

NorthStar RV Service Contract Terms & Conditions

1 COVERAGE

Your Coverage corresponds to the Coverage checked on the Administrator copy of the Declaration Page. If no box is checked, Gold Coverage will apply. Except for Diamond, components not listed are not covered.

GOLD: Coverage applies only to parts listed below

CHASSIS

ENGINE: All internally lubricated engine parts including: pistons, piston rings, piston pins, crankshaft and main bearings, connecting rods and bearings, camshaft and bearings, timing chain or belt, timing gears, tensioners/guides, intake and exhaust valves, valve springs, valve guides, oil pump and oil pump housing, push rods, rocker arms, rocker arm shafts, hydraulic and solid lifters; intake & exhaust manifold; distributor shaft and housing; harmonic balancer; metal valve covers; timing gear cover; air filter and housing; water pump; fuel pump; vacuum pump; thermostatically controlled air intake; oil pan; engine block and heads*.

TRANSMISSION: All internally lubricated parts; torque converter; vacuum modulator; mounts; covers, pans and cases*.

DRIVE AXLE: All internally lubricated parts; "U" joints; propeller shafts; CV/Tripod joints; differential case*.

SUSPENSION (FRONT AND REAR): MacPherson struts (excluding replaceable cartridge); strut bar and bushing; upper and lower control arms, shafts and bushings; upper and lower ball joints; steering knuckles; wheel bearings; stabilizer shaft, linkage and bushings; kingpin and bushing; torsion bars; spindle and spindle supports; coil and leaf springs; shackles and shackle bushings; height sensor; compressor; lines and bags; rubber suspension systems; air dryer.

STEERING: All internally lubricated parts of the steering gear box; rack and pinion gear; power steering pump; main and intermediate steering column shafts and couplings; cooler and cooler lines; power cylinder; Pitman arm; idler arm; tie rod and tie rod ends; steering damper; center link; drag link; control valve and cylinder; tilt/telescoping steering assembly; gear housing*.

AIR CONDITIONING: Compressor; compressor mounting brackets; clutch; clutch pulley; clutch coils; condenser; evaporator; POA valve; expansion valve; suction valve; accumulator; orifice tube; temperature control programmer; power module; idler pulley and bearing; receiver-drier; blower motor; blower motor fan; high/low cut off switches; pressure cycling switch; ducts and outlet hoses.

BRAKES: Master cylinder; power assist booster; wheel cylinders; combination valves; equalizer valve; hydraulic control unit; brake pedal assembly; hydraulic lines and fittings; disc calipers; power brake cylinder; backing plates; clips, springs and retainers; self-adjusters; parking brake linkage and cables; rear actuators.

ELECTRICAL: Starter; alternator; voltage regulator; distributor; wiring harness; solenoid; relays; coils; manually operated switches; front and rear wiper motors; gauges; window motors and controls; power antenna and motors; seat motors; power door locks; cruise control transducers, engagement switch and servo; turn signal switch; horn; horn switches; remote control mirror motors; remote control spotlight system; dashboard clock; dual battery paralleling switch; back-up alarm; window defrosters.

ELECTRONICS: Fuel injection sensors, control module and injectors; electronic ignition module; electronic anti-detonation sensors and controller; electronic driver information display and module; electronic mixture control unit and sensors; electronic anti-lock brake system (ABS); relays.

HEATING/COOLING: Water pump including impeller shaft, bearings and bushings; radiator; radiator brackets; engine thermostat; heater core; fan; fan clutch; fan motor and controller module; coolant recovery unit; fan shroud; electric block heater; heater ducts and cabins.

FUEL DELIVERY: Fuel pump; fuel tanks; metal fuel lines; metal fittings; fuel pressure regulator; fuel distributor; fuel injection pump; fuel injectors (except for contamination); vacuum assist booster pump; auxiliary tank switch.

CHASSIS FRAME: Metal only

INTERIOR AND EXTERIOR: Hood hinges; hood latches; hood gas cylinders; hood springs; door handles; door hinges; seat tracks; courtesy map light assembly; glove box door and hinges; glove box lock; shift lever.

SEALS AND GASKETS – NEW/EXTENDED ELIGIBILITY UNITS ONLY: Coverage for aforementioned components.

**If damaged by the failure of an internally lubricated moving part.*

COACH

WATER HEATER: Burner assembly tank; thermostat; thermo coupler; gas valve; heating elements; fittings; connections; electronic ignition assembly; wiring harness; control panel; switches; PC board.

WASTE SYSTEM: Shower; toilet; sink(s); holding tanks; gate valves; fittings; connections.

FRESH WATER SYSTEM: Water pump; compressor; water tank; water lines; traps; fittings; connections; faucets.

AIR CONDITIONING (Roof mounted 110V or central): Compressor; condenser; evaporator; accumulator; expansion valve; capacitors; relays; thermostat; heat strips; heat pump; control panel; switches; receiver-drier; blower motor fans; fan motor; fans; bathroom vent motor; high/low cut off switch; pressure cycling switch; electronic module; ducts; ductwork.

RANGE AND OVEN: Burner assembly; thermostat; thermo coupler; burner valves; microwave oven; convection oven; power hood; fittings; connections; ignition assembly; PC board.

L.P. GAS/PROPANE SYSTEM: Regulators; gas bottles (except valves and gauges); mounting brackets; pigtails; gas lines; fittings; connections; automatic shut-off system.

HEATING SYSTEM: Furnace igniter; burner assembly; thermo coupler; gas valve; thermostat; blower motor; heat pump; heat strips; fan motor; fans; fittings; connections; ducts; ductwork; PC board.

REFRIGERATOR: Thermostat; thermo coupler; 2 or 3-way cooling unit; burner assembly; igniter; control panel; switches; fittings; connections; PC board.

AUXILIARY POWERPLANT/GENERATOR - Factory Installed, or Factory Approved Dealer Installed: All internally lubricated parts of the power plant engine; starter; switches; hour meter; voltage regulator; power converter; inverter; PC boards; interior monitor/control panel; generator assembly; cylinder block and head if damaged by the Failure of an internally lubricated part.

POWER STEP COVERAGE: Power step motor and power step control module; interior monitor/control panel.

AUDIO SYSTEM - Factory Installed, or Factory Approved Dealer Installed: The following non-in dash components: stereo receiver; compact disc player; cassette player (excluding speakers).

AWNING MOTOR - Factory Installed, or Factory Approved Dealer Installed.

SLIDE-OUT BOOT - Factory Installed, or Factory Approved Dealer Installed.

SEALS AND GASKETS – NEW/EXTENDED ELIGIBILITY UNITS ONLY: Coverage for aforementioned components.

Fluids, lubricants and Freon will be covered when required in conjunction with a covered repair. Sales tax will be paid whenever applicable.

PLATINUM: Includes GOLD coverage plus the following:

LUXURY COMPONENT COVERAGE: Rear monitor system; ice maker; trash compactor; central vacuum cleaner system; washer/dryer (excluding belts & hoses); dishwasher; in-sink disposal; freezer; external barbecue; kitchen center, if factory installed, or if dealer installed and meets all manufacturer's specifications; electronic entrance system; remote electronic entrance system; factory installed thermometer; factory installed compass; computer dash printed circuit boards; central locking system; factory installed anti-theft system; power seat computer; television set(s) (42" or less, excluding plasma screen); TV antenna motors; VCR/VCP/DVD player; Satellite System (receiver and dish only).

DIESEL ENGINE PACKAGE – Front or Rear: Engine: All covered engine parts shown under "Engine" component plus fuel injectors (except for contamination); fuel injection pump; fuel heater. **Turbocharger:** All internally lubricated parts contained within the turbocharger housing, waste gate and intercooler. Turbocharger housing is covered if damaged due to the Failure of an internally lubricated moving part. **Air Brakes:** Compressor; diaphragm; treadle; disc caliper; compensating valve; slack adjusters.

AIR BRAKES – Gasoline Powered Units Only: Compressor; diaphragm; treadle; disc caliper; compensating valve; slack adjusters.

LEVELING SYSTEM (HYDRAULIC/ELECTRIC) – Factory Installed, or Factory Approved Dealer Installed: Motor; hydraulic/electric pump; actuators; jack assembly; lines; fittings; cylinders; electric motor; worm gear; gears; electric switch; wiring harness.

SLIDE-OUT ROOM(S) – Factory Installed, or Factory Approved Dealer Installed: Motor; hydraulic/electric pump; actuators; lines; fittings; cylinders; electric motor; worm gear; gears; electric switch; wiring harness.

SEALS AND GASKETS – Used Units: Coverage for aforementioned components.

Fluids, lubricants and Freon will be covered when required in conjunction with a covered repair. Sales tax will be paid whenever applicable.

DIAMOND: Includes Platinum coverage plus the following:

Costs to repair or replace all Unit components or parts which cause a covered Failure (subject to the exclusions under this Contract).

Fluids, lubricants and Freon will be covered when required in conjunction with a covered repair. Sales tax will be paid whenever applicable.

2 ADDITIONAL COVERAGE OPTIONS

The below Coverage applies only if indicated on the Administrator copy of the Declaration Page and Your Identification Card.

		GOLD	PLATINUM	DIAMOND
\$1000 TOWING OPTION	Increases Towing & Road Service Benefit to \$1000 (see Benefits section).	option	option	INCLUDED
4 x 4 REQUIRED OPTION**	TRANSFER UNIT: All internally lubricated parts contained within the transmission case, including, but not limited to: bearings, bushings, sprockets, chains, sleeves and gears, viscous coupler, shift forks. DRIVE AXLES: All internal parts including, but not limited to: ring and pinion gears, spider gears, side gears, bushings, bearings, spacers, yokes, axle shafts, lock rings, retainers, axle bearings and hubs. The differential housing is also covered if damage is caused by a Failure of an internally lubricated moving part. Drive Shaft, Center Support & Universal Joints including constant velocity joints and tripod joints.	required option	required option	required option
AIR BRAKES (Gasoline Powered Units Only)**	Compressor; diaphragm; treadle; disc caliper; compensating valve; slack adjusters.	option	INCLUDED	INCLUDED
COMMERCIAL USE (New/Extended Eligibility Only)	Commercial use coverage <u>only</u> means daily, weekly or monthly rentals; short term (12 months or less) lease; or primarily used for business purposes by a <u>single</u> driver; e.g. a traveling salesperson. Coverage does not include taxi, shuttle, delivery services, principally used off-road or hauling.	option	option	option
CONSEQUENTIAL DAMAGE	COVERED PART CAUSE OF LOSS – In the event a Failure occurs to a non-covered part under this Contract due to the Failure of a covered part, the non-covered part will be repaired (as an exception to the standard exclusion). NON-COVERED PART CAUSE OF LOSS – In the event a Failure occurs to a covered part under this Contract due to the Failure of a non-covered part, the covered part will be repaired (as an exception to the standard exclusion).	option	option	option
DIESEL ENGINE PACKAGE (Front or Rear)**	ENGINE: All covered engine parts shown under "Engine" component plus fuel injectors (except for contamination); fuel injection pump; fuel heater. TURBOCHARGER: All internally lubricated parts contained within the turbocharger housing, waste gate and intercooler. Turbocharger housing is covered if damaged due to the Failure of an internally lubricated moving part. AIR BRAKES: Compressor; diaphragm; treadle; disc caliper; compensating valve; slack adjusters.	option	INCLUDED	INCLUDED
FLAT PANEL (PLASMA/LCD/LED) TV COVERAGE*	Television set(s) up to 72" (\$4,000 maximum limit of total liability, maximum 4 sets).	option	option	INCLUDED
LEVELING SYSTEM (HYDRAULIC/ELECTRIC)*	Motor; hydraulic/electric pump; actuators; jack assembly; lines; fittings; cylinders; electric motor; worm gear; gears; electric switch; wiring harness.	option	INCLUDED	INCLUDED
LUXURY COMPONENT COVERAGE	Rear monitor system; ice maker; trash compactor; central vacuum cleaner system; washer/dryer (excluding belts & hoses); dishwasher; in-sink disposal; freezer; external barbecue; kitchen center, if factory installed, or if dealer installed and meets all manufacturer's specifications; electronic entrance system; remote electronic entrance system; factory installed thermometer; factory installed compass; computer dash	option	INCLUDED	INCLUDED

	printed circuit boards; central locking system; factory installed antitheft system; power seat computer; television set(s) (42" or less, excluding plasma screen); TV antenna motors; VCR/VCP/DVD player; Satellite System (receiver and dish only).			
LUXURY ELECTRONICS COVERAGE*	GPS; perimeter warning system.	option	option	option
SEALS AND GASKETS – Used Units	Coverage for aforementioned covered components.	option	INCLUDED	INCLUDED
SLIDE-OUT ROOM(S)*	Motor; hydraulic/electric pump; actuators; lines; fittings; cylinders; electric motor; worm gear; gears; electric switch; wiring harness.	option	INCLUDED	INCLUDED

*Factory installed, or factory approved dealer installed **Must purchase if so equipped

3 BENEFITS Deductible does not apply

- RENTAL EXPENSE: In the case of a covered **Failure**, **We** will reimburse **You** for substitute transportation. Such reimbursement will be limited to the amounts listed below for every eight (8) hours, or portion thereof, of applicable labor time required to complete the covered repair (based on applicable national repair manual), up to the maximums listed below (except where prohibited by law).
- ADDITIONAL RENTAL EXPENSE: Rental benefit will be increased up to five (5) additional days in cases of covered major component (Engine, Transmission, Drive Axle) **Failure** and/or a parts delay for any covered **Failure** or the **Administrator** requested **Unit** inspection provided additional authorization is obtained from the **Administrator** (except where prohibited by law). In all cases no rental expense reimbursement will be provided if the repair is not covered by this **Contract**.
- TOWING AND ROAD SERVICE: In the event of a **Failure** of a covered part **We** will reimburse **You** up to the amounts listed below for towing and/or emergency road service labor (except where prohibited by law):
- TRAVEL EXPENSES: **You** will be reimbursed up to the amounts listed below per day for a maximum of three (3) days for expenses for meals (restaurants only) and lodging (hotel/motel only) (except where prohibited by law) incurred if:
 - 1– **You** cannot utilize **Unit** due to a mechanical **Failure**, covered under this **Contract** and the **Unit** is more than one hundred (100) miles from home; and
 - 2– Meals and lodging are required because the mechanical **Failure**, as defined, causes a delay en route. The date of the mechanical **Failure** shall be considered the first day of the three (3) day maximum period. The expense must be incurred between the time of the **Failure** and the time when repairs are completed, or by the end of the third calendar day subsequent to the mechanical **Failure** if the repairs are not completed, whichever occurs first.
- SERVICE CALLS: In the event of a **Failure** of a covered part, **You** will be reimbursed up to the amounts listed below per occurrence for service call charges in addition to normal parts and labor charges.
- AIR TRANSPORTATION: In the event of a **Failure** of a covered part that causes a delay that is more than three (3) days, **We** will reimburse **You** up to the amounts listed below for air transportation expenses. **You** must provide a receipt.
- FOOD SPOILAGE: **We** will reimburse **You** up to the amounts listed below if **Your** refrigerator breaks down due to **Failure** of a covered part where service is not available for twenty-four (24) hours or longer, and food spoilage occurs. **You** must provide a receipt.
- FUEL/L.P. GAS: In the event **Your Unit** experiences a **Failure** due to a fuel tank **Failure** or requires fuel to be drained due to **Failure** of a covered component, **We** will reimburse **You** up to the amounts listed below for fuel and/or L.P. gas replacement. **You** must provide a receipt.
- PET BENEFIT: In the event of a **Failure** of a covered part, **We** will reimburse **You** up to the amounts listed below for actual expenses for domestic pet removal, transporting, handling and boarding. **You** must provide a receipt.
- CONCIERGE and MOTORIST ASSISTANCE SERVICES: **For Concierge Services please call: (855) 963-1683 – Producer Code: 28244**
You may contact the emergency center to obtain assistance with:
 - Turn by turn driving directions & traffic reports
 - Hospital and urgent care facility locators
 - Emergency message relay to family, friends and co-workers
 - Hotel and rental car availability
 - General travel assistance – rental car return, missed connection coordination, emergency return travel arrangements
 - RV storage facility locators
 - RV on-site repair locators
 - Pet care locators
 - Locate ATM, medical facilities, restaurants
 - Theme park, historical site and local attraction information
 - Movie schedules and locations
 - Golf course tee time reservations/referrals
 - Sport scores

Coverage: Services provided are informational only. **You** are responsible for payment of arranged benefits that require additional billing, such as the actual cost of hotel rooms, rental cars, etc. Payment is to be made directly by **You** to the providers, vendors or establishments. **Limitations:** Concierge Services are limited to a maximum of three (3) uses per twelve (12) month period of coverage during the term of **Your Contract**. All Concierge Service Benefits are available twenty-four (24) hours per day / seven (7) days a week. Benefits provided by Nation Safe Drivers.

- RV TECHNICAL ASSISTANCE: **For RV Technical Assistance please call: (800) 362-8054 – Producer Code: 28244**
RV Technical assistance is available twenty-four (24) hours a day all days of the year and is in effect on the date of **Your** application and continues for the specified term. The services of a certified or master certified technician as recognized by the RVDA and RVIA technician certification governing board are available to **You** as often as needed (see limitations below), however the use of the RV Technical Assistance line should be limited to immediate or emergency concerns that interfere with the normal operation and enjoyment of **Your Unit** and is not meant to be a substitute for proper RV repair and maintenance. Routine use for RV's lacking proper maintenance and repair may void or limit provisions contained herein and **You** will be notified in writing of the voided or limited portions of this benefit. Our technicians are adept at answering questions for most RV concerns. Examples of common technical support questions are electrical (12 VDC & 110VAC); LP Gas*; appliances; fresh water system; leveling and slide outs. **For concerns regarding LP Gas or the smell of LP Gas **You** should immediately evacuate **Your Unit** and call us from a safe place.* **IMPORTANT:** Advice obtained through this service is given based upon information **You** provide and is not meant to replace the need for proper RV servicing and maintenance. At times **You** may be asked to contact a service technician in **Your** area to further assist **You**. NSD and our technicians cannot remotely gauge **Your** ability to execute any of our recommendations or suggestions and as such is not responsible for **Your** acts or omissions. **You** should never attempt any recommended or suggested task that **You** feel would exceed **Your** personal abilities or threaten **Your** safety or the safety of those around **You**. Benefits provided by Nation Safe Drivers.
- EMERGENCY ROADSIDE ASSISTANCE: **Towing / Road Service / Lockout: 1-800-492-6762 – Producer Code: 28244 – Plan: "AB"**
In the event **Your Unit** is disabled, **We** will dispatch a service vehicle to **Your** location to assist **You**. In the event **Your Unit** is unable to continue under its own power **Your Unit** may be towed to a location of **Your** choosing. **We** will pay the first one hundred dollars (\$100) of any roadside assistance requested. Additional costs exceeding the first one hundred dollars (\$100) are **Your** responsibility and payment will be expected at the time service is

rendered. When calling for towing or road service **You** must the following toll-free number: **1-800-492-6762**. **You** will be required to give the representative assisting **You** the following information: Producer Code – **28244**, **Your** Service **Contract** Number (located on the front right hand corner of the **Application**) and **Your** Plan Letter which is **AB**.

Coverage: **You** are entitled to one (1) service per 72-hours. **We** will pay the first one hundred dollars (\$100) for any of the following requested services: towing; battery jumpstart; flat tire change; essential fluid delivery (**You** are responsible for the actual cost of the delivered fluids i.e. gas, oil, water, etc.); locksmith (cost of replacement keys is not included).

Reimbursement: In the event **Your Unit** is disabled and **You** contracted for any of the above covered services on **Your** own, **You** will be able to submit **Your** original receipted road service expenses for reimbursement consideration. Reimbursement will only be considered when properly licensed and insured providers provide a covered service; private citizen services are not reimbursable. **Your** reimbursement for towing is one hundred dollars (\$100). Reimbursement for any other roadside service including locksmith services is one hundred dollars (\$100). **You** must send your original receipted roadside bills along with a completed claim form to the **Administrator**. Claim forms may be obtained from the **Administrator**.

The Provider/Administrator of the Emergency Roadside Assistance benefits is Nation Motor Club, LLC located at 800 Yamato Road, Suite 100, Boca Raton, FL 33431. In the states of Alabama, Alaska, and Utah: The Provider/Administrator of the Emergency Roadside Assistance benefits is Nation Safe Drivers Services, Inc. located at 800 Yamato Road, Suite 100, Boca Raton, FL 33431. In the state of California: The Provider/Administrator of the Emergency Roadside Assistance benefits is Nation Motor Club, LLC located at 800 Yamato Road, Suite 100, Boca Raton, FL 33431. California Motor Club Permit # 5157-3.

As a part of **Your Contract** you have access to preferredmembers.com benefits where **You** can receive special services regarding travel, rental car savings, entertainment, information security and more.

	Gold	Platinum	Diamond
Rental Expense (for every 8 hours of labor time)	\$50 (max reimbursement \$350)	\$75 (max reimbursement \$500)	\$75 (max reimbursement \$500)
Standard Towing and Road Service	\$500	\$500	\$1000
\$1000 Towing Option	Optional	Optional	Included
Travel Expenses	\$125	\$150	\$200
Service Calls	\$100	\$150	\$200
Air Transportation	\$250	\$500	\$750
Food Spoilage	\$50	\$100	\$150
Fuel/L.P. Gas	\$100	\$150	\$250
Pet Benefit	\$100	\$150	\$250
Concierge & Motorist Assistance Services	Included	Included	Included
RV Technical Assistance	Included	Included	Included
Emergency Roadside Assistance	NA	NA	Included

4 DEFINITIONS

Administrator	refers to the entity that provides administrative services under this Contract unless otherwise noted. The Administrator for this Contract is Interstate National Dealer Services of Florida, Inc. ("INDSF") in Florida, Interstate Administrative Services, Inc. ("IAS") in Oklahoma and Interstate National Dealer Services, Inc. ("INDS") in any other jurisdiction within the Territory. INDSF, IAS and INDS are located at P.O. Box 830637, Birmingham, AL 35283-0637, and phone number 1-800-942-0400.
Business/ Commercial Use	refers to registered qualifying units used for pickup and delivery, light duty contracting (e.g. florist, messenger, electrician, carpenter, plumber), company pool use, use involving more than one driver, ride-hailing, ride-sharing, business travel or fleet service if Unit is registered in company name, messenger, route sales, carrying tools to the job site, maintenance and repair, gardening and landscape, farming or ranching. Units that are not eligible for Business/Commercial Use coverage include: taxi, shuttle service, limousine service, livery, hire, police or other security/emergency use, Business/Commercial snow plowing, route work, towing or road repair, construction, hauling, principal off-road use, racing or competitive driving, rental or loaner Business/Commercial Use Coverage requires the payment of a mandatory surcharge and must be indicated on the Administrator's copy of the Declaration Page .
Contract	refers to this Service Contract . The Declaration Page and Terms and Conditions comprise this Contract .
Coverage	refers to the component protection You have chosen, as shown on the Declaration Page .
Dealer/Seller	Refers to the entity listed as the Dealer/Seller on the Declaration Page and Identification Card .
Declaration Page	refers to the document attached hereto and forms part of this Contract .
Deductible	refers to the Deductible type and amount You will need to pay, as shown on the Declaration Page for each covered Failure repair visit.
Failure	refers to a Failure of a covered part under normal service. A covered part has failed when it can no longer perform the function for which it was designed solely due to its condition, and not due to the action or inaction of any non-covered parts. In addition, a Failure will be deemed to have occurred when a covered part has worn beyond the manufacturer's tolerances allowed for the particular Unit at the mileage the problem occurs.
Identification Card	refers to the numbered card, which becomes part of this Contract . It gives information about You, Your Unit, Coverage chosen and other significant data.
Territory	refers to the United States of America (excluding US territories and possessions).

Unit	refers to the recreational vehicle unit described on the Declaration Page , which cannot be used for emergency, for hire or rental unless the Business/Commercial Use option (New/Extended Eligibility Units only) is purchased and is so indicated on the Administrator copy of the Declaration Page .
We, Us, Our	refers to the entity who is obligated to perform under this Contract (the "obligor") unless otherwise noted. The obligor of this Contract is Interstate National Dealer Services of Florida, Inc. ("INDSF") in Florida under license numbers 60088, 70042 and 80230, Interstate Administrative Services, Inc. ("IAS") in Oklahoma and Interstate National Dealer Services, Inc. ("INDS") in any other jurisdiction within the Territory. INDSF, IAS and INDS are located at P.O. Box 830637, Birmingham, AL 35283-0637, and phone number 1-800-942-0400.
I, You, Your, Holder	refers to the purchaser(s) named on the Declaration Page and the Identification Card or the person to whom this Contract was properly transferred.

5 TERMS & CONDITIONS

These Terms and Conditions include information about **Coverage**, Benefits, Cancellations, What **You** Should do in the Event of a **Failure** and Exclusions of **Your Service Contract**. If **You** do not receive **Your** Identification Card within sixty (60) days from date of purchase, call toll-free at 1-800-942-0400. Any state-specific disclosure language, where applicable, will be included with **Your Identification Card** and become part of this **Contract**.

1. **CONTRACT PERIOD:** Coverage under this **Contract** begins immediately and will expire according to the time and/or mileage of the **Contract** selected, whichever occurs first.
 - a) A New/Extended Eligibility **Unit Contract** expiration is measured in time from the **Contract** purchase date and mileage from zero (0) miles.
 - b) A Used **Unit Contract** expiration is measured in time from the **Contract** purchase date and the odometer mileage at **Contract** purchase date.
2. **FAILURE OF COVERED PARTS:** We will pay on behalf of or reimburse **You** for the reasonable costs to repair or replace any of the parts included in **Your Coverage** which cause a **Failure**. Replacement parts may be new, remanufactured or replacement parts of like kind and quality. In all cases parts replacement cost shall not exceed the manufacturer's suggested retail price. In no event, shall Our liability exceed the approved cost necessary to correct the actual cause of the **Failure**. Sales tax will be authorized for covered **Failures** only when required by the applicable state where the repair is taking place.
3. **TERRITORY:** This **Contract** is limited to **Failures** which occur, and repairs that are made in the in the **Territory** or in Canada.
4. **LIMIT OF LIABILITY**
 - a) The maximum limit of liability per loss shall not exceed the lesser of the actual cost to repair a covered **Failure**, or NADA Average Retail Value of **Your Unit** at the time of **Failure**.
 - b) The aggregate limit of liability for each Service **Contract** will not exceed the lesser of the price **You** paid for **Your Unit** or seventy-five thousand dollars (\$75,000).
5. **OUR RIGHT TO RECOVERY:** If **We** pay anything under this **Contract** and **You** have a right to recover from another party, **Your** rights will become **Our** rights up to the amount **We** paid. **You** will do whatever is reasonably necessary to enable **Us** to enforce these rights.
6. **TRANSFER RIGHTS:** This **Contract** is for the benefit of the original **Contract Holder** but is transferable subject to a transfer fee. **Contract** is being transferred to a subsequent private purchaser of **Your Unit**. (Transfer rights are voided when the **Unit** is traded, sold or put on consignment to an individual or entity engaged in the wholesale or retail sale, leasing or rental of **Units**.) **You** must submit the following:
 - a) Complete a Transfer Application (Available from the Administrator) and submit to the Administrator signed by both **You** (as seller) and purchaser;
 - b) Provide a Bill of sale with the Transfer Application indicating the sale date and mileage at time of sale signed by both **You** (as seller) and purchaser;
 - c) Proof of transfer of the remaining manufacturer's warranty, if applicable; and
 - d) Payment in the amount seventy-five dollars (\$75) for the Transfer fee made payable to the Administrator;
 Provide all above documents to the Administrator within thirty (30) days of the transfer of **Unit** ownership.
 If original **Contract Holder** is deceased, the following additional documentation must also be submitted with all transfer requests:
 - a) Death Certificate showing original **Contract Holder** name;
 - b) Executed Power of Attorney to act on behalf of original **Contract Holder**; or
 - c) Letter of Appointment of Executor of the deceased original **Contract Holder**.
7. **UNIT MAINTENANCE REQUIREMENTS:** **You** must maintain **Your Unit** and all parts related to **Your Unit** according to the manufacturer's recommendations as outlined in the owner's manual or respective related manufacturer's parts manual. **Your** owner's manual has separate required maintenance schedules for "normal" and "more severe" operating conditions. **You** are required to follow the maintenance schedule that applies to **Your** conditions. **You** must be sure only the proper grade of lubricants and coolants, as recommended by the manufacturer, is used in **Your Unit**. It is necessary for **You** to retain verifiable receipts for all parts and materials necessary to perform the required maintenance. If necessary, this documentation will be verified by the Administrator.
8. **DEDUCTIBLE:** In the event of a **Failure** covered by this **Contract**, **You** may be required to pay a **Deductible**. No **Deductible** payment is required with respect to **Coverage** listed in the Benefits section of this **Contract**. The **Deductible** type and amount **You** have to pay is shown on the **Declaration Page** for covered **Failures** on a per repair visit basis. Should a covered **Failure** require more than one visit to repair, only one **Deductible** will apply to that **Failure**. If **You** selected the Disappearing fifty dollar (\$50) **Deductible** option, the fifty dollar (\$50) **Deductible** will be waived, provided **You** have repairs made at the dealership where this **Contract** was purchased. If no **Deductible** is selected on the **Administrator** copy of the **Declaration Page**, the five hundred dollar (\$500) **Deductible** will apply.
9. **MEDIATION AND ARBITRATION:** In the event of any controversy or claim arising out of or relating to this **Contract**, or the alleged breach thereof, the parties hereto agree first to try and settle the dispute by mediation. In this Mediation and Arbitration clause, all references to "We, Us, Our" or "You" will be referred to individually as "party" and collectively as "parties". The parties agree to select a mutually agreeable, neutral third party to mediate any dispute that arises under the terms of this **Contract**. If the mediation is unsuccessful, the parties agree that the dispute shall be decided by non-binding arbitration according to the American Arbitration Association's Non-Binding Arbitration Rules for Consumer Disputes and Business Disputes.
10. **NOTICE:** YOU ARE REMINDED THAT THIS CONTRACT IS NOT AN INSURANCE POLICY; HOWEVER, OUR OBLIGATIONS UNDER THIS CONTRACT ARE BACKED BY PROTECTIVE PROPERTY & CASUALTY INSURANCE COMPANY. IF AN AUTHORIZED CLAIM IS NOT PAID WITHIN SIXTY (60) DAYS AFTER YOU HAVE FULFILLED THE REQUIREMENTS FOR REPORTING SUCH CLAIM, YOU MAY FILE A CLAIM DIRECTLY WITH THE INSURANCE COMPANY AT: CONTRACT HOLDER SERVICES, 14755 NORTH OUTER FORTY ROAD, SUITE 400, CHESTERFIELD, MO 63017, OR BY CALLING 1-800-950-6060. IF YOU CANCEL THIS CONTRACT AND DO NOT RECEIVE A REFUND FROM US OR THE DEALER/SELLER, PLEASE CONTACT THE INSURANCE COMPANY.

6 WHAT YOU SHOULD DO IN THE EVENT OF A FAILURE

No payment for repairs will be made without prior authorization from the Administrator.

1. Prevent Further Damage - **You** should use all reasonable means and precautions to protect **Your Unit** from further damage. This **Contract** will not cover damage caused by not securing a timely repair of the failed component.
2. If **Your Unit** breaks down, return to the Issuing Dealer during normal service department hours. If this is not possible, take **Your Unit** to the licensed repair facility of **Your** choice (**You** may contact the **Administrator** for assistance in locating a repair facility).
3. Instruct the repair facility that they must obtain an authorization number from the **Administrator** prior to proceeding with repairs. The amount authorized is the maximum that will be paid. Any additional amounts need prior approval.
4. In some cases, **You** may be required to authorize the repair facility to inspect or tear down **Your Unit** to determine the cause and cost of the repair. **You** will be responsible for these charges if the **Failure** is not covered by this **Contract**. The **Administrator** reserves the right to require an inspection of **Your Unit** prior to any repair being performed. We reserve the right to move **Your** covered **Unit** to another repair facility.
5. After the **Administrator** has been contacted, review with the repair facility the components that will be covered by this **Contract**.
6. **We** will reimburse the repair facility or **You** for the cost of authorized repairs performed on **Your Unit**, less any applicable **Deductible**. All repair orders and necessary documentation must be submitted to **Us** within thirty (30) days by **You** or repair facility to qualify for payment.
7. Emergency Repairs: If a **Failure** occurs when the **Administrator's** office is closed, emergency repairs can be performed. You may proceed without prior authorization from the **Administrator**, however, **IF YOU AUTHORIZE EMERGENCY REPAIRS AND THE FAILURE IS NOT COVERED BY THIS CONTRACT, YOU WILL NOT BE REIMBURSED FOR THE REPAIR COSTS. YOU MUST NOTIFY THE ADMINISTRATOR WITHIN THREE (3) BUSINESS DAYS FROM THE DATE OF REPAIR COMPLETION IN ORDER TO OBTAIN REIMBURSEMENT FOR THE COVERED EMERGENCY REPAIRS LESS THE COST OF ANY APPLICABLE DEDUCTIBLE(S).**

7 REPAIR FACILITY GUIDELINES FOR CLAIMS HANDLING

Follow these steps when handling a claim.

1. Advise the **Contract holder** that evaluation of a **Failure** does not mean that the repair is covered under this **Contract**. All covered repairs must receive prior authorization from the **Administrator**.
2. Have the **Contract holder** authorize the inspection/tear down of the **Unit** to determine the cause of the **Failure** and the cost to repair. Save all components, including fluids and filters, should the **Administrator** require an outside inspection. Notify the **Contract holder** that the cost of tear down will not be paid if it is determined that the **Failure** is not covered under this **Contract**.
3. Determine the cause of **Failure**, correction required and cost of the repair(s).
4. Contact the **Administrator's** Claims Department at **1-800-942-0400** to get authorization to proceed with the claim. Be prepared with the following information when placing the call:
 - a. Customer's Name and **Contract** Number.
 - b. Cause of **Failure** and recommended correction.
 - c. Cost of repair(s).
5. A Claims Advisor will verify **Coverage** and do one of the following:
 - a. Approve Claim - If approved, the authorization number must be recorded on the repair order. The authorized amount is the maximum that will be paid. Additional amounts must receive prior approval.
 - b. Require Additional Evaluation, Inspection or Tear Down - The **Administrator** may require an inspection prior to repair being completed. If a tear down is required to determine the cause of **Failure**, the **Contract holder** must authorize same. Notify the **Contract holder** that if the repair is not covered, then the **Contract holder** will be responsible for cost of the tear down. The repair facility should save all components requiring inspection, including fluids and filters. The Claims Advisor will arrange for the inspection. If the inspection is not made within forty eight (48) hours, contact the Claims Advisor.
 - c. Deny the claim and provide the reason for the denial.
6. Review the **Administrator's** findings with the **Contract holder** as well as what will be covered by the **Contract** and what portion of the repairs, if any, will not be covered.
7. Obtain the **Contract holder's** authorization to complete repairs. All repair orders must have the **Contract holder's** signature to qualify for payment.
8. Submit the repair order(s) that must include the **Contract** number, authorization number and authorized amount to the **Administrator** within thirty (30) days to the following address: **Interstate National Dealer Services, Inc., P.O. Box 830637, Birmingham, AL 35283-0637. Phone: 800-526-0929, Claims Fax: 770-952-9245, E-mail: claims@revolos.com.**
- 9.

8 CANCELLATION OF SERVICE CONTRACT

1. **You may cancel this Contract at any time including when the Unit is sold, lost, stolen or destroyed by notifying Us. Contact the Administrator for a cancellation form to complete and return to the Administrator. No cancellation date will be effective more than thirty (30) days prior to Our receipt of Your request. Reinstatements are not allowed under this Contract. This Contract is non-renewable.**
2. **We may cancel this Contract for non-payment of the Contract charge, or for Your intentional misrepresentation in obtaining this Contract or in submitting a claim. If We cancel this Contract, an amount of the unearned Contract charge paid will be refunded according to the pro-rata method reflecting the greater of the days in force or the mileage elapsed based on the term of the Contract. Elapsed time and mileage shall be measured from Contract purchase date and mileage at time of purchase.**
3. **If Your Unit and this Contract has been financed, the lien holder may cancel this Contract for non-payment, or if Your Unit has been declared a total loss or has been repossessed. In the case of total loss or repossession, the rights under this Contract are transferred to the lien holder and the lien holder is also entitled to any resulting refund.**
4. **If You cancel this Contract within thirty (30) days of purchase and no claim has been authorized or paid, the entire Contract charge paid will be refunded. If You cancel this Contract after thirty (30) days of purchase or if a claim has been authorized or paid, an amount of the unearned Contract charge paid will be refunded according to the pro-rata method reflecting the greater of the days in force or the mileage elapsed based on the term of the Contract. Elapsed time and mileage shall be measured from Contract purchase date and mileage at time of purchase.**

5. A seventy-five dollar (\$75) service charge and the total amount of any claim(s) paid under this Contract will be deducted from all refunds after thirty (30) days from purchase date or within thirty (30) days of purchase date if a claim was authorized/paid. If You cancel this Contract within thirty (30) days and no claims were authorized or paid, no service charge will be assessed.
6. In the event of cancellation, the lienholder, if any, will be named on the cancellation refund check, unless the cancellation is accompanied by a discharge of lien.

9 EXCLUSIONS

For all Coverage levels, this Contract provides no Coverage or benefits for the following:

- A. CARBURETOR; BATTERY; BATTERY/BATTERY PACK ON HYBRID UNITS; SHOCK ABSORBERS; MANUAL TRANSMISSION CLUTCH ASSEMBLY; FRICTION CLUTCH DISC AND PRESSURE PLATE; THROWOUT BEARING; MANUAL AND HYDRAULIC LINKAGES; DISTRIBUTOR CAP AND ROTOR; SAFETY RESTRAINT SYSTEMS (INCLUDING AIR BAGS); GLASS; LENSES; SEALED BEAMS; LIGHT BULBS; LED LIGHT ASSEMBLIES; BRAKE HARDWARE; JAKE BRAKE (EXCEPT DIAMOND COVERAGE); ALL EXHAUST AND EMISSION COMPONENTS EXCEPT THOSE SPECIFIED AS COVERED; WEATHER STRIPS; ALL TRIM, MOLDINGS, HANDLES, KNOBS OR DIALS; BRIGHT METAL; CHROME; UPHOLSTERY AND CARPET; PAINT; BUMPERS; BODY SHEET METAL AND PANELS; TIRES AND WHEELS/RIMS.
- B. GPS NAVIGATION SYSTEMS AND PERIMETER WARNING SYSTEMS (UNLESS YOU HAVE PURCHASED THE LUXURY ELECTRONICS COVERAGE OPTION WHICH IS INDICATED ON THE ADMINISTRATOR COPY OF THE DECLARATION PAGE), TV ANTENNA MOTOR, VCR/VCP/DVD PLAYER, SATELLITE RECEIVER AND DISH (UNLESS YOU HAVE PLATINUM PLUS OR DIAMOND COVERAGE OR YOU HAVE PURCHASED THE LUXURY COMPONENT COVERAGE OPTION AND IT IS INDICATED ON THE ADMINISTRATOR COPY OF THE DECLARATION PAGE); TELEVISIONS IN EXCESS OF 72"; PHONE SYSTEMS; PERSONAL COMPUTERS AND PRINTERS; INTERNET ACCESS SYSTEMS; CABLE, SATELLITE AND TELEPHONE WIRING; FLAT PANEL (INCLUDES BUT NOT LIMITED TO PLASMA, LCD, LED) TVS (UNLESS YOU HAVE DIAMOND COVERAGE OR YOU HAVE PURCHASED OPTIONAL COVERAGE AND IT IS INDICATED ON THE ADMINISTRATOR COPY OF THE DECLARATION PAGE); DLP TVS; EXTERNAL SPEAKERS; AUDIO & VIDEO INTERCOM SYSTEMS; ROOFING MATERIALS, SKYLIGHT ASSEMBLY AND ITS PARTS; SEALANTS; SHEET METAL AND FIBERGLASS; SIDING(S); ALL FLOORS AND FLOOR COVERINGS; VANITIES; VENTS; WALLS, WINDOW SHADES, BLINDS, TREATMENTS AND DRAPERIES; ALL WINDOWS; ALL WOOD FRAMING; ALL WOODWORK AND MILLWORK; METAL, WOOD, RUBBER AND PLASTIC MOLDINGS; INTERIOR AND EXTERIOR WEATHER STRIPS INCLUDING: METAL OR PLASTIC TRIM; ALL METAL, ALUMINUM, WOOD, PLASTIC AND FIBERGLASS HARDWARE; LOOSE FASTENERS OR CONNECTIONS; LOUVERS; GRAY & BLACK WATER DRAIN HOSE/LINE AND ITS FITTINGS AND CONNECTIONS; MICROWAVE OR OVEN MEAT PROBES OR ROTISSERIES; RACKS, SHELVES, BASKETS OR BUCKETS; SHORE PLUG AND LINE; MECHANICAL SWIVEL JACKS; ORNAMENTATION; CAUSE OF RATTLES; BEDDING; BOWED WALLS OR CEILINGS; ALL CABINETS; CAULKING OR GROUTING; CEILINGS; COSMETIC DAMAGE; PEELING OF FORMICA AND ALL LAMINATED MATERIALS; COUNTER TOPS; TEARS, CUTS, DISCOLORATION OR FADING OF ANY MATERIAL; ALL DOORS; ALL FURNITURE; TRAVEL TRAILER FRAME OR TRAVEL TRAILER FRAME STRUCTURAL SEPARATION; METAL SUPPORTS; ANY REPOSITIONING, REFITTING OR REALIGNING.
- C. MAINTENANCE SERVICES AND PARTS DESCRIBED IN YOUR UNIT'S OWNER'S MANUAL AS SUPPLIED BY THE MANUFACTURER AND OTHER NORMAL MAINTENANCE SERVICES AND PARTS INCLUDING, BUT NOT LIMITED TO: PAINT AND COSMETIC REPAIRS; ALIGNMENTS; WHEEL BALANCING; TUNEUPS; SPARK PLUGS AND SPARK PLUG WIRES; GLOW PLUGS; HOSES; DRIVE BELTS; WIPER BLADES. SHOP SUPPLY CHARGES; EPA DISPOSAL FEES; TARIFFS; PARTS SHIPPING COSTS; PARTS RESEARCH FEE; ANY DIAGNOSTIC FEES NOT ASSOCIATED WITH THE FAILURE OF A COVERED PART; STORAGE FEES; WATER LEAKS (OTHER THAN PLUMBING); REPAIRS AND ADJUSTMENTS TO CORRECT WIND NOISE AND RATTLE CONDITIONS. NOTE: FILTERS, LUBRICANTS, COOLANTS, FLUIDS AND REFRIGERANTS WILL BE COVERED ONLY IF REPLACEMENT IS REQUIRED DUE TO A COVERED FAILURE.
- D. ANY FAILURE RESULTING FROM COLLISION; INTERNAL OR EXTERNAL FIRE; THEFT; VANDALISM; RIOT; EXPLOSION; LIGHTNING; EARTHQUAKE; FREEZING; RUST OR CORROSION; SMOKE OR SOOT; WINDSTORM; PESTS; HAIL; WATER OR FLOOD; FREEZING OR ICE DAMAGE; REVERSE POLARITY; ACTS OF GOD; CHEMICALS; SALT, SAP, SAND, DIRT OR OTHER OBSTACLES; COSMETIC OR PAINT CHANGES; ELECTROLYSIS; ENVIRONMENTAL DAMAGE; DETERIORATION, CONDENSATION, CONTAMINATION OR LOSS OF FLUIDS, FUELS, COOLANTS OR LUBRICANTS.
- E. ANY FAILURE CAUSED BY MISUSE; ABUSE; NEGLIGENCE; LACK OF NORMAL MAINTENANCE REQUIRED BY THE MANUFACTURER'S MAINTENANCE SCHEDULE FOR YOUR UNIT; IMPROPER SERVICING BY YOU AFTER THE EFFECTIVE DATE OF THIS CONTRACT; CARBON OR SLUDGE BUILD-UP OR NOT MAINTAINING PROPER LEVELS OF LUBRICANTS AND/OR COOLANTS; OR NOT PROTECTING THE UNIT FROM FURTHER DAMAGE WHEN A FAILURE HAS OCCURRED.
- F. ANY REPAIR OR REPLACEMENT OF A COVERED PART IF A FAILURE HAS NOT OCCURRED REGARDLESS OF REPAIR FACILITY RECOMMENDATIONS; OR IF THE WEAR ON THAT PART HAS NOT EXCEEDED THE FIELD TOLERANCES PERMITTED BY THE MANUFACTURER; ANY UNAUTHORIZED REPAIR.
- G. IF ANY ALTERATIONS HAVE BEEN MADE TO YOUR UNIT OR YOU ARE USING, OR HAVE USED, YOUR UNIT IN A MANNER NOT RECOMMENDED BY THE MANUFACTURER. THIS WILL INCLUDE, BUT NOT BE LIMITED TO, THE FAILURE OF ANY CUSTOM OR ADD-ON PART; ANY FRAME OR SUSPENSION MODIFICATIONS; LIFT KITS; OVERSIZED/UNDERSIZED TIRES OR WHEELS; TRAILER HITCHES; AND OR MODIFICATIONS TO THE ENGINE, EMISSIONS OR EXHAUST SYSTEMS.
- H. IF YOUR ODOMETER HAS CEASED TO WORK AND REPAIRS HAVE NOT BEEN IMMEDIATELY MADE; THE ODOMETER HAS BEEN ALTERED IN ANY WAY SUBSEQUENT TO PURCHASE; OR IF UNIT'S TRUE MILEAGE CANNOT BE DETERMINED.
- I. ANY LIABILITY FOR PROPERTY DAMAGE OR FOR INJURY TO OR DEATH OF ANY PERSON(S) ARISING OUT OF THE OPERATION, MAINTENANCE OR USE OF YOUR UNIT, WHETHER OR NOT RELATED TO THE PARTS COVERED. LOSS OF TIME, PROFIT, INCONVENIENCE, OR ANY OTHER LOSS THAT RESULTS FROM A FAILURE. ANY COST IN EXCESS OF THE REPLACEMENT VALUE OF AN ORIGINAL OBSOLETE OR OUT OF PRODUCTION PART OR COMPONENT DIRECTLY ATTRIBUTABLE TO THE COST OF THE UPGRADE OR SUBSTITUTE REPLACEMENT PART OR COMPONENT;; ANY COSTS IN EXCESS OF THE ACTUAL WHOLESALE OR TRADE-IN VALUE OF THE UNIT AT THE TIME OF THE REPAIR OR FAILURE. THIS CONTRACT DOES NOT PROVIDE COVERAGE FOR DAMAGES FOR BAD FAITH, PUNITIVE OR EXEMPLARY DAMAGES, PERSONAL INJURY INCLUDING BODILY INJURY, PROPERTY DAMAGE (EXCEPT AS SPECIFICALLY STATED IN THE CONTRACT) AND ATTORNEY'S FEES.
- J. REPAIRS TO SEIZED OR DAMAGED ENGINES DUE TO CONTINUED OPERATION WITHOUT SUFFICIENT LUBRICANTS OR COOLANT. THERMOSTAT IS NOT COVERED. YOU ARE RESPONSIBLE FOR MAKING CERTAIN THAT THE OIL AND TEMPERATURE WARNING LIGHTS/GAUGES ARE FUNCTIONING PROPERLY. YOU MUST PULL OFF THE ROAD IMMEDIATELY AND DISCONTINUE UNIT OPERATION WHEN EITHER OF THESE LIGHTS/GAUGES INDICATES INADEQUATE PROTECTION OR PERFORMANCE.
- K. WHEN RESPONSIBILITY FOR A REPAIR IS COVERED BY AN INSURANCE POLICY; WARRANTY FROM THE MANUFACTURER INCLUDING EXTENDED DRIVE TRAIN, MAJOR COMPONENT OR FULL COVERAGE WARRANTIES; A REPAIRER'S GUARANTEE/WARRANTY; OR FAILURES FOR WHICH THE MANUFACTURER HAS ANNOUNCED ITS RESPONSIBILITY THROUGH ANY MEANS, INCLUDING RECALL CAMPAIGNS REGARDLESS OF WHETHER OR NOT THE GUARANTOR IS DOING BUSINESS AS AN ONGOING ENTERPRISE.

- L. IF YOUR UNIT IS USED FOR COMMERCIAL PURPOSES UNLESS THE COMMERCIAL USE OPTION HAS BEEN PURCHASED AND IS SO INDICATED ON THE ADMINISTRATOR COPY OF DECLARATION PAGE AND USE IS LIMITED TO THAT DESCRIBED IN THE OPTIONS COVERAGE SECTION.
- M. ANY FAILURE OCCURRING PRIOR TO THE CONTRACT PURCHASE DATE, PRE-EXISTING CONDITIONS, OR IF INFORMATION PROVIDED BY YOU OR A REPAIR FACILITY CANNOT BE VERIFIED AS ACCURATE OR IS FOUND TO BE INACCURATE.
- N. ANY FAILURE OCCURRING OUTSIDE OF THE TERRITORY OR CANADA.
- O. DAMAGE CAUSED BY PRE-IGNITION DETONATION, PINGING, IMPROPER/CONTAMINATED FUEL OR IMPROPER ENGINE ADJUSTMENTS.

SAMPLE