

Frequently Asked Questions

Q: What does a service contract offer that a factory warranty doesn't?

A: In the event of a mechanical breakdown, a service contract can help reduce costs to repair or replace components that are not covered by the manufacturer's warranty. The service contract also provides additional benefits such as select maintenance items, towing, rental car, limp-along coverage and emergency roadside assistance for covered breakdowns. The coverage continues until the expiration date of the service contract or when the expiration odometer mileage is reached, whichever occurs first.

Q: Can a service contract save me money?

A: Yes. The new and advanced technology in today's vehicles, combined with inflation, supply chain issues and uncertainty about the future, have all increased the complexity of basic repairs. As a result, repair and labor costs are likely to continue increasing. The price of just one significant repair could exceed the cost of purchasing a service contract today.

Q: Can the purchase price be included in my monthly vehicle payment?

A: Yes. The cost of coverage can be added to your monthly payment, but it can only be done when you purchase your vehicle. If you are financing your vehicle, ask your dealer for details.

Q: What should I do if my vehicle breaks down?

A: If possible, return to the dealership (or choose any licensed repair facility in the U.S. or Canada) to determine the problem and cause of the breakdown—and, if needed, make sure to take advantage of your service contract's towing benefit. Have the repair facility call CNA National before beginning any repairs or replacing any parts.

Q: Where can I take my vehicle for repairs if I'm far from home?

A: Your service contract will be accepted at thousands of licensed repair facilities throughout the U.S. and Canada. If you have a breakdown far from home, your towing benefit can help get you to a nearby repair facility.

TERM PROTECT



Administered by

CNA NATIONAL

4150 N. Drinkwater Blvd. Suite 400
Scottsdale, AZ 85251
(800) 345-0191

This is not a contract. Coverage provided by the manufacturer's warranty supersedes service contract. Please see service contract for obligations, conditions, limitations, exclusions and state-specific provisions that may change your coverage or benefits.

This product is not insurance. The product being offered is a service contract and is separate and distinct from any product or service warranty which may be provided by the manufacturer, importer, or seller. Service Contract Providers: Dealers, Continental Service Provider, Inc.; Continental Service Plan, Inc.; or

in Florida by CNA National Warranty Corporation-Florida, at the address shown above, Florida Company #60098.

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LOW- MAINTENANCE PROTECTION

Designed for both short-term owners and lessees seeking protection for a limited time.

Valuable features of your coverage



Roadside assistance

Simply call our toll-free number at 877-373-9780, 24 hours a day, seven days a week for our sign-and-drive service offering up to \$50 per occurrence or up to \$150 for towing. Or, you can call your own provider and we will reimburse you up to these dollar limits.



Rental car reimbursement

We will pay up to \$50 per day with a maximum of \$350 total for a rental vehicle when a covered breakdown occurs.



Travel and lodging reimbursement

We will reimburse your meals and lodging up to \$100 per day with a maximum of \$300 per occurrence if you are stranded more than 100 miles from home due to a covered breakdown.



Limp-along coverage

We will pay up to \$100 per occurrence, with a maximum of three times per year, to deliver a partial battery charge in the event the propulsion battery in an electric vehicle is depleted while on the road (subject to availability as outlined in your service contract).



Repair locations across the U.S. and Canada

Your dealership is generally your best option for repair service needs. However, you'll rest easy knowing that your coverage will be honored at thousands of locations throughout the United States and Canada.

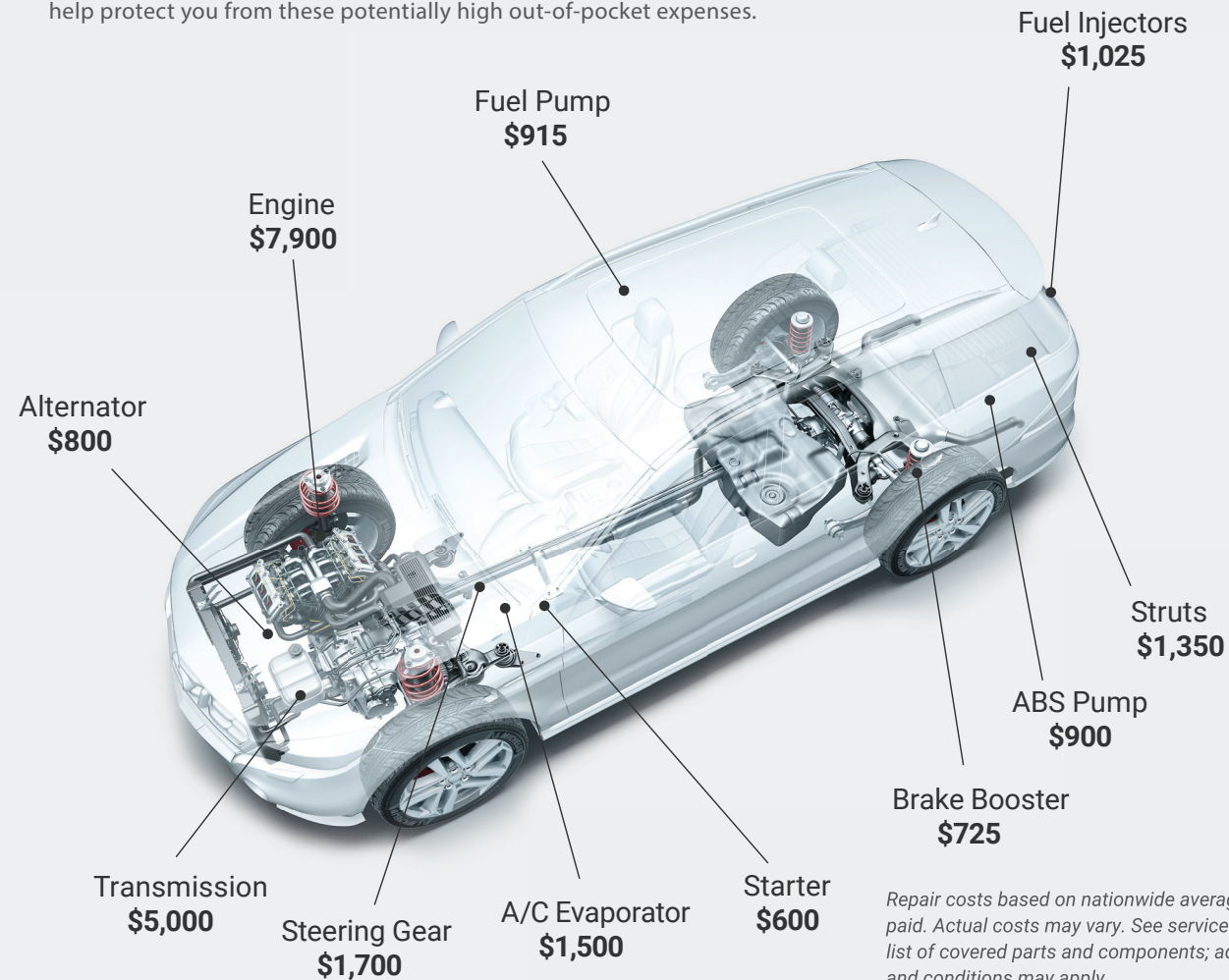
Drive with confidence on the road ahead

There is nothing like the feeling of a brand-new ride and staying up to date with the latest safety, convenience, fuel economy and driver-assist technology. No one wants that feeling to be replaced by headaches over maintenance and mechanical breakdowns. We provide automotive solutions for your peace of mind when the expected and the unexpected occur.

With our service contract, you can be confident knowing that your vehicle is covered. You can even choose from different lengths and types of coverage that best fit your driving habits and match your specific needs. This dual-purpose service and maintenance plan covers the items that your manufacturer's warranty may not.

THE SMART CHOICE TO HELP LIMIT FUTURE REPAIR COSTS

With the advanced technology in today's vehicles, the costs of repairs tend to increase every year. Our coverage can help protect you from these potentially high out-of-pocket expenses.



Repair costs based on nationwide averages for claims paid. Actual costs may vary. See service contract for full list of covered parts and components; additional terms and conditions may apply.

¹ One (1) per service contract year

TERM PREMIER PROTECT

Term Premier Protect is so comprehensive, it's easier to tell you which parts aren't covered:

- Accessory drive belt(s), hoses, radiator cap, tubes and clamps
- Antenna mast and mirrors
- Any parts or components of a natural gas/propane fuel system
- Audio speakers and wiring
- Body, body panels, body fasteners, chassis frame and bumpers
- Brake drums or rotors, unless Term Elite Protect is selected as Your Program Coverage in Section 1 of the contract
- Bright metal, trim, upholstery, carpet, insulation and paint
- Convertible top
- Exhaust system and catalytic converter
- Filters and filter housings
- Fuses and fusible links
- Glass, including fogged or hazy headlight lenses
- Jack and tool kit, wheel lugs and lug nuts
- Manual transmission clutch disc, pressure plate and throw-out bearing
- PCV valve, oil separator and fuel vapor canister
- Propulsion battery and any related parts
- Spark plugs, plug wires and glow plugs
- Tires, wheels and wheel covers

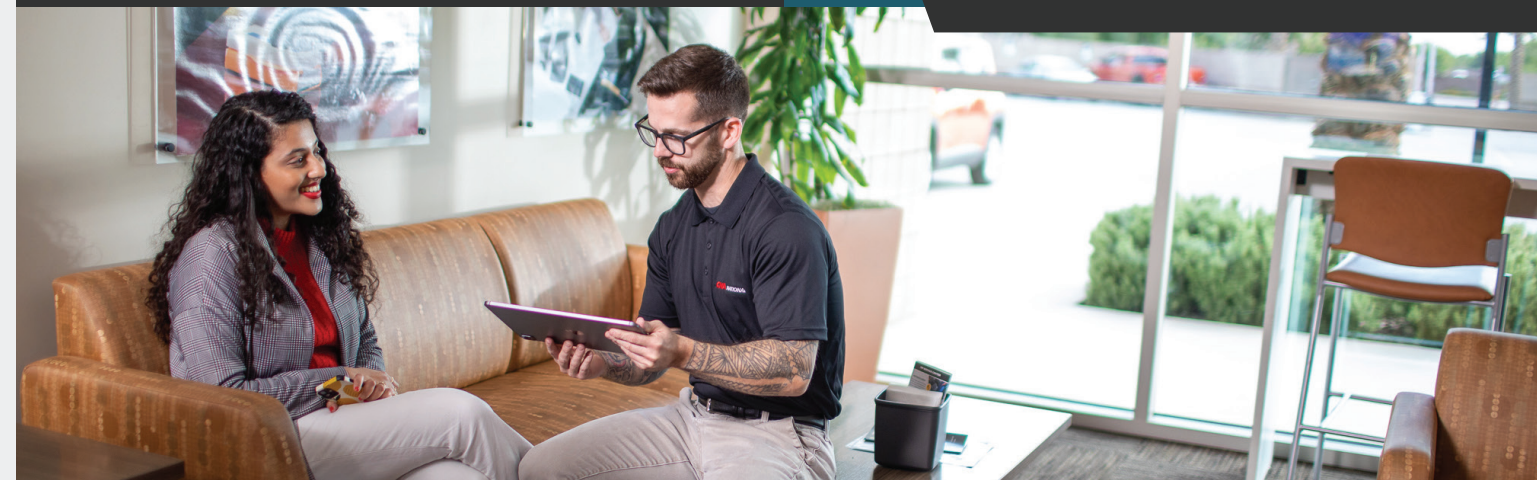
TERM ELITE PROTECT

Term Elite Protect provides the same exceptional coverage as Term Premier Protect and also includes front and rear brake rotors/drums! ²



ADDITIONAL MAINTENANCE ITEMS COVERED:

- Brake pads and shoes ¹
- Wiper blades ¹
- SLI battery (starter, lighting and ignition) ¹
- Wheel alignment ²



² One (1) wheel alignment and repair or replacement of the front and rear brake rotors/drums per service contract term (this excludes carbon/ceramic rotors)