AGREEMENT PRICE	VEHICLE PRICE
CITY	STATE	ZIP	VIN#			
CUSTOMER PHONE#			CC's		SURCHARGE	
DEALER		ASC DLR #				
SALESPERSON/FL ONLY-ENTITY LICENSE #						
LIENHOLDER						
I have read, understood and received a copy of this Service Agreement, and I accept all terms and conditions, including the plan, term, price, and Arbitration clause herein. Please see page 2 for important information.			TERM		EXPIRATION DATE	
Customer Signature						

SCOPE OF AGREEMENT

(THIS IS A LIMITED AGREEMENT.)

Subject to the terms and conditions set forth herein, the Administrator, in return for payment of the applicable charge, agrees to arrange for reimbursement to the Repair Facility or Agreement Holder up to the limits of liability for the reasonable cost (as determined by the Administrator) to repair or replace any parts specified in Paragraph 1 due to MECHANICAL BREAKDOWN.  
THIS APPLICATION BECOMES VALID ONLY UPON RECEIPT AND ACCEPTANCE BY THE ADMINISTRATOR.  
At the option of the Administrator, failed parts may be replaced with new, like kind or good quality remanufactured, rebuilt, used, or after-market parts. The Administrator reserves the right to select the methods of repair and/or repair facilities.  
In all states except Arizona and Florida, the Obligor and Administrator is Auto Services Company, Inc.™, PO Box 2400, Mountain Home, AR 72654-2400.  
In Arizona, the Obligor and Administrator is Auto Services Warranties, Inc. (FN).  
In Florida, the Obligor and Administrator is Roadguard VPP, Inc. License #60133.  
Licensed in California as Auto Services Company, Inc.™, License #0E63425.

Paragraph I - SCHEDULE OF COVERAGE

**ENGINE** Barrels and block, base gasket, bearings, breather valve gear, bushings, camshaft, caps, check balls, compression rings, connecting rod bearings, connecting rods, crank case oil seal, crank pin, crank pin bearing, crankcases, crankshaft key, engine mounts, exhaust manifold bolts, exhaust manifolds, exhaust valves, expansion plug, flywheel, flywheel ring gear, gaskets, headbolts, headgasket, heads, intake manifold, intake manifold bolts, intake manifold gaskets, intake valves, mainshaft seal, needle bearings, oil filter mount, oil pressure switch, oil pump and cover, oil pump drive gear, oil pump drive shaft, oil pump idler gear, oil pump pressure relief valve, oil rings, oil screen covers, pinion gears, pins, piston pin lock rings, pistons, pushrods, rocker arm pivots, rocker arm shafts, rocker arms, rocker cover and gaskets, shims, sleeves, spacers, sprocket shaft bearing, stabilizer link, studs, tappet and guides, tappet guide gaskets, thrust washers, timing hole plug, valve guides, valve keepers, valve retainers, valve seals and seats.

**TRANSMISSION** Bearings and housing, countershaft, coupling, covers, dipstick covers, filler cap, filler plug o-ring, gaskets, gears, housing, inner ramp, mainshaft, oil fill spout, oil pan and gasket, oil spout gasket, oil tank seal, outer ramp, pins and plugs, quad seal, ramp balls, retaining ring, spacers and thrust washers.

**PRIMARY DRIVE** Chain tensioner, chain tensioner anchor plate, chain tensioner pad, chain tensioner plate, covers, front sprocket and nut, grommets, primary chain, rear sprocket, shaft extension, sliding cam, spacers and sprocket cover.

**SUSPENSION** Axles, bearing spacer sleeves, hubs, o-rings, roller bearings, seals, shock absorbers, slider tube springs, snap rings, spacers and swing arm.

**STEERING** Bearing adjuster, caps, damper tubes, fork stem and nuts, fork stem bracket, fork stem dust shield, o-rings, oil seals, plugs, roller bearing and cup, slider assemblies, slider tube, springs and stops.

**BRAKE SYSTEM** Bleeders, brackets, brake lines, brake rod return spring, brake rotors, bushing, caliper and pistons, dust boots, hinges and levers, master cylinder, ABS master cylinder, master cylinder boot, master cylinder cover, master cylinder fittings, master cylinder gaskets, master cylinder reservoir, master cylinder rod, ABS module, ABS electronic and hydraulic control unit, o-rings, pins, retaining rings, seals, spacers, springs and clips.

**FUEL SYSTEM** Accelerator pump, carburetor vacuum switch, carburetor float and chamber, carburetor gaskets, carburetor linkage, carburetor o-rings, carburetor pump housing, carburetor rods, and springs, carburetor starter cap, carburetor starter valve, control cables, fuel door lock cylinder, fuel gauge sending unit, fuel injection components, fuel petcock, fuel tank, metal fuel line, needle jets and o-rings.

**COOLING SYSTEM** Cooling fans, coolant bottle, engine coolant temp. sensor, fan relays, radiator and cap, thermostat, thermostat housing, water pump, water pump cover and water pump housing.

**ELECTRICAL SYSTEM** Brake light relay, brake light relay switch, cigarette lighter, coil cover, cruise control module, cruise control servo, cruise control switch, dimmer switch, head lamp switch, horn, horn contact switch, ignition module, lamp sockets, neutral indicator switch, parking lamps relay, parking lamps switch, passing lamp switch, regulator, rotor and rotor assembly, sensor assembly, spark coil and plate, speaker control switch, battery, starter, starter armature, starter bearings and brushes, starter bushings, starter field windings, starter idler gear, starter motor case, starter pinion gear, starter relay, stop lamp switch, stop/start switch, timer cover gaskets and covers, turn signal canceller and turn signal switch.

**INSTRUMENTS AND GAUGES** Amperage gauge, fuel gauge, oil pressure gauges, speedometer, tachometer and temperature gauge.

**SEALS AND GASKETS** Covered on new and used motorcycles.

**TOURING PACKAGE** Not available for Buell or police motorcycles.

**SADDLEBAG/TRAVEL TRUNKS** Bags, hinges, latches, mounting hardware and trunks.

**FAIRING HARDWARE** Brackets, covers and hinges.

**RENTAL VEHICLE** In the event of mechanical breakdown of a covered component, the Agreement Holder will be reimbursed up to \$50 per day for a rental vehicle for each four hours of covered repair time as determined by a national flat-rate guide. Total not to exceed \$250. Rental receipts required for reimbursement.

Paragraph II - LABOR

The Administrator will reimburse the Agreement Holder or repair facility for the reasonable cost of labor to replace the required parts set forth in Paragraph I. Labor times will be determined by the current nationally published flat-rate guide.

TERMS OF AGREEMENT

- 1. This Agreement becomes valid from the date of receipt and acceptance by the Administrator and will remain valid for the period selected. There is no deductible
- 2. Vehicle owner MUST have routine maintenance performed as specified by manufacturer for coverage to apply. Proof of compliance containing the date of service, name of facility, mileage and vehicle identification number must be supplied upon request.
- 3. If your vehicle is within 50 miles of the Selling Dealer, you must deliver your vehicle to the Selling Dealership for repairs.

LIMITS OF LIABILITY

The total of all repairs paid or payable shall not exceed the JD Power retail value or vehicle purchase price, whichever is less at time of repair(s).

MAXIMUM PAYOUT ON BATTERIES INCLUDING PARTS AND LABOR NOT TO EXCEED \$65.

THIS AGREEMENT DOES NOT COVER (EXCLUSIONS):

- 1. VEHICLES WITH “BRANDED” TITLES DO NOT QUALIFY FOR THIS COVERAGE.
- 2. ANY LOSS CAUSED BY COLLISION, VANDALISM, NEGLECT, ABUSE, FIRE, THEFT, FLOOD, CONTAMINATION, FLUID INTERMIX, SLUDGE, CORROSION, MISUSE, ACTS OF GOD, INCORRECT INSTALLATION, IMPROPER REPAIRS, TECHNICIAN NEGLIGENCE, MANUFACTURER DEFECTS, OR THE FAILURE TO PROTECT FROM FURTHER DAMAGE.
- 3. ANY LOSS CAUSED BY OVERHEATING, FREEZING OR THE LACK OF ANY NECESSARY OR PROPER AMOUNTS OF LUBRICANTS OR COOLANTS.
- 4. ANY REPAIRS TO YOUR VEHICLE IF USED FOR RACING, RENTAL, DELIVERY OR COMMERCIAL PURPOSES.
- 5. NON-COVERED PARTS CAUSING DAMAGE TO COVERED PARTS OR ANY LOSS OCCURRING PRIOR TO EXPIRATION OF MANUFACTURER’S WARRANTY, RECALL OR REPAIR GUARANTEE.
- 6. LOSS OF TIME, USE OF VEHICLE, CONSEQUENTIAL DAMAGES, OR INJURY TO PERSONS OR PROPERTY RESULTING FROM THE FAILURE OR REPLACEMENT OF ANY PARTS LISTED IN PARAGRAPH 1. – SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS LIMITATION/EXCLUSION MAY NOT APPLY TO YOU.
- 7. REPAIRS AS A RESULT OF ALTERATIONS NOT RECOMMENDED BY THE MANUFACTURER OR FAILURE TO PERFORM MAINTENANCE RECOMMENDED BY THE MANUFACTURER.
- 8. ANY REPAIR OR REPLACEMENT TO A COVERED PART WHICH HAS NOT FAILED BUT WHICH A REPAIR FACILITY RECOMMENDS OR REQUIRES TO BE REPAIRED OR REPLACED.
- 9. DIAGNOSTIC TIME, DOWN TIME, TAXES, ALIGNMENTS, AND SHOP SUPPLIES ARE NOT COVERED ITEMS.
- 10. THIS AGREEMENT DOES NOT PROVIDE COVERAGE FOR FLUID SEEPAGE, PREVENTATIVE MAINTENANCE OR PRE-EXISTING CONDITIONS.
- 11. ANY PARTS NOT LISTED IN PARAGRAPH I OR PRE-EXISTING DAMAGE TO ANY PARTS LISTED IN PARAGRAPH I.

HOW TO CLAIM

Simply contact or have a representative of the repair facility contact the Administrator before ANY work is performed by calling the Claims Department at 800-264-5090 (Florida residents only call 800-264-3770) or by e-mailing the Administrator at [claims@ascwarranty.com](mailto:claims@ascwarranty.com). The following information will be required before authorization for repairs:

(1) AGREEMENT NUMBER (2) AGREEMENT HOLDER’S NAME (3) CURRENT MILEAGE (4) MECHANICAL COMPLAINT (5) ITEMIZED ESTIMATE. For Emergency Road Service CALL 888-207-0166 (Toll Free). See Emergency Road Service Information Attachment (Page 3 of Service Agreement).

IMPORTANT: You will be required under this Service Agreement to authorize the repair facility to disassemble the component(s) for inspection before repair or replacement. You will be required to pay the cost of disassembling if the Mechanical Breakdown is not covered by this Service Agreement.

Upon diagnosis and determination of covered items, and subject to the terms and conditions of this Agreement, the Administrator will issue an AUTHORIZATION NUMBER.

IMPORTANT: The authorization number MUST appear on all repair bills. Failure to obtain authorization PRIOR TO REPAIRS will result in non-payment of claim. FRAUDULENT or MISUSE of this Agreement will result in non-payment and cancellation. THE ADMINISTRATOR RESERVES THE RIGHT TO INSPECT ALL REPAIRS PRIOR TO OR AFTER REPAIRS ARE PERFORMED.

VISA REIMBURSEMENT



Upon completion of the repair, authorized claims will be paid for by corporate credit card or check by submitting the following:

(1) AUTHORIZATION NUMBER (2) VEHICLE MILEAGE (3) DATE OF REPAIR (4) MECHANICAL COMPLAINT (5) A PAID ITEMIZED INVOICE INCLUDING: NAMES, NUMBERS, PRICES AND EXPRESSED WARRANTY (6) DESCRIPTION OF NECESSARY LABOR CHARGES (7) VIN (8) AGREEMENT HOLDERS' TELEPHONE NUMBER(S) (9) NAME & ADDRESS TO WHOM REIMBURSEMENT IS PAYABLE (10) CUSTOMER SIGNATURE.

Submit information to:

ADMINISTRATOR  
P.O. BOX 2400  
MOUNTAIN HOME, AR 72654-2400  
FAX TO: (870) 424-6618  
OR EMAIL TO: [CLAIMS@ASCWARRANTY.COM](mailto:CLAIMS@ASCWARRANTY.COM)

Claims MUST be submitted for reimbursement within thirty (30) days from authorization date. Florida only: Claims must be submitted within ninety (90) days of authorization date.

CANCELLATION PROCEDURE

You, or a person authorized by you, may cancel this Agreement by submitting a written request to the Administrator. Include Agreement number, reason for cancellation and a notarized statement indicating the mileage (odometer reading) of the vehicle at the time of cancellation. Request must be received within thirty (30) days of cancellation date. You may mail or fax to the above address or email to [cancels@ascwarranty.com](mailto:cancels@ascwarranty.com).

If the Agreement is cancelled within thirty (30) days from the date of purchase, you will receive a full refund less a \$25 cancellation fee provided you have not entered a claim. If a claim has been paid in the first thirty (30) days, that amount will be subtracted from your refund along with the cancellation fee. After thirty (30) days, the refund will be calculated based on dealer cost and on the greater of the time in force or miles driven compared to the total time or mileage of your Term, less a \$25 cancellation fee and any claim(s) paid or pending. NOTE: If the charge for this Agreement was financed, the refund will be paid to the Lienholder and Agreement Holder. Please allow thirty (30) days for processing.

Arkansas Only: The fee for cancellation of the service contract is \$50.

The Dealer, Administrator and/or Lienholder may cancel this Agreement if your vehicle is a total loss or repossession, if you have stopped or changed your odometer or if you use your vehicle in any manner not covered by this Agreement. In Arizona, the Dealer may not cancel the Agreement.

TRANSFER PROCEDURE

This Agreement is transferable from the current agreement holder to subsequent vehicle owners provided the request is made in writing, including proof of transfer, a notarized statement of the odometer reading at time of transfer and the new owner’s name, address, and telephone number, to the Administrator within ten (10) days of change of ownership and payment of a \$50 transfer fee. Florida only: You must notify the Administrator within fifteen (15) days of change of ownership and submit a \$40 transfer fee.

THIS IS A LIMITED AGREEMENT

This Agreement gives the Agreement Holder specific legal rights. Repairs made outside the U.S. & Canada are not covered. See Page 3 for Arbitration governing this Service Agreement. The Agreement Holder may also have other rights which vary from state to state. This document contains all the Agreement between the parties. No agency relationship exists between the Dealer and Administrator.

IMPORTANT NOTICE

All states except California: You are reminded that this Contract is not an insurance policy. However, we have an insurance policy in effect with American Bankers Insurance Company of Florida, 11222 Quail Roost Dr., Miami, Florida 33157. If the Administrator fails to pay an authorized claim within sixty (60) days after proof of loss has been filed, you are entitled to make a direct claim against the Insurer.

California only: Performance to You under this Contract is guaranteed by a California approved insurance company. You may file a claim with this insurance company if any promise made in the Contract has been denied or has not been honored within sixty (60) days from the date proof of loss was filed. The name and address of the insurance company is American Bankers Insurance Company of Florida, 11222 Quail Roost Dr., Miami, FL 33157 or phone (305) 253-2244. If you are not satisfied with the insurance company’s response, you may contact the California Department of Insurance at 800-927-4357.



IMPORTANT TELEPHONE NUMBERS

If Repair Authorization is needed (See “How To Claim” on Page 2) you must call:  
**800-264-5090 • Florida Only: 800-264-3770**

If Emergency Road Services are needed you must call:

24 hours a day **888-207-0166** 365 days a year

THIS IS YOUR EMERGENCY ROAD SERVICE INFORMATION

**IMPORTANT:** *Keep This in Your Vehicle.*

If ERS Service is necessary, please call the **888** number listed above and give the operator your...

- (1) **Agreement Number** (Located at the upper right corner of your Service Agreement)
- (2) **Your Name**
- (3) **Description of Your Vehicle**
- (4) **The Nature of Your Difficulty**
- (5) **Your Exact Location**
- (6) **Your Vehicle's EXACT Current Mileage**

*NOTE: The exact mileage must be provided prior to service being rendered.*

A pre-qualified Road Service Professional will be dispatched to your location to assist you.

Service up to \$50 will be provided for each incident.

Any charges above \$50 will be the responsibility of the Agreement Holder.

ERS COVERED SERVICES:

This coverage is **not** intended to be used in the event of an accident!

*Services limited to one service call per seven (7) day period.*

**TOWING** If necessary, your vehicle will be towed to the *Nearest Repair Facility*. Upon arrival, instruct the mechanic to call the Claims Department at **800-264-5090 before ANY work is Performed**. Our Claims Department will administer the claim under the terms of the Service Agreement.

**FLAT TIRES** In the event of a flat tire, a qualified person will be dispatched to provide a tow to the nearest repair facility. *(The repair of the tire is not covered.)*

**FUEL DELIVERY** Total service call is not to exceed a combined \$50 limit.

**MINOR ADJUSTMENTS** If a Minor Adjustment can get your vehicle in running condition, the adjustment will be performed.

IMPORTANT NOTICE

This coverage does not include the cost of parts or labor (except as indicated within the scope and terms of the Agreement). This coverage also does not include the repair of a flat tire, or for the return of a repaired tire to the disabled vehicle. This coverage excludes road service or towing for any vehicle in a qualified repair facility, an off-road area (defined as any area off a paved, hard-packed or graded dirt driveway, parking lot or public road) or a second tow for the same incident. No coverage is available for, or on, any unattended, unlicensed, impounded or abandoned vehicle. This coverage is not intended to be used in lieu of routine maintenance or needed repairs on your vehicle. Non-emergency towing and/or non-emergency service is not covered by this Agreement. The labor cost of installing, repairing, removing, or testing of the covered vehicle(s), equipment or parts or mounting or removing of chains or snow tires, or the shoveling of sand or snow is excluded. **THIS IS NOT A REIMBURSEMENT PROGRAM. COVERED SERVICES AND THE ASSOCIATED COST OF COVERED SERVICES CAN ONLY BE PROVIDED BY CALLING EMERGENCY ROAD SERVICE AT 888-207-0166.**

MEDIATION/ARBITRATION

Any and all disputes that arise out of or relate to this agreement, or the performance or breach thereof, shall be subject first to mediation in good faith by the parties. Thereafter, any remaining unresolved controversy or claim arising out of or relating to this agreement, or the performance or breach thereof, shall be settled by arbitration under the provisions of the Federal Arbitration Act, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The parties shall equally split the cost of any mediation and/or arbitration session(s). Each party will pay the fees of its own attorneys, expenses and witnesses with regard to the presentation of each party's case. The arbitrator or mediator shall have no authority to award punitive damages against any party. The mediation and/or arbitration shall take place within sixty (60) days after demand for mediation/arbitration by another party to this agreement. This provision applies only to the agreement holder. It does not apply to any other individuals, entities or any classes thereof. This Arbitration Clause does not apply in **California, Georgia, Mississippi, Nebraska, Wisconsin and Wyoming**. **Oregon only:** If the policy owner elects arbitration, the arbitration takes place under the laws of the State of Oregon and is held in the insured's county or any other county in this state agreed to by both parties.

**Florida only:** If **You** and **We** fail to agree on any matter concerning the **Contract**, and the issue cannot be resolved by negotiations, the matter shall be submitted to arbitration upon the written demand of either party made within sixty (60) days following failure to agree. You and We shall each select an arbitrator and the two arbitrators shall select a third arbitrator. The decisions of any two of the three arbitrators shall be non-binding on You. The arbitration decision will be mutually agreed upon by both parties at the time of dispute. Each party shall pay the expenses or fees of its chosen arbitrator and shall bear equally the other expenses of the arbitration and the third arbitrator. No suit shall be commenced in a federal, state, or local court until such time as both You and We first address our disagreement in an arbitration proceeding pursuant to this Section of the Contract. Each contract holder claim must be arbitrated individually. Arbitration or civil litigation must be held in the county in which the Contract Holder resides.



STATE DISCLOSURES

THIS IS NOT AN INSURANCE POLICY  
However, we have an insurance policy in effect with American Bankers Insurance Company of Florida, 305-253-2244.  
In all states the purchase of a Service Agreement is not necessary in order to finance or purchase a vehicle.  
This is an Agreement between the Administrator and You, unless otherwise determined by State Law.

SPECIMEN

## Important Numbers

**Emergency Road Numbers: 888-207-0166**

*24 hours a day - 365 days a year*

**Repair Authorization: 800-264-5090**

*M-F 8:30 to 4:30 Central Time*

AGREEMENT NUMBER:

AGREEMENT HOLDER:

PLAN PURCHASE DATE:

*See service agreement documents for exact information  
on your coverage and other important information.*

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*cut or fold here*

If ERS Service is necessary, please call the 888-207-0166 with

(1) Agreement Number

(2) Your Name

(3) Description of Your Vehicle

(4) The Nature of Your Difficulty

(5) Your Exact Location

(6) Your Vehicle's EXACT Current Mileage

### **For Repair Authorization:**

Contact or have a representative of the repair facility contact the Administrator before ANY work is performed by calling the Claims Department at 800-264-5090 with the following:

(1) Agreement Number

(2) Agreement Holder's Name

(3) Current Mileage

### **Instructions:**

(1) Cut this document along the horizontal line

(2) Fold the document in half along the vertical line

(3) Place in your wallet or a safe place

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# Vehicle Protection Plan

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## ADDENDUM

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### OPTIONAL HIGH TECH PACKAGE ONLY FOR POWERSPORTS COVERAGE

**This Optional HIGH TECH COVERAGE is added to the Terms and Conditions of YOUR SERVICE AGREEMENT ONLY IF the appropriate "ADDITIONAL COVERAGE" is selected and the appropriate Surcharge is paid for at the time of purchase.**

**Based on the above, this ADDENDUM effectively changes the "Items Not Covered" Section, under Paragraph I - Parts of your Service Agreement and provides coverage only to the following specifically named Manufacturer/Factory installed parts of YOUR VEHICLE:**

GPS / Navigation Components, Liquid Crystal Display (LCD) Screens, Back-up / Reverse Sensors, Radios, Rearview Back-up Camera. Coverage excludes any damage from contaminants, liquids, dirt, dust, foreign objects, fire, theft, vandalism, abuse, broken or scratched camera lens, misuse, or neglect.

The above HIGH TECH COVERAGE is limited only to the "base unit" and does not cover any remote controls, hand-held controls, wiring, or any other non-listed parts for the items listed above.



# Vehicle Protection Plan

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## ADDENDUM

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### MODIFIED FOR POWERSPORTS COVERAGE

This MODIFIED COVERAGE is added to the Terms and Conditions of YOUR ASC PLATINUM SERVICE AGREEMENT. This ADDENDUM effectively changes the “Items Not Covered” Section, under Paragraph 1 - Schedule Of Coverages of your Service Agreement and provides coverage for the following:

- Intake or exhaust parts
- Performance programmers and tuners
- Screaming eagle parts and accessories

The above coverage is limited to original equipment manufacturer (OEM) factory replacement components and labor. Any improperly tuned or installed tuner will void warranty.



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Service Agreement Number

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This agreement is intended for use on both new and used vehicles.

AGREEMENT HOLDER (PLEASE PRINT OR TYPE)			YEAR	MAKE	MODEL NAME	
ADDRESS			CURRENT MILEAGE	EFFECTIVE DATE	AGREEMENT PRICE	VEHICLE PRICE
CITY	STATE	ZIP	VIN#			
CUSTOMER PHONE#			CC's		SURCHARGE	
DEALER		ASC DLR #				
SALESPERSON/FL ONLY-ENTITY LICENSE #						
LIENHOLDER						
I have read, understood and received a copy of this Service Agreement, and I accept all terms and conditions, including the plan, term, price, and Arbitration clause herein. Please see page 2 for important information.			TERM		EXPIRATION DATE	
Customer Signature						

## SCOPE OF AGREEMENT

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Subject to the terms and conditions set forth herein, the Administrator, in return for payment of the applicable charge, agrees to arrange for reimbursement to the **Repair Facility or Agreement Holder** up to the limits of liability for the reasonable cost (as determined by the Administrator) to repair or replace any parts specified in Paragraph 1 due to MECHANICAL BREAKDOWN. **THIS APPLICATION BECOMES VALID ONLY UPON RECEIPT AND ACCEPTANCE BY THE ADMINISTRATOR.**  
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In **Arizona**, the Obligor and Administrator is Auto Services Warranties, Inc. (FN).  
In **Florida**, the Obligor and Administrator is Roadguard VPP, Inc. License #60133.  
Licensed in **California** as Auto Services Company, Inc.™, License #0E63425.

## Paragraph I - SCHEDULE OF COVERAGE

**WHAT'S COVERED: INCLUDES ALL ITEMS COVERED UNDER THE MANUFACTURER'S ORIGINAL COVERAGE** except for those items listed under "Items not covered" and Exclusions on Page 2.

**24-HOUR ROADSIDE ASSISTANCE** Towing, flat tire changing, fuel delivery, "jump" starting.

**RENTAL VEHICLE REIMBURSEMENT:** In the event of a mechanical breakdown of a covered component, the Agreement Holder will be reimbursed up to \$50 per day for a rental vehicle for each four hours of covered repair time as determined by a national flat-rate guide. Total not to exceed \$250. Rental receipts required for reimbursement.

**ITEMS NOT COVERED:** Any normal maintenance item including tires, wheels, brake shoes or pads, rotors or drums, belts, snorkel assemblies, portal gear lift assemblies, hoses, filters and tune-up items. Exhaust or emission parts, sound reproduction components, collision avoidance, lane departure warning system, lighting, wiring, clock and navigation equipment. Any body parts, trim, glass, paint, air bag system and anti-theft components. Battery cables, plug wires, hoses, safety restraint systems, carburetor(s), bluing, discoloration, antennas, frames, rubber moldings, chrome plating.

## Paragraph II - LABOR

The Administrator will reimburse the Agreement Holder or repair facility for the reasonable cost of labor to replace the required parts set forth in Paragraph I. Labor times will be determined by the current nationally published flat-rate guide.



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- 11. ANY PARTS NOT LISTED IN PARAGRAPH I OR PRE-EXISTING DAMAGE TO ANY PARTS LISTED IN PARAGRAPH I.

HOW TO CLAIM

Simply contact or have a representative of the repair facility contact the Administrator before ANY work is performed by calling the Claims Department at 800-264-5090 (Florida residents only call 800-264-3770) or by e-mailing the Administrator at [claims@ascwarranty.com](mailto:claims@ascwarranty.com). The following information will be required before authorization for repairs: (1) AGREEMENT NUMBER (2) AGREEMENT HOLDER’S NAME (3) CURRENT MILEAGE (4) MECHANICAL COMPLAINT (5) ITEMIZED ESTIMATE. For Emergency Road Service CALL 888-207-0166 (Toll Free). See Emergency Road Service Information Attachment (Page 3 of Service Agreement). IMPORTANT: You will be required under this Service Agreement to authorize the repair facility to disassemble the component(s) for inspection before repair or replacement. You will be required to pay the cost of disassembling if the Mechanical Breakdown is not covered by this Service Agreement. Upon diagnosis and determination of covered items, and subject to the terms and conditions of this Agreement, the Administrator will issue an AUTHORIZATION NUMBER. IMPORTANT: The authorization number MUST appear on all repair bills. Failure to obtain authorization PRIOR TO REPAIRS will result in non-payment of claim. FRAUDULENT or MISUSE of this Agreement will result in non-payment and cancellation. THE ADMINISTRATOR RESERVES THE RIGHT TO INSPECT ALL REPAIRS PRIOR TO OR AFTER REPAIRS ARE PERFORMED.

VISA REIMBURSEMENT MasterCard

Upon completion of the repair, authorized claims will be paid for by corporate credit card or check by submitting the following: (1) AUTHORIZATION NUMBER (2) VEHICLE MILEAGE (3) DATE OF REPAIR (4) MECHANICAL COMPLAINT (5) A PAID ITEMIZED INVOICE INCLUDING: NAMES, NUMBERS, PRICES AND EXPRESSED WARRANTY (6) DESCRIPTION OF NECESSARY LABOR CHARGES (7) VIN (8) AGREEMENT HOLDERS' TELEPHONE NUMBER(S) (9) NAME & ADDRESS TO WHOM REIMBURSEMENT IS PAYABLE (10) CUSTOMER SIGNATURE. Submit information to: ADMINISTRATOR P.O. BOX 2400 MOUNTAIN HOME, AR 72654-2400 FAX TO: (870) 424-6618 OR EMAIL TO: [CLAIMS@ASCWARRANTY.COM](mailto:CLAIMS@ASCWARRANTY.COM)

Claims MUST be submitted for reimbursement within thirty (30) days from authorization date. Florida only: Claims must be submitted within ninety (90) days of authorization date.

CANCELLATION PROCEDURE

You, or a person authorized by you, may cancel this Agreement by submitting a written request to the Administrator. Include Agreement number and reason for cancellation. Request must be received within thirty (30) days of cancellation date. You may mail or fax to the above address or email to [cancels@ascwarranty.com](mailto:cancels@ascwarranty.com). If the Agreement is cancelled within thirty (30) days from the date of purchase, you will receive a full refund less a \$25 cancellation fee provided you have not entered a claim. If a claim has been paid in the first thirty (30) days, that amount will be subtracted from your refund along with the cancellation fee. After thirty (30) days, the refund will be calculated based on dealer cost and on the greater of the time in force or miles driven compared to the total time or mileage of your Term, less a \$25 cancellation fee and any claim(s) paid or pending. NOTE: If the charge for this Agreement was financed, the refund will be paid to the Lienholder and Agreement Holder. Please allow thirty (30) days for processing. The Dealer, Administrator and/or Lienholder may cancel this Agreement if your vehicle is a total loss or repossession, if you have stopped or changed your odometer or if you use your vehicle in any manner not covered by this Agreement. In Arizona, the Dealer may not cancel the Agreement.

TRANSFER PROCEDURE

This Agreement is transferable from the current agreement holder to subsequent vehicle owners provided the request is made in writing, including proof of transfer, the new owner’s name, address, and telephone number, to the Administrator within ten (10) days of change of ownership and payment of a \$50 transfer fee. Florida only: You must notify the Administrator within fifteen (15) days of change of ownership and submit a \$40 transfer fee.

THIS IS A LIMITED AGREEMENT

This Agreement gives the Agreement Holder specific legal rights. Repairs made outside the U.S. & Canada are not covered. See Page 3 for Arbitration governing this Service Agreement. The Agreement Holder may also have other rights which vary from state to state. This document contains all the Agreement between the parties. No agency relationship exists between the Dealer and Administrator.

IMPORTANT NOTICE

All states except **California**: You are reminded that this Contract is not an insurance policy. However, we have an insurance policy in effect with American Bankers Insurance Company of Florida, 11222 Quail Roost Dr., Miami, Florida 33157. If the Administrator fails to pay an authorized claim within sixty (60) days after proof of loss has been filed, you are entitled to make a direct claim against the Insurer. **California only**: Performance to You under this Contract is guaranteed by a California approved insurance company. You may file a claim with this insurance company if any promise made in the Contract has been denied or has not been honored within sixty (60) days from the date proof of loss was filed. The name and address of the insurance company is American Bankers Insurance Company of Florida, 11222 Quail Roost Dr., Miami, FL 33157 or phone (305) 253-2244. If you are not satisfied with the insurance company’s response, you may contact the California Department of Insurance at 800-927-4357.



IMPORTANT TELEPHONE NUMBERS

If Repair Authorization is needed (See “How To Claim” on Page 2) you must call:  
**800-264-5090 • Florida Only: 800-264-3770**

If Emergency Road Services are needed you must call:

24 hours a day **888-207-0166** 365 days a year

THIS IS YOUR EMERGENCY ROAD SERVICE INFORMATION

IMPORTANT: *Keep This in Your Vehicle.*

If ERS Service is necessary, please call the **888** number listed above and give the operator your...

- (1) **Agreement Number** (Located at the upper right corner of your Service Agreement)

(2) **Your Name**

(5) **Your Exact Location**
- (3) **Description of Your Vehicle**

(6) **Your Vehicle’s EXACT Current Mileage**
- (4) **The Nature of Your Difficulty**

*NOTE: The exact mileage must be provided prior to service being rendered.*

A pre-qualified Road Service Professional will be dispatched to your location to assist you.

Service up to \$50 will be provided for each incident.

Any charges above \$50 will be the responsibility of the Agreement Holder.

ERS COVERED SERVICES:

This coverage is **not** intended to be used in the event of an accident!

*Services limited to one service call per seven (7) day period.*

**TOWING** If necessary, your vehicle will be towed to the *Nearest Repair Facility*. Upon arrival, instruct the mechanic to call the Claims Department at **800-264-5090 before ANY work is Performed**. Our Claims Department will administer the claim under the terms of the Service Agreement.

**FLAT TIRES** In the event of a flat tire, a qualified person will be dispatched to provide a tow to the nearest independent repair facility. *(The repair of the tire is not covered).*

**FUEL DELIVERY** Total service call is not to exceed a combined \$50 limit.

**MINOR ADJUSTMENTS** If a Minor Adjustment can get your vehicle in running condition, the adjustment will be performed.

**“JUMP” STARTING** If feasible, your vehicle will be “Jump” started.

IMPORTANT NOTICE

This coverage does not include the cost of parts or labor (except as indicated within the scope and terms of the Agreement). This coverage also does not include the repair of a flat tire, or for the return of a repaired tire to the disabled vehicle. This coverage excludes road service or towing for any vehicle in a qualified repair facility, an off-road area (defined as any area off a paved, hard-packed or graded dirt driveway, parking lot or public road) or a second tow for the same incident. No coverage is available for, or on, any unattended, unlicensed, impounded or abandoned vehicle. This coverage is not intended to be used in lieu of routine maintenance or needed repairs on your vehicle. Non-emergency towing and/or non-emergency service is not covered by this Agreement. The labor cost of installing, repairing, removing, or testing of the covered vehicle(s), equipment or parts or mounting or removing of chains or snow tires, or the shoveling of sand or snow is excluded. **THIS IS NOT A REIMBURSEMENT PROGRAM. COVERED SERVICES AND THE ASSOCIATED COST OF COVERED SERVICES CAN ONLY BE PROVIDED BY CALLING EMERGENCY ROAD SERVICE AT 888-207-0166.**

MEDIATION/ARBITRATION

Any and all disputes that arise out of or relate to this agreement, or the performance or breach thereof, shall be subject first to mediation in good faith by the parties. Thereafter, any remaining unresolved controversy or claim arising out of or relating to this agreement, or the performance or breach thereof, shall be settled by arbitration under the provisions of the Federal Arbitration Act, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The parties shall equally split the cost of any mediation and/or arbitration session(s). Each party will pay the fees of its own attorneys, expenses and witnesses with regard to the presentation of each party’s case. The arbitrator or mediator shall have no authority to award punitive damages against any party. The mediation and/or arbitration shall take place within sixty (60) days after demand for mediation/arbitration by another party to this agreement. This provision applies only to the agreement holder. It does not apply to any other individuals, entities or any classes thereof. This Arbitration Clause does not apply in **California, Georgia, Mississippi, Nebraska, Wisconsin and Wyoming**. **Oregon only:** If the policy owner elects arbitration, the arbitration takes place under the laws of the State of Oregon and is held in the insured’s county or any other county in this state agreed to by both parties.

**Florida only:** If You and We fail to agree on any matter concerning the **Contract**, and the issue cannot be resolved by negotiations, the matter shall be submitted to arbitration upon the written demand of either party made within sixty (60) days following failure to agree. You and We shall each select an arbitrator and the two arbitrators shall select a third arbitrator. The decisions of any two of the three arbitrators shall be non-binding on You. The arbitration decision will be mutually agreed upon by both parties at the time of dispute. Each party shall pay the expenses or fees of its chosen arbitrator and shall bear equally the other expenses of the arbitration and the third arbitrator. No suit shall be commenced in a federal, state, or local court until such time as both You and We first address our disagreement in an arbitration proceeding pursuant to this Section of the Contract. Each contract holder claim must be arbitrated individually. Arbitration or civil litigation must be held in the county in which the Contract Holder resides.

STATE DISCLOSURES  
THIS IS NOT AN INSURANCE POLICY

However, we have an insurance policy in effect with American Bankers Insurance Company of Florida, 305-253-2244.  
In all states the purchase of a Service Agreement is not necessary in order to finance or purchase a vehicle.  
This is an Agreement between the Administrator and You, unless otherwise determined by State Law.

## Important Numbers

### **Emergency Road Numbers: 888-207-0166**

*24 hours a day - 365 days a year*

### **Repair Authorization: 800-264-5090**

*M-F 8:30 to 4:30 Central Time*

AGREEMENT NUMBER:

AGREEMENT HOLDER:

PLAN PURCHASE DATE:

*See service agreement documents for exact information  
on your coverage and other important information.*

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*cut or fold here*

If ERS Service is necessary, please call the 888-207-0166 with

- (1) Agreement Number
- (2) Your Name
- (3) Description of Your Vehicle
- (4) The Nature of Your Difficulty
- (5) Your Exact Location
- (6) Your Vehicle's EXACT Current Mileage

### **For Repair Authorization:**

Contact or have a representative of the repair facility contact the Administrator before ANY work is performed by calling the Claims Department at 800-264-5090 with the following:

- (1) Agreement Number
- (2) Agreement Holder's Name
- (3) Current Mileage

### **Instructions:**

- (1) Cut this document along the horizontal line
- (2) Fold the document in half along the vertical line
- (3) Place in your wallet or a safe place



# Vehicle Protection Plan

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## ADDENDUM

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### OPTIONAL HIGH TECH PACKAGE ONLY FOR POWERSPORTS COVERAGE

**This Optional HIGH TECH COVERAGE is added to the Terms and Conditions of YOUR SERVICE AGREEMENT ONLY IF the appropriate “ADDITIONAL COVERAGE” is selected and the appropriate Surcharge is paid for at the time of purchase.**

**Based on the above, this ADDENDUM effectively changes the “Items Not Covered” Section, under Paragraph I - Parts of your Service Agreement and provides coverage only to the following specifically named Manufacturer/Factory installed parts of YOUR VEHICLE:**

GPS / Navigation Components, Liquid Crystal Display (LCD) Screens, Back-up / Reverse Sensors, Radios, Rearview Back-up Camera. Coverage excludes any damage from contaminants, liquids, dirt, dust, foreign objects, fire, theft, vandalism, abuse, broken or scratched camera lens, misuse, or neglect.

The above HIGH TECH COVERAGE is limited only to the “base unit” and does not cover any remote controls, hand-held controls, wiring, or any other non-listed parts for the items listed above.



# Vehicle Protection Plan

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## ADDENDUM

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### MODIFIED FOR POWERSPORTS COVERAGE

This **MODIFIED COVERAGE** is added to the Terms and Conditions of YOUR **ASC PLATINUM SERVICE AGREEMENT**. This **ADDENDUM** effectively changes the “Items Not Covered” Section, under Paragraph 1 - Schedule Of Coverages of your Service Agreement and provides coverage for the following:

- Intake or exhaust parts
- Performance programmers and tuners
- Screaming eagle parts and accessories

The above coverage is limited to original equipment manufacturer (OEM) factory replacement components and labor. Any improperly tuned or installed tuner will void warranty.