

A.U.L. Service Department Guide

POWERTRAIN COVERAGE



Engine Group: All internally lubricated parts. Crankshaft and bearings, oil pump, fuel pump, 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, exhaust manifold, and distributor drive gear. The engine block and cylinder heads are covered if damage is caused by **FAILURE** of an internally lubricated part. Engine (Rotary): All of 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 and Transfer Case (4X4/AWD): All internally lubricated parts contained in the housings-and torque converter. Case housings are covered if damaged by the **FAILURE** of an internally lubricated part.



Drive Axle Group (Front or Rear): Drive axle housing including 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.



Seals and Gaskets: Seals and gaskets are covered when replaced in conjunction with a covered **FAILURE**, or if the "Seals and Gaskets Coverage" option has been selected and the **COVERED VEHICLE** has less than 125,000 miles at **CONTRACT PURCHASE DATE**, **FAILED** seals and gaskets for covered components will be replaced. Minor loss of fluid or seepage is considered normal and is not considered a **FAILURE**.

CLASSIC COVERAGE

All POWERTRAIN COVERAGE, plus:



Power Steering Group: Steering gear box, pump assembly, rack and pinion, control valves, bearings and shafts.



Basic Electrical Group: Alternator/generator, starter motor, front and rear wiper motors.



Rental Car/Substitute Transportation: The **ADMINISTRATOR** will reimburse the **SERVICE CONTRACT HOLDER** up to \$30.00 per twenty-four (24) hour period, with a \$150.00 maximum per claim, for actual rental car/substitute transportation expense incurred, in the event of a **FAILURE** of a covered component based on the coverage plan selected, and Vehicle must be retained by the repair facility overnight. This Coverage does not apply to the time waiting for parts, services, or other delays beyond the control of the repair facility or the **ADMINISTRATOR**. However, an additional \$90.00 of rental coverage applies in the event of a parts delay when an internal repair or replacement is performed on a major component (Engine Group, Transmission Group, Drive Axle Group). Reimbursement will not continue beyond the day that repairs are completed and the **SERVICE CONTRACT HOLDER** is notified of completion. Reimbursement is valid only for rental from a licensed car rental agency.

VINTAGE COVERAGE

All POWERTRAIN and CLASSIC COVERAGE, plus:



Air-Conditioning Group: Compressor, condenser, evaporator, expansion valve, receiver drier, blower motor, and hot water valve.



Electrical Group: Voltage regulator, distributor, solenoids, manually operated switches, electronic level control compressor including its sensor and limiter valve, electronic fuel injection sensors and injectors, electronic ignition module, power window motors, rear window heating elements, power mirror motors, power seat motors, and power door lock actuators.

ESTATE COVERAGE

All POWERTRAIN, CLASSIC and VINTAGE COVERAGE, plus:



Brake Group: Master cylinder, power brake cylinder, vacuum assist booster, hydro boost, disc brake caliper, wheel cylinders, compensating valve, metal brake hydraulic lines and fittings. The following ABS Components are covered: Hydraulic control unit, electronic control processor, wheel speed sensors, hydraulic pump/motor assembly, pressure modulator valve, isolation dump valve, and accumulator.



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, spindle and spindle support, wheel bearings, variable dampening suspension, compressor, control module, actuator, solenoid, height sensor, and mode selector switch.



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



Seals and Gaskets: This coverage option is included for covered components on Vehicles with less than 125,000 miles at **CONTRACT PURCHASE DATE**. Minor loss of fluid or seepage is considered normal and is not considered a **FAILURE**.

RESERVE COVERAGE



This Vehicle Service Contract will cover approved repairs to any **FAILURE** of the parts of the **COVERED VEHICLE**, except for those items listed in Section 8 WHAT IS NOT COVERED. See customers Vehicle Service Contract for Terms and Conditions.

WRAP COVERAGE



This Vehicle Service Contract will cover approved repairs to any **FAILURE** of the parts of the **COVERED VEHICLE**, except for all components originally covered by Manufacturer's Powertrain Coverage as indicated in applicable Manufacturer's Warranty Booklet and those items listed in Section 8 WHAT IS NOT COVERED. See customers Vehicle Service Contract for Terms and Conditions.

Please refer to the customer's Vehicle Service Contract for specific coverage.

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OPTIONAL COVERAGE



Enhanced Electrical Package: Coverage is provided for the following factory-installed devices if the surcharge has been paid and the option has been marked on the Contract Declaration Page – global positioning system (GPS), electronic control modules, infrared systems, cruise control servo, proximity pass key and sensor, power antenna motor, power trunk or tailgate actuator/motor. This option is only available with a coverage level of Vintage or Estate.



Business Use: Coverage is provided if the Business Use surcharge has been paid as specified on the Contract Declaration Page. Coverage is limited to cars, trucks, and vans used for: route work; service or repair work; delivery or hauling; agricultural purposes; job site activities; construction trades; and eligible vehicles owned by religious/charitable organizations.

ROADSIDE ASSISTANCE (ALL PLANS)



Towing: If the covered vehicle breaks down, and towing is needed, contact roadside – 888-810-5150. We'll arrange to have your car, truck or SUV 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 qualified pro to put a spare on the covered vehicle. If the spare won't work, we'll provide transportation to the nearest tire store for repairs.



Emergency Fuel Delivery Service: When it comes to emergency fuel, we deliver. We'll arrange for a service provider to deliver two (2) gallons of fuel to your covered vehicle. The customer is responsible for the cost of the fuel at the time of delivery.



Battery Jump Service: If the covered vehicle won't crank, we'll arrange for a service provider to assist and get the vehicle moving again.



Key Lockout Service: Just call us any time the keys are lost, broken or locked inside the 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. The customer is responsible for replacement keys.

ROADSIDE
888.810.5150

CLAIMS PROCEDURES

1. Obtain a copy of the customer's Service Contract/Declaration page to verify their purchased coverage.
2. Have the customer sign your repair order, authorizing you to diagnose the system(s) prior to the repair or replacement.
3. Contact AUL with your estimate of Parts, Labor, Fluids, Sublets, and Taxes.
4. An Authorization Number will be provided for covered repairs.

AUL CLAIMS DEPARTMENT

Monday – Friday

6 a.m. to 5 p.m. Pacific Time

TOLL FREE - 888-285-2567

PAYMENT PROCEDURES

Before submitting the Authorized repair order, please verify:

1. The Customer Name, Contract and Authorization Number are clearly indicated.
2. The Part & Labor itemized **Repair Invoice is signed** by the Contract Holder.
3. Fax the Repair Order to 707-259-1878 and receive a Credit Card by fax within 2 hrs.

Please Fax Authorized Repair Orders to: **707-259-1878**

OR Mail to:

A.U.L. Corp., ATTN: A.U.L. Claims Dept.

1250 Main Street, Suite 300

Napa, CA 94559

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ADMINISTRATION	800.826.3207
CLAIMS	888.285.2567
ROADSIDE	888.810.5150
ONLINE	www.aulcorp.com

Service Contracts. Its What We Do.®

Please refer to the customer's Vehicle Service Contract for specific coverage.

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