



Z Series

VEHICLE SERVICE CONTRACT

The best way to help protect yourself
from unexpected repair costs

CNA NATIONAL®

Protection for the Road Ahead

Purchasing a vehicle is a significant investment that is worth protecting. While vehicles today are built better than ever before, there is always the chance of a mechanical breakdown that requires a major repair. With a vehicle service contract, you can help protect yourself against unexpected repair costs that may result in significant out-of-pocket expenses.

With our contract, you'll have the confidence of knowing that your vehicle has coverage throughout the United States and Canada. You can even choose the length and type of coverage that best fits your driving habits and matches your specific needs. Hopefully you will never have a problem, but driving with a service contract will reassure you while on the road.



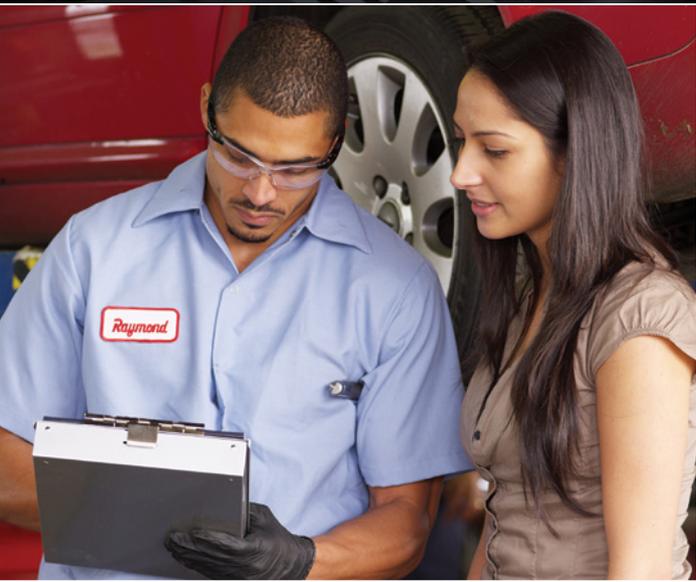
Reduce your out-of-pocket expenses

The costs of repairs tend to increase every year, and even one unexpected mechanical breakdown could burden you with thousands of dollars in unplanned expense. With the advanced technology in today's vehicles, repairs can be costly and are often unpredictable. With our contract, you can help protect your future finances from these potentially high and unexpected expenses.

Out-of-pocket repair costs



The repair costs listed are based on nationwide averages for claims paid. Actual costs may vary.



Added Features of Your Vehicle Service Contract



Roadside Assistance

Call our toll-free number 24 hours a day, seven days a week for our sign-and-drive service up to \$50 per occurrence or up to \$100 for towing. Or, if you prefer, you can call your own provider and we will reimburse you up to these dollar limits.



Travel and Lodging

We reimburse your meals and lodging up to \$75 per day up to \$225 per occurrence, if you are stranded more than 100 miles from home due to a covered breakdown.



Rental Car

We will pay up to \$35 a day and up to \$245 total for a rental vehicle when a covered breakdown occurs. We have direct billing agreements with Avis, Budget, Enterprise and Hertz or we can reimburse you up to these dollar limits.



Manufacturer's Warranty Deductible

We reimburse up to \$100 toward your deductible for repairs covered by your factory warranty.



Repair Locations Across U.S. and Canada

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



Future Contract Guarantee

If you still own your vehicle when your vehicle service contract ends, you may extend your contract coverage (subject to underwriting guidelines).

OUR BASIC COVERAGE POWERTRAIN ADVANTAGE CARESM

Includes all of the parts listed in components 1–3 below:

1. ENGINE¹

Cylinder block
Cylinder head(s)
Rotor housings and their internal parts
Intake manifold
Exhaust manifold(s)
Timing gears
Timing chain(s) or belt(s)
Timing chain or belt tensioner(s)
Timing chain or belt cover
Valve cover(s)
Flywheel or flexplate
Ring gear
Harmonic balancer
Oil pump
Fuel pump
Vacuum pump
Water pump
Oil pan
Turbocharger or supercharger housing(s) and their internal parts
Waste gate
Intercooler
Engine mounts
EGR valve
Cylinder head gasket(s)
Intake manifold gasket(s)
Exhaust manifold gasket(s)
Rear main seal
Valve cover gasket(s)
Oil pan gasket
Front crankshaft seal
Timing cover gasket
Cam housing gasket(s)

2. TRANSMISSION¹

Transmission case
Transaxle case
Transfer case and their internal parts
Torque converter
Vacuum modulator
Cooler and metal cooler lines
Transmission mounts
Slave cylinder and master cylinder of a manual transmission clutch assembly
Pan gasket
Output shaft seal
Shifter seal
Speedometer cable seal
Front pump seal(s)
All transfer case seals

3. DRIVETRAIN ASSEMBLY¹

Final drive and axle housing(s) and their internal parts
Axle shafts and bearings
Universal and constant velocity joints
Drive shaft(s)
Center bearings and drive shaft yokes
Four-wheel-drive engagement actuator/motor
Traction control linkage
Solenoids
Control processor and sensors
4x4 locking hub
Differential gasket(s)
Pinion seal
Axle seal(s) or gasket(s)
CV joint boots

Includes all parts listed in **POWERTRAIN ADVANTAGESM**, plus components 4–10 below:

4. SUSPENSION

Upper and lower control arms and their shafts and bushings
Ball joints
Steering knuckles and spindles
Stabilizer and strut or track bars and their bushings and links
Coil springs
Torsion bars and their mounts
Leaf springs and their shackles and bushings
Hub bearings or wheel bearings
McPherson struts
Hub or wheel bearing seals

5. FRONT-WHEEL STEERING

Steering gear housing
Rack assembly
Belt-driven pump and its reservoir and their internal parts
Steering column shaft and its couplings and bearings
Steering pump pulley and mounting bracket
Pitman arm
Idler arm
Tie rods
Steering linkages
Pump shaft seal

6. BRAKES

Master cylinder
Wheel cylinders
Calipers and their seals
Power booster
Accumulator
Combination valve
Backing plate assembly
Metal brake lines and fittings
Brake pedal
Parking brake assemblies
(No coverage for ABS brake parts)

7. ELECTRICAL

Alternator
Pulley and mounting bracket
Voltage regulator
Starter motor and its solenoid and drive

OUR GOOD COVERAGE VEHICLE VALUE CARESM

Wiper motors
Manually operated switches
Neutral safety switch
Backup light switch
Brake light switch

8. AIR CONDITIONING & HEATING

Belt-driven air conditioning compressor
Clutch and coil
Pulley
Compressor mounting bracket
Idler pulley and bearing and its mounting bracket
Serpentine belt tensioner and its pulley and bearing
Condenser
Evaporator
Accumulator
Receiver-dryer
Expansion valve
Orifice tube
Heater core
Heater control valve
Blower motor
Control cables
Ducts
Plenum doors
Compressor seals and gaskets and line o-rings

9. FUEL SYSTEM

Fuel pump
Fuel injectors
Injection pump
Distribution rails
Fuel pressure regulator
Fuel tank and metal fuel lines and fittings
Fuel level sending unit
Carburetor
Throttle body
Throttle cable
Throttle linkage
Accelerator pedal

10. COOLING SYSTEM

Fan
Clutch and shroud
Radiator and its brackets and recovery tank
Electric fan motor

OUR BETTER COVERAGE MECHANICAL ADVANTAGE CARESM

Includes all parts listed in **POWERTRAIN ADVANTAGESM** and **VEHICLE VALUESM**, plus the following additional parts and components 11–15 below:

Additional included parts for previously listed components:

SUSPENSION

Electronic suspension/variable suspension struts
Switches
Air tubes
Control processor and sensors
Air suspension bags
Compressor
Lines and fittings

STEERING

Four-wheel steering pump
Gear housing or rack assembly and their internal parts
Power cylinder
Center shaft
Stepper motor
Control processor and sensors

ELECTRICAL

Wiring harnesses

COOLING SYSTEM

Thermostat

11. INTERIOR ELECTRONICS

Electronic climate control head
Digital dash display
Heads-up display projector and control unit
Trip/mileage/engine function computer
Cruise control assembly
Factory-installed entertainment chassis including radio
Magnetic tape player
Dash-mounted compact disc player and graphic equalizer
Television²
Video cassette player²
DVD player²
Navigation system²

12. POWERTRAIN ELECTRONICS

Ignition coil
Distributor
Timing control processor and sensors
Mixture control processor and sensors
IAC motor
Cooling fan control processor and sensors
Transmission shift control processor and sensors

13. ABS BRAKES

ABS booster/pump
Master cylinder
Solenoids
Control processor and sensors

14. CONVENIENCE ACCESSORIES

Power window motor
Window regulator
Power seat motor
Power door lock motor and its relays and actuator
Power mirror motors
Power headlamp motor
Power trunk or tailgate motor and solenoids
Power top or sunroof motor
Convertible top frame
Power antenna motor
Heated seat elements
Horn and horn relay
Rear window
Defogger/defroster
Memory seat and steering wheel activator switches, motors, solenoids, control processor and sensors

15. VEHICLE HARDWARE

Bumper impact absorbers
Headlamp mounting buckets
Parking and side lamp bodies and sockets
Hood latch and cables
Hood hinges and springs
Side door hinges
Side door handles
Glove box lock assembly
Ash tray assembly
Manual seat track assembly
Courtesy light switches
Trunk lid hinges and torsion bars
Trunk lid striker plate

OUR BEST COVERAGE AUTOMOTIVE PREFERRED CARESM

Our top-of-the-line coverage includes all parts ranging from the engine and transmission to audio equipment and video hardware, not to mention the seal & gasket coverage listed to the right.

This “exclusionary” contract covers all parts except for specifically excluded services and conditions and the few parts listed in the contract.

SEAL & GASKET COVERAGE

Engine: Cylinder head gasket(s), intake manifold gasket(s), exhaust manifold gasket(s), rear main seal, valve cover gasket(s), oil pan gasket, front crankshaft seal, timing cover gasket, cam housing gasket(s).

Transmission/Transfer Case: Pan gasket, output shaft seal, shifter seal, speedometer cable seal, front pump seal(s), all transfer case seals.

Drivetrain Assembly: Differential gasket(s), pinion seal, axle seal(s) or gasket(s), CV joint boots.

Steering: Pump shaft seal.

Suspension: Hub or wheel bearing seals.

Air Conditioning: Compressor seals and gaskets and line o-rings.

Additional Coverages Available:

WRAP COVERAGE

Factory Wrap+Plus CareSM

A choice of plans that provide additional protection by “wrapping around” your new vehicle’s factory powertrain warranty plus extended coverage for your engine, transmission and drivetrain assembly after the warranty expires.¹

Factory+Plus ValueSM: Includes the parts of components 1 through 10 listed under POWERTRAIN ADVANTAGESM and VEHICLE VALUESM.

Factory+Plus AdvantageSM: Includes the parts of components 1 through 15 listed under POWERTRAIN ADVANTAGESM, VEHICLE VALUESM and MECHANICAL ADVANTAGESM.

Factory+Plus PreferredSM: All parts are covered except for those specifically excluded parts, services and conditions as listed in the contract.

CERTIFIED VEHICLE COVERAGE

Certified+Plus CareSM

Choose the extra protection you need to go beyond your used vehicle’s factory certified warranty.

Certified+Plus AdvantageSM: Includes the parts listed for components 1 through 15.

Certified+Plus PreferredSM: All parts are covered except for those specifically excluded parts, services and conditions as listed in the contract.



Expense Reimbursement Package

Rental Car | Manufacturer’s Warranty Deductible | Travel Lodging



Roadside Assistance

Towing | Fuel, Oil, Fluid and Water Delivery Service
Flat Tire Assistance | Lock-Out Assistance | Battery Assistance



Please see actual contract for terms, conditions, limits of liability and exclusions.

¹ These parts covered if WSC term exceeds the powertrain warranty term.

² Factory-installed or dealer-installed factory option.

Frequently Asked Questions

Q Can a vehicle service contract save me money?

A The advanced technology that is built into today's vehicles has increased the complexity and expertise needed for even the simplest of repairs. As a result, repair costs and labor rates have increased and will continue to do so. The costs of even one future repair may easily exceed the cost of purchasing a service contract today.

Q What if I decide to sell my vehicle before the coverage expires?

A You can transfer any remaining coverage to the next owner and they will drive their new vehicle knowing they're protected from unexpected, high repair costs. This may make it easier to sell your vehicle and could even help get you a higher resale price.

Q What do I do if my vehicle breaks down?

A If possible, return to your dealership to determine the problem and the cause of the breakdown. If your vehicle is inoperable, take advantage of your plan's towing benefit to return to your dealer. Be sure to have the repair facility call us before beginning any repairs.

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

A Your contract grants you access to thousands of repair facilities throughout the U.S. and Canada. We have an extensive network of licensed repair facilities ready to help you if a breakdown occurs. If you have a breakdown far from home, your towing benefit will be there to get you to a repair facility of your choice or you can contact our service center for instructions. You'll also be reimbursed for lodging, meals and rental car while your vehicle is in the shop for covered repairs.

Q How are claims processed?

A The dealership or repair facility contacts us for authorization of the work that needs to be done and we pay for the covered repair directly. You only pay for your deductible and any costs not directly covered by your contract.

Q Do I really need a vehicle service contract?

A The simple truth is that even the most reliable vehicles on the road are at risk for having an unexpected mechanical breakdown. As a vehicle gets older and accrues mileage, the chances of having a mechanical breakdown are likely to increase. Your service contract will be there after your manufacturer's basic warranty has expired, which is when you are likely to need it the most.

Administered by

CNA NATIONAL®

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This is not a contract. Please see actual contract for terms, conditions, limitations and exclusions.
Service Contract Providers: Continental Service Provider and Continental Service Plan.
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