



# 2018 QUICK REFERENCE GUIDE

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## EASY STREET *Factory Type Coverage*

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

**RENTAL CAR REIMBURSEMENT:** 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.**

**ITEMS NOT COVERED:** Any normal maintenance item including tires, wheels, struts, shocks, brake shoes or pads, rotors or drums, belts, hoses, filters, fluids, lubricants, clutch, pressure plate or clutch release bearing, tune-up items. Exhaust or emission parts, sound reproduction components, collision avoidance, lane departure warning system and safety restraint system, lighting, wiring harness, telephone, clock, television, navigation equipment. Any body parts, interior parts, trim, glass, paint, air bag system, keyless entry/anti-theft.

**OPTIONAL EEP COVERAGE (\$150 ADDITIONAL COST):** GPS / Navigation Components, Key Fob repair or replacement with exchange, Liquid Crystal Display (LCD) Screens, DVD Players, Satellite Radios, MP3 Enabled Radios, stereos.

Best Available Coverage

### Factory Type Coverage

2012 & Newer Model Vehicles

Current Odometer Reading:

0 - 85,000

0 - 72,000

4 Yr./120,000\* 5 Yr./120,000\* 6 Yr./120,000\*

7 Yr./120,000\* 8 Yr./120,000\*

\*Odometer Reading

72,000 - 85,000

48 Mo./48,000

## MAIN STREET *Deluxe Coverage*

**ALL PARTS LISTED BELOW IN FIRST STREET, PLUS:**

**ENGINE** Timing chain guides, timing belt tensioners, intake manifolds, valve lash adjusters, valve guides, valve spring locks and retainers, harmonic balancer.

**AUTOMATIC TRANSMISSION** Chain, drum assembly, solenoids, bushings, accumulator, clutches, bands, servos, parking pawl, speedometer gear, transmission cooler, pistons.

**AIR CONDITIONING** Compressor, clutch and coil assembly, evaporator, accumulator and condenser, if factory installed, evacuation and recharge in conjunction with the replacement of listed components.

**FRONT SUSPENSION (Bonus Coverage for vehicles with less than 85,000 miles at time of purchase)** Upper and lower control arms, upper and lower ball joints, steering knuckle, wheel bearings, control arm shaft and bushings.

**STEERING** Power steering pump, electric steering motor, steering gear housing and its internal parts and rack and pinion assembly.

**BRAKES** Master cylinder, ABS master cylinder, brake booster, wheel cylinders, disc brake calipers, hydraulic lines and fittings. Coverage does **NOT** include pads, shoes, drums or rotors.

**COOLING** Radiator, fan clutch, water pump and cooling fan motor.

**FUEL DELIVERY** Fuel pump, fuel sending unit, fuel tank, fuel injectors and metal fuel lines.

**ELECTRICAL** Battery, engine operation computer, voltage regulator, alternator, front/rear wiper motors, wiper module, window motors, window regulators, seat motors, ignition module, ignition coil, distributor, starter, starter solenoid and door lock actuators, manually operated switches for above listed parts.

### Deluxe Coverage

2008 & Newer Model Vehicles

Current Odometer Reading:

0 - 140,000\*

36 Mo./36,000

Does NOT qualify for Easy Street Coverage

\*some restrictions apply to European makes

## FIRST STREET *Drivetrain Coverage*

**ENGINE** Engine parts consisting of crankshaft & bearings, oil pump, oil pump pickup/screen and tube, pistons, piston rings, wrist pins, connecting rods & bearings, timing gears, chain/belt, timing tensioners/guides, balance shaft, camshaft, bearings, push rods, rocker arms/shaft, hydraulic lifters, intake and exhaust valves and springs, cylinder head gaskets. Engine block covered if mechanical failure was caused by above-listed parts.

**AUTOMATIC TRANSMISSION** Transmission parts consisting of gears, input and output shafts, bearings, front pump, planetary assemblies, overdrive carrier, reaction carrier, center support, parking lock actuator, stator and stator shaft, separator plate, pressure regulator valve, dipstick and filler tube, sprags, governor assembly, valve body, torque converter, transmission case.

**STANDARD TRANSMISSION** Transmission parts consisting of gears, input and output shafts, bearings, overdrive housing. Transmission case if malfunction was caused by the above listed parts. Clutch plate, pressure plate, flywheel, release & pilot bearings are **NOT** covered.

**DRIVE AXLE ASSEMBLY (FRONT OR REAR WHEEL DRIVE)** Consisting of: Drive shaft, ring and pinion gears, pinion bearings, side carrier bearings, carrier assembly, thrust washers, axle and axle bearings and limited slip clutch pack assembly. Universal and CV joints, except if boot was damaged or missing. Drive axle housing is also covered if damage is caused by failure of listed lubricated parts.

**DRIVE AXLE ASSEMBLY (4-WHEEL AND ALL-WHEEL DRIVE)** Transfer case including gears, main shaft, drive chain, thrust washer and shims, bearings. Front drive shaft, differential, axles, u-joints and CV joints, except if boot was damaged or missing. **With Applicable Surcharge.**

**SEALS AND GASKETS** Seals and gaskets are covered in conjunction with repair of above-listed components.

**BONUS COVERAGE:**

**COOLING** Water pump (Full coverage on Main Street; limited to one-half of parts and labor costs, First Street Only)

**ELECTRICAL** Alternator, starter and voltage regulator (Full coverage on Main Street; limited to one-half of parts and labor costs, First Street Only)

**24-HOUR ROADSIDE ASSISTANCE** Towing, flat tire changing, fuel and fluid delivery, lock-out service, "jump" starting, and Safe and Secure Package.

**RENTAL CAR** In the event of mechanical breakdown of a covered component, the Agreement Holder will be reimbursed up to \$40 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 \$200. **Rental receipts required for reimbursement.**

### Drivetrain Coverage

No Year Model Limit

No Mileage Limit

36 Mo./36,000

Does NOT qualify for Main or Easy Street Coverage

\$5000 Limit

### PREMIUM VEHICLES

BMW (1,3&5 Series), Any V10, Mercedes (C&E Class), Volvo, Mini Cooper, Hummer, Cadillac ... **\$800**

Hybrid ... **\$160**

Any Diesel ... **\$1,000**

### EXCLUDED VEHICLES

Audi, Corvette, Land Rover, Saab, Jaguar, Porsche, Hummer H1, All Exotics/limited production vehicles, Mercedes (except C&E Class), Any Mercedes AMG Series, BMW Series 6,7,8,X,Z&M

Above vehicles can be written on our First Street Coverage

## EXCLUSIONS *What This Agreement DOES NOT Cover*

1. Vehicles over one ton or with "branded" or "salvage" titles do not qualify for the Easy or Main Street 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 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 vehicle which the odometer has been broken, disconnected, altered or correct mileage cannot be readily determined.
5. Any repairs to your vehicle if used for racing, off-road use, rental, hire to the public, delivery, commercial or emergency purposes.
6. Any parts not listed in Paragraph 1 (Does not apply to Easy Street) or pre-existing damage to any parts listed in Paragraph 1. Non-covered parts causing damage to covered parts or any loss occurring prior to expiration of manufacturer's warranty, recall, or repair guarantee.
7. 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.
8. Repairs as a result of alterations not recommended by the manufacturer or failure to perform maintenance recommended by the manufacturer.
9. Any loss caused by normal wear and tear. Examples of non-covered repairs are: repair of valves and/or rings to correct low compression or excessive oil consumption. (does not apply to Main and Easy Street plans).
10. Seals and gaskets except as required in connection with the replacement of parts listed in Paragraph 1. (This exclusion does not apply to Easy or Main Street). Fluid seepage is not a covered repair on all plans.
11. 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.
12. Diagnostic time, down time, taxes, fluids, alignments, freon and similar a/c coolants, safety restraint systems and shop supplies are not covered items.
13. This agreement does not provide coverage for preventative maintenance or pre-existing conditions.

## 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 1-800-808-0828 or by emailing [claims@route66warranty.com](mailto:claims@route66warranty.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.

## 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 HOLDER'S TELEPHONE NUMBER(S) (9) NAME & ADDRESS TO WHOM REIMBURSEMENT IS PAYABLE (10) CUSTOMER SIGNATURE.

Submit information to:

**ROUTE 66 EXTENDED WARRANTY  
P.O. BOX 1075  
MOUNTAIN HOME, AR 72654-1075  
or FAX TO: (800) 808-0829  
or EMAIL TO: [claims@route66warranty.com](mailto:claims@route66warranty.com)**

Claims MUST be submitted for reimbursement within thirty (30) days from 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@route66warranty.com](mailto:cancels@route66warranty.com).

If the Agreement is cancelled within thirty (30) days from the date of purchase, you will receive a full refund provided you have not entered a claim. After thirty (30) days, the refund will be calculated based on Financial Institution 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 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 Financial Institution, 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.

**TOTAL LOSS REFUND:** Applies if option is selected and paid for. Policy holder will be refunded their full purchase price of the Service Agreement if vehicle is considered total loss by automobile insurance provider due to collision or acts of God. Maximum refund cannot exceed purchase price of contract, \$2,000.00 or actual cash value of the vehicle whichever is less. Proof of loss must be submitted with cancellation request.

## LABOR

**ALL COVERAGES** 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.