



Administrator
 Prizm Administrative Solutions, Inc.
 P.O. Box 1088
 Wheat Ridge, CO 80034-1088
 Administration (800) 726-5045
 Claims: (800) 356-6459

Recreational Vehicle Service Agreement

DECLARATION SECTION

INFORMATION ONLY

| | | | |
|---------------------------|------------------------|---------------------------------|----------|
| Agreement Holder Name(s) | | Telephone | |
| Address | City | State | Zip Code |
| Issuing Dealer Name | Issuing Dealer Code | Telephone | |
| Address | City | State | Zip Code |
| Lien Holder Name | | | |
| Vehicle Year | Vehicle Make | Vehicle Model | |
| Chassis Serial/VIN Number | Vehicle Purchase Price | Odometer at Agreement Sale Date | |
| Agreement Sale Date | Agreement Price | Vehicle Code | |

| | |
|--|--|
| MOTOR HOME Term selected _____ YEARS or _____ ODOMETER miles, whichever occurs first. • New expiration is plan years added to agreement purchase date and term miles starting from 0 miles. • Pre-owned expiration is plan years added to agreement purchase date and term miles starting at odometer reading at vehicle sale. | TRAVEL TRAILER OR POP-UP Term Selected _____ (YEARS) Expiration is term years added to agreement purchase date. |
|--|--|

| | | |
|--|---|---|
| COVERAGE STATUS <input type="checkbox"/> Motor Home <input type="checkbox"/> Supreme <input type="checkbox"/> Coach (new only) <input type="checkbox"/> Deluxe <input type="checkbox"/> Powertrain | <input type="checkbox"/> Travel Trailer or <input type="checkbox"/> Pop-up <input type="checkbox"/> Supreme <input type="checkbox"/> Deluxe | DEDUCTIBLE If no amount is written in, a \$200 deductible will apply. <input type="checkbox"/> New Coverage \$ _____ <input type="checkbox"/> Pre-owned Coverage \$ _____ |
|--|---|---|

OPTIONS

| | | |
|--|---|--|
| <input type="checkbox"/> Diesel Engine Package | <input type="checkbox"/> Deluxe Component* | <input type="checkbox"/> Slide-out Room Unit(s)* |
| <input type="checkbox"/> Towing Allowance Increase | <input type="checkbox"/> Stationary Leveling Jack System* | <input type="checkbox"/> Audio/Video/Security* |
| <input type="checkbox"/> Commercial Use (new only) | <input type="checkbox"/> Leveling/Slide-out Combination* | <input type="checkbox"/> Raised Roof Extension System* |

* Included with Supreme Coverage

ANCILLARY BENEFITS

Included in all coverage packages at no additional cost.

- SUBSTITUTE TRANSPORTATION (MOTOR HOME ONLY)
 - SERVICE CALL REIMBURSEMENT (TRAVEL TRAILER ONLY)
 - TRAVEL EXPENSES
 - FOOD SPOILAGE
 - TOWING AND ROAD SERVICE
- See the Ancillary Benefits Section of this Service Agreement for a complete explanation of benefits.*

Our obligations under this Agreement are backed by Lyndon Property Insurance Company, A Protective Company, 14755 North Outer Forty Rd., Suite 400, St Louis, MO 63017 1-800-950-6060, in Washington Policy number 61-WA-VW606-0906. If a covered claim is not paid within sixty (60) days after proof of loss has been filed, You may file a claim directly with the insurance company. Please contact Prizm Administrative Solutions, Inc. for instructions at P.O. Box 1088, Wheat Ridge, CO 80034-1088, or 800-356-6459.

The undersigned purchaser of this Agreement has read the Agreement, which consists of the DECLARATION Section and the COVERAGE Section. The DECLARATION section identifies the coverage selected. The specific components covered are identified in the SCHEDULE OF COVERAGES Section.

Purchase of this Agreement is not required in order to purchase a vehicle or obtain vehicle financing. If this Agreement has been financed, above Lien Holder shall be entitled to any refunds resulting from cancellation.

CONGRATULATIONS... on the purchase of Your recreational vehicle, and on selecting *The Plan...* from Prizm Administrative Solutions, Inc., to give You peace of mind and security in the event of a mechanical Breakdown. This Vehicle Agreement applies only to You and Your Vehicle described in the DECLARATION Section. Please see the TRANSFER Section for information regarding Agreement transfer upon sale of Your Vehicle to another party.

YOU UNDERSTAND THAT YOU MUST OBTAIN PRIOR AUTHORIZATION BEFORE ANY REPAIRS ARE MADE. FOR REQUIREMENTS AND/OR DISCLOSURES THAT APPLY SPECIFICALLY TO YOU, PLEASE REVIEW THE STATE SPECIFIC SECTION OF THIS AGREEMENT.

| | | |
|-------|----------------------------|-----------------------|
| _____ | _____ | _____ |
| Date | Agreement Holder Signature | Salesperson Signature |

COVERAGE SECTION

AGREEMENT PERIOD

Coverage under this **Agreement** begins on the **Agreement** Purchase Date at 12:01 a.m. (**Your** local standard time) and will expire as measured in time and/or mileage of the term selected, as determined in the DECLARATION SECTION. New **Vehicle Service Agreement** expiration is measured in term time and mileage from the **Agreement** sale date and zero (0) miles, whichever occurs first. Used **Vehicle Service Agreement** expiration is measured in term time and mileage from the **Agreement** purchase date and plan miles plus odometer miles at the time of **Vehicle** sale.

OUR RIGHT TO RECOVER PAYMENT

If **You** have a right to recover against another party for anything **We** have paid under this **Agreement**, **Your** rights shall become **Our** rights. **You** shall do whatever is necessary to enable **Us** to enforce these rights. **We** shall recover only the excess after **You** are fully compensated for **Your** loss.

DEFINITIONS

The following definitions apply to words frequently used in this **Agreement** and appear in bold-faced type:

You, Your - Means the **Agreement** Holder shown on the **DECLARATION** Section, or the person to whom this **Agreement** was properly transferred.

Administrator - Means Prizm Administrative Solutions, Inc.; In Wisconsin and Washington, Prizm Administrative Services of Wisconsin, Inc. means the **Administrator**.

We, Us, Our - Means (a) the dealer who sold or leased **Your Vehicle** to **You** or (b) the vendor who sold this **Agreement** to **You** or (c) the **Administrator** named herein, as determined by state statute. Please review the SPECIAL STATE REQUIREMENTS/DISCLOSURES Section of this Agreement.

Agreement - Means this **Agreement**.

DECLARATION section - Means the section at the top of the front page which lists information regarding **You, Your Vehicle, Us**, and other vital information.

Coverage - Means the protection **You** selected as shown in this **Agreement**.

Vehicle - Means the recreational vehicle which is described on the **DECLARATION** section.

Deductible - Means the amount **You** are required to pay, as shown on the **DECLARATION** section, per repair visit for covered **Breakdowns**. Once a part is repaired or replaced under the terms of this **Agreement**, there will be no **Deductible** for future repairs to that part.

Breakdown - Means the 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 because of its condition and not because of the action or inaction of any non-covered parts, or the part has worn beyond the manufacturer's field tolerances.

PURCHASER RESPONSIBILITIES

To receive the full benefits of this Agreement, **You** must at **Your** expense:

1. Have the **Vehicle** serviced as recommended by the manufacturer.
2. Keep a record of maintenance validated (signed and stamped) by the Servicing or Issuing Dealer, and keep receipts and work orders showing date, mileage, and service performed. If performing your own maintenance, keep receipts and a log showing date, mileage, and maintenance performed.

LIMIT OF LIABILITY

Our liability for any one (1) repair visit shall in no event exceed the actual cash value of **Your Vehicle** before **Breakdown** as determined by standard industry guides at the time of said repair visit. The total of all coverages and benefits paid or payable under this Agreement shall not exceed the price **You** paid for **Your Vehicle**.

Our liability for incidental and consequential damages including, but not limited to, personal injury, death, physical damage, property damage, loss of use of **Your Vehicle**, loss of time, loss of profits or wages, inconvenience, and commercial loss resulting from the operation, maintenance or use of **Your Vehicle** is expressly excluded. However, this exclusion may not apply in some states which disallow the exclusion of consequential or incidental damages.

FILING A MECHANICAL BREAKDOWN CLAIM

IF YOUR VEHICLE INCURS A BREAKDOWN, YOU MUST TAKE THE FOLLOWING STEPS TO FILE A CLAIM:

1. **Prevent Further Damage** - Take immediate action to prevent further damage. This **Agreement** will not cover the damage caused by continued use or not securing a timely repair of the failed component.
2. **Take Your Vehicle to a Licensed Repair Facility** - If **Your Vehicle** breaks down, take it to the Issuing Dealer. If this is not possible, take **Your Vehicle** to any licensed repair facility.
3. **Provide the Repair Facility with a Copy of Your Agreement and/or Your Agreement Number.**
4. **Obtain Authorization from the Administrator** - Prior to any repair being made, instruct the service manager at the repair facility to contact the **Administrator** to obtain an authorization for the claim. Any claim for repairs without prior authorization will not be covered except as provided under **Emergency Repairs**. The amount authorized by the **Administrator** is the maximum amount that will be paid for repairs covered under this **Agreement**. Any additional amount must receive prior approval.
5. **Authorize Tear-Down and/or Inspection** - In some cases, **You** may need to authorize the repair facility to inspect and/or tear down **Your Vehicle** in order to determine the cause and cost of the repair. **You** will be responsible for these charges if the failure is not covered under this **Agreement**. **We** reserve the right to require an inspection of **Your Vehicle** prior to any repair being made.
6. **Review Coverage** - After the **Administrator** has been contacted, review with the service manager what will be covered by this **Agreement**.
7. **Pay Deductible** - **You** must pay to the repair facility any **Deductible** per repair visit. **We** will reimburse the repair facility or **You** for the cost of the work performed on **Your Vehicle** that is covered by this **Agreement** and previously authorized, less the **Deductible**. Once authorization is obtained and the repair is completed, all repair orders and documentation must be submitted to the **Administrator** within thirty (30) days to be eligible for payment. If **You** cannot take **Your Vehicle** back to the Issuing Dealership and an alternate repair facility will not accept **Our** authorization number for payment, **We** can make payment by **Our** credit card.
8. **Emergency Repairs** - Should an emergency occur which requires a repair of a **Breakdown** be made at a time when the **Administrator's** office is closed, follow the claims procedures above without authorization, and **We** will make reimbursement to **You** or to the repair facility in accordance with the **Agreement** provisions. **You** must call the **Administrator's** office within five (5) business days from the date of repair to determine if such repair will be covered by this **Agreement**.

Prizm Administrative Solutions, Inc. Claims: (800) 356-6459

—You assume all liability for payment of unauthorized repairs and for teardown on non-covered parts or repairs.—

ANCILLARY BENEFITS

SUBSTITUTE TRANSPORTATION (MOTOR HOME ONLY)

In the event of a covered **Breakdown**, rental car reimbursement will be provided to **You** for receipted expenses at a maximum of fifty dollars (\$50) a day for every eight (8) hours, or portion thereof, of labor time required to complete the covered repair, up to a maximum of six (6) days for each occurrence. Required labor time is determined by the applicable national repair manual. (This coverage does not apply toward time needed while waiting for parts or other delays beyond the control of the repair facility.) A maximum of three (3) additional days rental coverage applies in the event that a major component (engine, transmission or drive assembly) is to be replaced under the terms of this **Agreement**. If **We** send an inspector to determine whether repairs are covered by this **Agreement**, and **We** determine that they are, rental reimbursement will be provided for two (2) additional days. If the repair is not covered by this **Agreement**, no rental reimbursement will be allowed.

TOWING AND ROAD SERVICE

In the event of a mechanical **Breakdown** of a covered part, **We** will provide towing or road service to **You**, or reimburse **You** for receipted towing charges and emergency road service labor, not to exceed three hundred dollars (\$300) per occurrence. Road service labor must be performed at the location of the failure.

TRAVEL EXPENSES

You will receive reimbursement from **Us** for a maximum of three (3) days for receipted expenses for meals (**restaurants only**), and receipted lodging incurred by **You** and **Your** family while staying at a hotel/motel, the maximum daily rate of one hundred dollars (\$100) per day if:

1. **You** cannot operate **Your Vehicle** due to a mechanical **Breakdown** covered under this **Agreement** and are more than one hundred (100) miles from home, and;

2. Meals and lodging are required because the mechanical **Breakdown**, as defined, causes a delay en route. The date of the mechanical **Breakdown** shall be considered as the first day of the three (3) day period. The expense must be incurred between the time of the mechanical **Breakdown** and the time when the repairs are completed or by the end of the third calendar day subsequent to the mechanical **Breakdown**, if the repairs are not completed, whichever occurs first.

SERVICE CALL REIMBURSEMENT (TRAVEL TRAILER ONLY)

In the event of a **Breakdown** of a covered part, **We** will reimburse **You** for actual receipted expenses for a service call, not to exceed seventy-five dollars (\$75) per occurrence, in addition to normal parts and labor charges. In the event of a non-covered failure, the benefit will not be paid.

FOOD SPOILAGE

In the event of a mechanical **Breakdown** of a covered refrigerator or freezer component, **We** will reimburse **You** for actual receipted expense for food and beverage spoilage, not to exceed seventy-five dollars (\$75.00) per occurrence.

SCHEDULE OF COVERAGES

- ★ **New and Pre-owned Motor Home, Travel Trailer, Pop-up Supreme Coverage:** includes everything not specifically excluded in the WHAT IS NOT COVERED section.
- **New and Pre-owned Motor Home Deluxe Coverage** includes Engine, Transmission/Transfer Case, Drive Axle (Front and Rear), Suspension, Steering, Air Conditioning, Heating/Cooling, Fuel Delivery, Braking System, Electrical, Electronic High-Tech, Chassis Frame, Water Heater, Waste System, Fresh Water, Air Conditioning/Ventilation System, Range and Oven, L.P. Gas System, Heating System, Refrigerator, Auxiliary Powerplant/Generator/Water Cooled Diesel or Gas Generator/Electrical System, Seals and Gaskets.
- ▲ **New Motor Home Coach Coverage** includes Water Heater, Waste System, Fresh Water, Air Conditioning/ Ventilation System, Range and Oven, L.P. Gas System, Heating System, Refrigerator, Braking System, Suspension System, Chassis, Auxiliary Powerplant/Generator/Water Cooled Diesel or Gas Generator/Electrical System, Seals and Gaskets.
- ◆ **New and Pre-owned Motor Home Powertrain Coverage** includes Engine, Transmission/Transfer Case, Drive Axle (Front and Rear), Seals and Gaskets.
- **New and Pre-owned Travel Trailer AND Pop-Up Deluxe Coverage** includes Water Heater, Waste System, Fresh Water, Air Conditioning/ Ventilation System, Range and Oven, L.P. Gas System, Heating System, Refrigerator, Braking System, Suspension System, Chassis, Auxiliary Powerplant/Generator/Water Cooled Diesel or Gas Generator/Electrical System, Seals and Gaskets.

MECHANICAL BREAKDOWN

We will pay or reimburse **You** for reasonable costs to repair or replace any of the covered parts listed in this Agreement if required due to mechanical **Breakdown**, less any **Deductible**. Replacement parts may be new, remanufactured, or parts of like kind and quality such as serviceable used parts. Coverage includes fluids when required as part of a covered repair. Labor will be paid out of a nationally recognized labor manual.

DEDUCTIBLE OPTIONS: The Deductible amount, You selected, as shown in the DECLARATION Section must be paid at the time of service.

★ **NEW AND PRE-OWNED MOTOR HOME, TRAVEL TRAILER, POP-UP SUPREME COVERAGE**

We will pay or reimburse **You** for reasonable costs to repair or replace any **Breakdown** of all parts except those listed under the WHAT IS NOT COVERED section, less any **Deductible**, in accordance with the general provisions contained in this **Agreement**.

■ **NEW AND PRE-OWNED MOTOR HOME DELUXE COVERAGE**

ENGINE - All internally lubricated parts, including: pistons, pins and rings; connecting rods and bearings; crankshaft and main bearings; camshaft, followers and cam bearings; push rods, valves, springs, guides, seats and lifters; rocker arms, shafts and bushings; timing gear, chain, or belt, tensioners and retainers; eccentric shaft; oil pump; cylinder barrels. Engine head(s) and engine block if damaged by the failure of an internally lubricated part. Water pump; oil pan; intake and exhaust manifolds; engine mounts and cushions; engine torque strut, timing cover; valve cover(s); harmonic balancer; flywheel (flexplate) and flywheel ring gear; vacuum pump; dipstick and tube; and all pulleys.

TRANSMISSION/TRANSFER CASE - All internally lubricated parts contained within the transmission case; and transfer case; torque converter; vacuum modulator; internal linkage; mounts; oil pan; cooler and cooler lines; filler tube and dipstick. Transmission and transfer case if damaged by the failure of an internally lubricated part.

DRIVE AXLE (FRONT AND REAR) - All internally lubricated parts contained within the differential housing, transaxle housing and final drive housing. Axle shafts, constant velocity joints; universal joints; drive shafts, hub bearings; supports; retainers; and bearing; four wheel drive hubs and bearings; differential housing, transaxle housing and final drive housing if damaged by the failure of an internally lubricated part.

SUSPENSION - McPherson struts (**EXCLUDING REPLACEABLE CARTRIDGES**), 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 supports; coil and leaf springs; and leveling system compressor; lines; and bags; rubberized suspension components.

STEERING - All internally lubricated parts of the steering gear box and gear housing if damaged by the failure of an internally lubricated part. 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; drag links; control valve and cylinder.

AIR CONDITIONING - Compressor; clutch; clutch pulley; clutch coils; condenser; evaporator; POA valve; accumulator; orifice tube; temperature control programmer; power module; idler pulley and bearing; receiver-dryer; blower motor; high/low cut off switches; pressure cycling switch; PC boards; and ducts.

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

FUEL DELIVERY - Fuel pump; fuel tanks; metal fuel lines; fuel distributor; fuel injection pump; fuel injectors; carburetors; and auxiliary tank switch.

BRAKING SYSTEM - Master cylinder; power assist booster and pump; wheel cylinders; combination valves; hydraulic lines and fittings; disc calipers; power brake cylinder; backing plates; clips, springs and retainers; self-adjusters; parking brake linkage and cables; and rear actuators. **AIR BRAKE** - Compressor, diaphragm, treadle; disk caliper; compensating valve; and slack adjusters.

ELECTRICAL - Starter; alternator; voltage regulator; distributor; wiring harness; solenoid; relays; coils and electronic engine timing control unit and sensors; manually operated switches; wiper motors; gauges; window/mirror motors and controls; power antenna and motors; seat motors; power door locks; cruise control transducer, engagement switch and servo; turn signal switch; dashboard clock; dual battery paralleling switch; powerstep system; and back-up alarm.

ELECTRONIC HIGH-TECH - 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).

CHASSIS FRAME - Metal only.

WATER HEATER - Burner assembly; tank; thermostat; thermocouple; gas valve; heating elements; electronic ignition assembly; wiring harness; switches; fittings and connections; and PC board.

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

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

AIR CONDITIONING/VENTILATION - Compressor; evaporator; capacitors; relays; thermostat; heat strips; heat pump; condenser; accumulator; expansion valve; receiver dryer; blower motor; switches; and electronic module; reversing valve; PC boards; pressure cycling switch; ventilation fans; ducts and control panel.

RANGE AND OVEN - Burner assembly; thermostat; thermocouple; burner valves; microwave oven; power hood; L.P. fittings and connections; and PC board.

L.P. GAS SYSTEM - Regulators; valves and gauges; mounting brackets; pigtails; gas lines; and fittings and shut-off system.

HEATING SYSTEM - Furnace ignitor; burner assembly; thermocouple; gas valve; thermostat; blower motor; heat pump; heat strips; reversing valve; L.P. fittings and connections; and PC board.

REFRIGERATOR - Thermostat; thermocouple; cooling unit; burner assembly; ignitor; L.P. fittings and connections; control panel; and PC board.

AUXILIARY POWERPLANT/GENERATOR/WATER COOLED DIESEL OR GAS GENERATOR/ELECTRICAL - All internally lubricated parts of the power-plant engine; starter; switches; and generator assembly; voltage regulator; gauges; and PC board. Head and/or cylinder block if damaged by the failure of an internally lubricated part. Factory installed 110/220V electrical system including breaker box and breakers; wiring; outlets and power converter/inverter; interior monitor/control panel; oil pan; intake and exhaust manifolds; engine mounts; timing cover; flywheel; water pump; radiator; fan; fan clutch; coolant recovery tank; fuel pump; fuel distributor; carburetors; solenoids; electronic engine timing control unit; fuel injection sensors; control module, and fuel injectors; electronic ignition

module, governor assembly (technical and electrical). **Note: Coverage is only available for systems which are factory installed or factory approved dealer installed.**

SEALS AND GASKETS - All seals, gaskets and sealing boots are covered for all components that are listed.

▲ **NEW MOTOR HOME COACH COVERAGE**

WATER HEATER - Burner assembly; tank; thermostat; thermocouple; gas valve; heating elements; electronic ignition assembly; wiring harness; fittings & connections; control panel; switches; and PC board.

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

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

AIR CONDITIONING/VENTILATION - Compressor; evaporator; capacitors; relays; thermostat; condenser; heat strips; heat pump; accumulator; expansion valve; receiver dryer; blower motor; switches; electronic module; reversing valve; PC boards; pressure cycling switch; ventilation fans; ducts and control panel.

RANGE AND OVEN - Burner assembly; thermostat; thermocouple; burner valves; microwave oven; power hood; L.P. fittings and connections; and PC board.

L.P. GAS SYSTEM - Regulators; valves and gauges; mounting brackets; pigtails; gas lines; fittings and shut-off system.

HEATING SYSTEM - Furnace ignitor; burner assembly; thermocouple; gas valve; thermostat; blower motor; heat pumps; heat strips; L.P. fittings and connections; and PC board.

REFRIGERATOR - Thermostat; thermocouple; cooling unit; burner assembly; ignitor; L.P. fittings and connections; and PC board.

BRAKING SYSTEM - Drums; master cylinder; hydraulic or electrical brake actuators; and backing plates.

SUSPENSION - Wheel bearings; coil and leaf springs; spindles; axle shafts; and actuators. Rubberized suspension components.

CHASSIS FRAME - Metal only; all components in the lift crank system (For pop-up campers).

AUXILIARY POWERPLANT/GENERATOR/WATER COOLED DIESEL OR GAS GENERATOR/ELECTRICAL - All internally lubricated parts of the powerplant engine; starter; switches; and generator assembly; voltage regulator; gauges; and PC board. Head and/or cylinder block if damaged by the failure of an internally lubricated part. Factory installed 110/220V electrical system including breaker box and breakers; wiring; outlets and power converter/inverter; interior monitor/control panel; oil pan; intake and exhaust manifolds; engine mounts; timing cover; flywheel; water pump; radiator; fan; fan clutch; coolant recovery tank; fuel pump; fuel distributor; carburetors; solenoids; electronic engine timing control unit; fuel injection sensors; control module, and fuel injectors; electronic ignition module, governor assembly (technical and electrical). **Note: Coverage is only available for systems which are factory installed or factory approved dealer installed.**

SEALS AND GASKETS - All seals, gaskets and sealing boots are covered for all components that are listed.

◆ **NEW AND PRE-OWNED MOTOR HOME POWERTRAIN COVERAGE**

ENGINE - All internally lubricated parts, including: pistons, pins and rings; connecting rods and bearings; crankshaft and main bearings; camshaft, followers and cam bearings; push rods, valves, springs, guides, seats and lifters; rocker arms, shafts and bushings; timing gear, chain, or belt, tensioners and retainers; eccentric shaft; oil pump; cylinder barrels. Engine head(s) and engine block if damaged by the failure of an internally lubricated part. Water pump; oil pan; intake and exhaust manifolds; engine mounts and cushions; engine torque strut, timing cover; valve cover(s); harmonic balancer; flywheel (flexplate) and flywheel ring gear; vacuum pump; dipstick and tube; and all pulleys.

TRANSMISSION/TRANSFER CASE - All internally lubricated parts contained within the transmission case; and transfer case; torque converter; vacuum modulator; internal linkage; mounts; oil pan; cooler and cooler lines; filler tube and dipstick. Transmission and transfer case if damaged by the failure of an internally lubricated part.

DRIVE AXLE (FRONT AND REAR) - All internally lubricated parts contained within the differential housing, transaxle housing and final drive housing. Axle shafts, constant velocity joints; universal joints; drive shafts, hub bearings; supports; retainers; and bearing; four wheel drive hubs and bearings; differential housing, transaxle housing and final drive housing if damaged by the failure of an internally lubricated part.

SEALS AND GASKETS - All seals, gaskets and sealing boots are covered for all components that are listed.

● **NEW AND PRE-OWNED TRAVEL TRAILER AND POP-UP DELUXE COVERAGE**

WATER HEATER - Burner assembly; tank; thermostat; thermocouple; gas valve; heating elements; electronic ignition assembly; wiring harness; fittings & connections; control panel; switches; and PC board.

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

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

AIR CONDITIONING/VENTILATION - Compressor; evaporator; capacitors; relays; thermostat; condenser; heat strips; heat pump; accumulator; expansion valve; receiver dryer; blower motor; switches; electronic module; reversing valve; PC boards; pressure cycling switch; ventilation fans; ducts and control panel.

RANGE AND OVEN - Burner assembly; thermostat; thermocouple; burner valves; microwave oven; power hood; L.P. fittings and connections; and PC board.

L.P. GAS SYSTEM - Regulators; valves and gauges; mounting brackets; pigtails; gas lines; fittings and shut-off system.

HEATING SYSTEM - Furnace ignitor; burner assembly; thermocouple; gas valve; thermostat; blower motor; heat pumps; heat strips; L.P. fittings and connections; and PC board.

REFRIGERATOR - Thermostat; thermocouple; cooling unit; burner assembly; ignitor; L.P. fittings and connections; and PC board.

BRAKING SYSTEM - Drums; master cylinder; hydraulic or electrical brake actuators; and backing plates.

SUSPENSION - Wheel bearings; coil and leaf springs; spindles; axle shafts; and actuators. Rubberized suspension components.

CHASSIS FRAME - Metal only; all components in the lift crank system (For pop-up campers).

AUXILIARY POWERPLANT/GENERATOR/WATER COOLED DIESEL OR GAS GENERATOR/ELECTRICAL - All internally lubricated parts of the powerplant engine; starter; switches; and generator assembly; voltage regulator; gauges; and PC board. Head and/or cylinder block if damaged by the failure of an internally lubricated part. Factory installed 110/220V electrical system including breaker box and breakers; wiring; outlets and power converter/inverter; interior monitor/control panel; oil pan; intake and exhaust manifolds; engine mounts; timing cover; flywheel; water pump; radiator; fan; fan clutch; coolant recovery tank; fuel pump; fuel distributor; carburetors; solenoids; electronic engine timing control unit; fuel injection sensors; control module, and fuel injectors; electronic ignition module, governor assembly (technical and electrical). **Note: Coverage is only available for systems which are factory installed or factory approved dealer installed.**

SEALS AND GASKETS - All seals, gaskets and sealing boots are covered for all components that are listed.

OPTIONAL COVERAGE

DIESEL ENGINE PACKAGE - Engine - All covered engine parts listed above plus fuel injectors (**except for wear and tear and contamination**), fuel injection pump and fuel heater. **Turbo Charger** - All internally lubricated parts contained within the turbo charger housing. Turbo charger housing is covered **if damaged due to the failure of an internally lubricated part**. **Air Brakes** - Compressor; diaphragm; treadle; disc caliper; compensating valve; and slack adjusters. The Diesel Engine Package is automatically included on all new **Vehicles** that have a manufacturer diesel engine warranty of five (5) years and one hundred thousand (100,000) miles or more. For all other diesel **Vehicles**, the surcharge is required to obtain **Coverage**.

TOWING ALLOWANCE INCREASE- Increases towing and road service limit from three hundred dollars (\$300) to five hundred dollars (\$500), regardless of failure.

COMMERCIAL USE (NEW VEHICLE ONLY) - Commercial use coverage means **only** daily, weekly, or monthly rentals, short term (12 months or less) lease or primarily used for business purposes, e.g. a traveling salesperson. (**Coverage does not include taxi, shuttle, delivery services, principally used off road, or hauling.**)

DELUXE COMPONENT COVERAGE - Ice maker; freezer; dishwasher; washer/dryer (**excluding belts and hoses**); trash compactor; central vacuum cleaner system; external barbecue; tilt/telescoping steering assembly; horn and horn switches; spot light system; carbon monoxide/smoke detector; alarm sensors; garbage disposal; electronic/remote entrance; thermometer; compass; central locking system; power seat system; awning mechanism (**excluding cover**); hood and door hinges; hood latches and springs; door handles; seat tracks; interior/exterior light fixtures (**excluding bulbs**); electrical outlets; glove box door hinges and lock; shift lever; thermostat. Kitchen center, **if factory installed; or if dealer installed and meets all manufacturer specifications.**

STATIONARY LEVELING JACK SYSTEM - Mechanical, electrical, hydraulic. Coach leveling system. **Note: Coverage is only available for systems which are factory installed or factory approved dealer installed.**

STATIONARY LEVELING JACK SYSTEM/SLIDE OUT ROOM UNIT(S)COMBINATION - Mechanical, electrical, hydraulic. Coach leveling system. Slide out room extension system(s). **Note: Coverage is only available for systems which are factory installed or factory approved dealer installed.**

SLIDE OUT ROOM UNIT(S) - Mechanical, electrical, hydraulic. Slide out room extension system(s).

AUDIO/VIDEO/SECURITY - TV, VCR/VCP, stereo receiver, CD player, cassette player; antenna, satellite system, motor coverage, rear monitor system, electronics entrance system, central locking system, anti-theft system, GPS. **Note: Coverage is only available for systems which are factory installed or factory approved dealer installed.**

RAISED ROOF EXTENSION SYSTEM - Mechanical, electrical, hydraulic.

WHAT IS NOT COVERED

This **Agreement** does not provide coverage for:

- a. Mechanical **Breakdowns** outside the United States and Canada.
- b. **Vehicles** that do not have valid manufacturer VINs, or are title branded as salvage, junk, rebuilt, totaled or flood damaged.
- c. Mechanical failure that exists at the time of retail sale, whether or not the failure would otherwise be covered by the **Agreement**; or if the information provided by **You** or the repair facility cannot be verified as accurate or is found to be deceptive.
- d. Mechanical **Breakdowns** covered by manufacturer's warranty, manufacturer's recall, factory bulletins (regardless of whether or not the manufacturer is doing business as an ongoing enterprise), any **Agreement**, written warranty or any valid and collectible insurance policy.
- e. Failure to protect **Your Vehicle** from further damage when a Breakdown has occurred.
- f. Unauthorized repairs.
- g. Any loss caused by sludge buildup or improper, contaminated or inadequate amounts of fuel, coolant, lubricant or other fluids.
- h. Repairs required as a result of deterioration, condensation, contamination, electrolysis, corrosion, cosmetic or paint changes or the failure or loosening of external fasteners and/or bolts.
- i. Storage and freight.
- j. Damage or loss resulting from faulty or negligent repair work or from the installation of defective parts.
- k. Damage to a non-covered part by a covered part(s) failure or damage to a covered part by a non-covered part(s) failure.
- l. Repairs required as a result of fire, accident, theft, vandalism, riot, road hazards, explosion, lightning, reverse polarity, earthquake, windstorm, hail, freezing or ice damage, water damage, environmental damage, pollution, war, nuclear damage, rust, chemicals, salt, sap, sand, dirt or other obstacles, smoke, soot or collision.
- m. Any repair or replacement of any covered part, if a **Breakdown** has not occurred or if the wear on that part has not exceeded the field tolerances allowed by the manufacturer.
- n. Any **Vehicle** if any alterations have been made to **Your Vehicle** or **You** are using or have used **Your Vehicle** in a manner not recommended by the manufacturer, including but not limited to, the failure or improper installation of any custom or add-on parts, all frame or suspension modifications, lift kits, oversized/undersized tires, trailer hitches, emissions and/or exhaust system modifications or engine modifications.
- o. Equipment and accessories not installed by the manufacturer or Dealer, or improper installation of these items by the manufacturer or Dealer.
- p. Any **Breakdown** caused by misuse, abuse, negligence, lack of normal maintenance required by the manufacturer's maintenance schedule for **Your Vehicle**.
- q. Maintenance services and parts described in **Your Vehicle's** Owner's Manual as supplied by the manufacturer, shop supplies, hazardous waste disposal fees and other normal maintenance services and parts which include, but are not limited to: Adjustments, Alignments, Wheel Balancing, Tune-ups, Sealing Boots, Spark Plugs, Spark Plug Wires, Glow Plugs, Hoses (except Steering and Air Conditioning), Drive Belts, Brake Pads, and Brake Linings or Shoes, Wiper Blades, Shop Supplies and Hazardous Waste Disposal Fee. Filters, Lubricants, Coolants, Fluids and Refrigerants will be covered only if replacement is required in connection with a **Breakdown** and only for the amount specified by the manufacturer.
- r. Any of the following parts: Carburetor, Battery, Shock Absorbers, Standard Transmission Clutch Assembly, Friction Clutch Disc and Pressure Plate, Throw Out Bearing, Manual and Hydraulic Linkages, Distributor Cap and Rotor, Safety Restraint Systems (including Air Bags), Glass, Lenses, Sealed Beams, Light Bulbs, Brake Rotors and Drums, Exhaust and Emission Systems, Windshield Wiper Arms, Weather Stripping, Trim, Moldings, Furniture, Wall Coverings and Walling, Window Coverings, Cabinetry, Countertops, Upholstery, and Floor Coverings (such as carpet, tile, wood, and vinyl), Wood Items, Roofs, Bright Metal, Chrome, Zippers, Cup Holders, Ash Trays, Dash Pads, Squeaks, Rattles, Water Leaks, Wind Noise, Mirrors, Mirror Hinges, Hub Caps, Paint, Outside Ornamentation, Bumpers, Body Sheet Metal and Panels, Tires, Wheels, Rims, Wheel Studs.
- s. Repair costs or expenses due to gradual reduction in operating performance where the Mechanical **Breakdown** is due to normal wear and tear. This includes, but is not limited to, any repair when the purpose is to raise the engine's compression or stop oil consumption where a **Breakdown** has not occurred. Valve grinding and/or worn rings are not covered.
- t. Any loss caused by racing, or delivery purpose, or by pulling anything weighing more than what is recommended by the manufacturer, unless the **Vehicle** is equipped with a factory installed "Trailer Tow Package."
- u. Any loss or expense if the odometer has been tampered with, altered or is inoperative.

RENEWABILITY (NEW VEHICLES ONLY)

You have the right to purchase an **Agreement** for additional time/mileage provided the request is made within thirty (30) days and 1,000 miles prior to the expiration of the original **Agreement**. The cost would be determined by the Selling Dealer and would be based on the terms, coverages and deductible options available at that time and may not match the original **Agreement** coverage.

TRANSFER OF YOUR AGREEMENT

- a. **Your Agreement** may be transferable to someone to whom **You** sell or otherwise transfer **Your Vehicle** while this **Agreement** is still in force. This **Agreement** cannot be transferred if the title transfer of **Your Vehicle** passes through an entity other than the subsequent buyer, or **Your Vehicle** is sold or traded to a dealership, leasing agency or entity/individual in the business of selling vehicles. This **Agreement** can only be transferred once and the transfer must be initiated by the original **Agreement Holder**.
- b. To transfer, the following must be submitted to the **Administrator** within thirty (30) days of the change of ownership to a subsequent individual purchaser:
 - 1) A letter from the original **Agreement** owner authorizing the **Administrator** to transfer ownership to the new owner stating the **Agreement** number, name and address of the new owner, date of sale, and current odometer mileage on the **Vehicle**;
 - 2) A copy of all validated maintenance records;
 - 3) A fifty dollar (\$50) transfer fee made payable to the **Administrator**.
- c. Any remaining manufacturer's warranty must also be transferred at the same time as **Vehicle** ownership transfer.
- d. Copies of all maintenance records showing actual oil changes and manufacturer's maintenance must be given to the new owner, as well as being sent to the **Administrator**. These receipts or validated maintenance records must be retained by the new owner, along with similar documentation for future maintenance work which the new owner will perform in accordance with the PURCHASER RESPONSIBILITIES section of this **Agreement**.

CANCELLATION OF YOUR AGREEMENT

- a. **You** may cancel this **Agreement** by returning it to **Us**, along with a signed letter stating the odometer mileage on the date of cancellation.
- b. **We** may cancel this **Agreement** for non-payment of the **Agreement** charge, or for intentional misrepresentation in obtaining this **Agreement** or in the submission of a claim.
- c. If **Your Vehicle** and this **Agreement** have been financed, the lien holder shown on the **Declaration Section** may cancel this **Agreement** for non-payment or if **Your Vehicle** is declared a total loss or is repossessed.
- d. In the event of cancellation, the Lien Holder, if any, will be named on the cancellation refund check as their interest may appear. The Lien Holder will be the sole payee on refund checks where the collateral has been repossessed or is a total loss. Please see **Your Issuing Dealer** to collect **Your** refund, as all cancellation refunds are sent to them.
- e. If this **Agreement** is cancelled within the first sixty (60) days, **We** will refund the entire **Agreement** price paid, less any claims paid or pending. If this **Agreement** is cancelled after the first sixty (60) days, **We** will make a pro rata refund based on time or mileage, whichever refund is less, less a fifty dollar (\$50) administration fee.

SPECIAL STATE REQUIREMENTS/DISCLOSURES

The following Special Requirements and/or Disclosures apply if this **Agreement** was purchased in one of the following states:

ALABAMA

Under CANCELLATION OF YOUR AGREEMENT, paragraph e. is amended with the following: e. If this **Agreement** is canceled by **You** within the first sixty (60) days, **We** will refund the entire **Agreement** price paid, less any claims paid or pending. The right to receive a full refund for a cancellation within the first sixty (60) days is not transferable and only applies to the original purchaser and only if no claim has been made. A ten percent

(10%) penalty per month shall be added to a refund of a **Agreement** which is canceled within the first sixty (60) days that is not paid or credited within forty-five (45) days after return of the **Agreement** to the provider. If this **Agreement** is canceled by **You** after the first sixty (60) days, **We** will make a pro-rata refund based on time or mileage, whichever refund is less, less a twenty-five dollar (\$25) administration fee. If this **Agreement** is canceled by **Us**, no Administrative fee is required.

ALASKA

The LIMIT OF LIABILITY is amended as follows: Consequential damage exclusion does not apply.

Under FILING A MECHANICAL BREAKDOWN CLAIM, paragraph 2. is amended by adding the following: A "licensed repair facility" is defined as a for-profit entity, recognized by the state, in the business of repairing motor vehicles. And the following is added: If a covered claim is not paid within thirty (30) days after proof of loss has been filed, **You** may file a claim directly with the insurance company.

Under CANCELLATION OF YOUR AGREEMENT, paragraph e. is deleted and replaced with the following: e. In the event **You** cancel this **Agreement**, **We** will calculate and make a pro-rata refund based on time or mileage, whichever refund is less. Said refund will be calculated less the cancellation fee of seven and one half percent (7.5%) of unearned premium not to exceed \$50.00. The refund will be returned within forty-five (45) days of receipt of the cancellation request or the effective date of cancellation, whichever is later. If **We** cancel the **Agreement** under this Section, **We** shall return or credit a pro-rata refund to **You**. No cancellation fee shall apply.

Under WHAT IS NOT COVERED, paragraph k. is removed.

ARIZONA

Any unresolved complaints may be reported to the Arizona Department of Insurance, Consumer Affairs Division for relief by asking the Director to attach either the filed bond of service company or the filed deposit made by the service company in accordance with A.R.S. 20-1095.04.

Under the DEFINITIONS section:

We, Us, Our - Means the **Administrator**, Prizm Administrative Solutions, Inc., who is obligated to perform under this Agreement as shown in the **DECLARATIONS** section of **Your Agreement**.

Under CANCELLATION OF YOUR AGREEMENT Section, paragraph e., the following is deleted: less any claims paid or pending.

Under WHAT IS NOT COVERED Section, Paragraph f. is revised as follows: Unauthorized repairs by **You** after the Agreement Sale Date by the service company or its representative(s) to **You**. Paragraph n. is revised as follows: Equipment and accessories not installed by the manufacturer or dealer. If any alterations **You** have made to **Your Vehicle** or alterations made to **Your Vehicle** by **You** after the purchase of this **Agreement** or **You** are using, or have used, **Your Vehicle** in a manner not recommended by the manufacturer including but not limited to, the Failure of any custom or add-on parts, all frame or suspension modifications, lift kits, over sized undersized tires, trailer hitches, emissions and/or exhaust system modifications or engine modifications. Paragraph t. is revised as follows: Any loss caused by **You** racing, or delivery purpose, or by pulling anything weighing more than what is recommended by the manufacturer, unless the **Vehicle** is equipped with a factory installed "Trailer Tow Package." Paragraph u. is revised as follows: Any loss or expense if the odometer has been tampered with, altered by **You** or is inoperative that occurred after the date of this **Agreement**. Paragraph b and c. are deleted in their entirety.

ARKANSAS

The following is added to the **Agreement**: Lyndon Property Insurance Company's telephone number is (800) 950-6060.

CALIFORNIA (LICENSE # 0D40568)

Performance to **You** under this **Agreement** is guaranteed by a California approved insurance company. **You** may file a claim with this insurance company if any promise made in the **Agreement** has been denied or has not been honored within sixty (60) days of the date proof of loss was filed. The name and address of the insurance company is: Lyndon Property Insurance Company, 14755 North Outer Forty Rd, Suite 400, St Louis, MO 63017. If **You** are not satisfied with the insurance company's response, **You** may contact the California Department of Insurance at 1-800-927-4357.

FOOD SPOILAGE ancillary benefit is not available in California.

Under the DEFINITIONS section:

Breakdown - Means the failure of a covered part under normal service due to defects in material and workmanship. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts.

We, Us, Our - Means the **Administrator**, Prizm Administrative Solutions, Inc., who is obligated to perform under this Agreement as shown in the **DECLARATIONS** section of **Your Agreement**.

Under CANCELLATION OF YOUR AGREEMENT Section, the entire section is deleted and replaced with the following: 1. **You** may cancel this **Agreement** at any time in accordance with the following terms: **a. Contact the Administrator in writing, within sixty (60) days after the requested cancellation date, enclose this Agreement and an odometer statement.** **b. Include with Your refund request, proof that there is no lien or outstanding credit obligation against this Agreement. If such proof is not provided, or if there is a lien or outstanding credit obligation against this Agreement, the lien-holder or creditor will be named with You as a joint payee of the refund.** **c. If this Agreement is canceled because the Vehicle is repossessed, the lien-holder or creditor will be the sole payee of the refund.** **d. If this Agreement is canceled because of a total loss of the Vehicle, the lien-holder or creditor will be the sole payee of the refund, unless You provide the Administrator with proof that**

there is no lien or outstanding credit obligation against this Vehicle.

e. If this **Agreement** is canceled within the first sixty (60) days and no claims have been filed, **We** will refund the entire **Agreement** charge paid. If this **Agreement** is canceled after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Agreement** charge according to the pro rata method reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date coverage begins, less an administration fee of twenty-five dollars (\$25.00) or 10% of the **Agreement** charge, whichever is less.

- We** may cancel this **Agreement** within the first sixty (60) days under the following conditions: a. Notice of cancellation is mailed to **You** postmarked before the 61st day after the date the **Agreement** was sold by the vendor. b. **We** will refund the entire **Agreement** charge paid within thirty (30) days from the date of cancellation. However, if **We** have paid a claim, or have advised **You** in writing that **We** will pay a claim, **We** may provide a pro rata refund reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date coverage begins, less the amount of any claims paid prior to cancellation. c. The **Agreement** ceases to be valid no less than five (5) days after the postmark date of the notice. d. The notice states the specific grounds for the cancellation.
- We** may at any time cancel the **Agreement** for nonpayment by **You** conditioned upon each of the following: a. Notice of cancellation is mailed to **You**. b. If this **Agreement** is canceled within the first sixty (60) days and no claims have been filed, **We** will refund the entire **Agreement** charge paid. If this **Agreement** is canceled after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Agreement** charge according to the pro rata method reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date coverage begins, less an administration fee of twenty-five dollars (\$25.00) or 10% of the **Agreement** charge, whichever is less. c. The refund is paid within 30 days of the date of cancellation. d. The **Agreement** ceases to be valid no less than five (5) days after the postmark date of the notice. e. The notice states the specific grounds for the cancellation.
- We** may at any time cancel the **Agreement** for material misrepresentation or fraud by **You**, conditioned upon each of the following: a. Notice of cancellation is mailed to **You**. b. A pro rata refund reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date coverage begins is paid within thirty (30) days of the date of cancellation. c. The notice states the specific nature of the misrepresentation.
- If **We** cancel the **Agreement**, **We** are liable for any claim reported to a person designated in this **Agreement** for the reporting of claims if the claim is reported prior to the effective date of cancellation and is covered by the **Agreement**. **You** are deemed to have reported a claim if **You** have completed the first step required under the **Agreement** for reporting a claim.
- If **We** are canceling this **Agreement** pursuant to subdivision 3, 4, or 5 and **We** have paid a claim, or have advised **You** in writing that **We** will pay a claim, **We** may provide a pro rata refund reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date coverage begins, less the amount of any claims paid prior to cancellation rather than a full refund.
- In the event of cancellation, the lien-holder, if any, will be named on a cancellation refund check as their interest may appear.

COLORADO

The Policy number is 61-05-VW600-0101.

CONNECTICUT

Section 42-221 of the Connecticut General Statute requires a vehicle dealer, unless otherwise expected, to provide a warranty covering certain classes of used motor vehicles as follows: Used Vehicles with a sale price of \$3,000 but less than \$5,000: Provides **Coverage** for 30 days or 1,500 miles, whichever comes first. Used Vehicles with a sale price of \$5,000 or more: Provides **Coverage** for 60 days or 3,000 miles, whichever occurs first. The **Vehicle You** have purchased may be covered by this law. If so, the following is added to the **Agreement**: In addition to the dealer warranty required by the law, **You** have elected to purchase the **Agreement**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for the **Agreement**. The required dealer warranty is provided free of charge. Furthermore, the definitions, coverages and exclusions stated in the **Agreement** apply only to the **Agreement** and are not the terms of the required dealer warranty.

The following is added to the **Agreement**: If the term of the **Agreement** is less than 12 months, the term will be automatically extended for the period during which the **Vehicle** is in the custody of a service center for repair.

The following is added to ANCILLARY BENEFITS, in-home service is not provided or covered. Please see Towing and Road Service.

The following is added to CANCELLATION OF YOUR AGREEMENT: f. **You** may cancel this **Agreement** if **You** return the **Vehicle** or the **Vehicle** is sold, lost, stolen, or destroyed.

A written complaint may be mailed to: State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attn. Consumer Affairs. It must contain a description of **Your** dispute, the **Agreement** purchase price, the cost of the **Vehicle** repair and a copy of this **Agreement**.

GEORGIA

Under CANCELLATION OF YOUR AGREEMENT, paragraph e. is deleted and replaced with the following:

e. If this **Agreement** is cancelled within the first sixty (60) days and no claims have been filed, **We** will refund the entire **Agreement** price paid. If this **Agreement** is cancelled after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Agreement** price according to the pro rata method reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date **Coverage** begins. An administration fee of ten percent (10%) of the pro rata refund amount will be applied if this **Agreement** is cancelled by **You**. If **You** have cancelled this **Agreement** and have not received the refund from **Us** or the **Administrator** within sixty (60) days of such cancellation, **You** may contact the insurance company identified on the first page.

Under WHAT IS NOT COVERED, paragraph g., sludge buildup is deleted. Paragraphs c., n. and u. are deleted in their entirety and replaced with the following: c. Mechanical Failure that exists at the time of retail sale and known to **You**, whether or not the **Breakdown** would otherwise be covered by the **Agreement**; or if the information provided by you cannot be verified as accurate or is found to be deceptive. n. Any **Vehicle** if any alterations have been made to **Your Vehicle**, while owned by **You**, or **You** are using or have used **Your Vehicle** in a manner not recommended by the manufacturer, including but not limited to, the failure or improper installation of any custom or add-on parts, all frame or suspension modifications, lift kits, oversized/undersized tires, trailer hitches, emissions and/or exhaust system modifications or engine modifications. u. Any loss or expense if, while owned by **You**, the odometer has been tampered with, altered or is inoperative.

Company Cancellation: This **Agreement** is non-cancelable by the company except for fraud, material misrepresentation, or failure to pay premium. If **We** cancel this **Agreement**, **You** will receive written notice to comply with 33-24-44 of the Georgia Insurance Code. Cancellation shall not be in effect less than thirty (30) days prior to the effective date of the notice. Cancellation for non-payment of premium, written notice shall be ten (10) days if canceled for any other reason written notice shall be thirty (30) days. If the company cancels this **Agreement**, earned premiums shall be computed on a pro rated basis.

HAWAII

TRAVEL EXPENSES AND TRAVEL TRAILER SERVICE CALL REIMBURSEMENT ancillary benefits are not available in Hawaii.

Under DEFINITIONS, the definition of **Breakdown** is deleted and replaced with the following: **Breakdown** - Means the failure of a covered part under normal service due to defects in material and workmanship. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts.

Under CANCELLATION OF YOUR AGREEMENT paragraph e. is deleted and replaced with the following: e. **The right to receive a full refund for a cancellation within the first sixty (60) days is not transferable and only applies to the original purchaser and only if no claim has been made. A ten percent (10%) penalty per month shall be added to a refund of a Agreement** which is cancelled within the first sixty (60) days that is not paid or credited within forty-five (45) days after return of the **Agreement** to the provider.

Hawaii Revised Statutes requires a vehicle dealer to provide a warranty covering certain classes of used motor Vehicles as follows: Used Vehicles with less than 25,000 miles at the time of sale: Provides **Coverage** for 90 days or 5,000 miles, whichever occurs first. Used Vehicles with 25,000 miles or more but less than 50,000 miles at the time of sale: Provides **Coverage** for 60 days or 3,000 miles, whichever occurs first. Used Vehicles with 50,000 miles or more but less than 75,000 miles at the time of sale: Provides **Coverage** for 30 days or 1,000 miles, whichever occurs first. The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Agreement**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Agreement**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Agreement**. The required dealer warranty is provided free of charge. Furthermore, the definition, coverages and exclusions stated in this **Agreement** apply only to this **Agreement** and are not the terms of the required dealer warranty.

IDAHO

Notice: **Coverage** afforded under this **Agreement** is not guaranteed by the Idaho Insurance Guarantee Association.

ILLINOIS

Under DEFINITIONS: **Mechanical Breakdown or Failure** - Means the inability of any covered part(s) to perform the function(s) for which it was designed due to defects in material or workmanship. Mechanical **Breakdown** does not include the gradual reduction in operating performance due to normal wear and tear where a **Failure** has not occurred. The manufacturer has established tolerances for the express purpose of defining **Failure** and serviceability. When specifications exceed these manufacturer's tolerances a **Failure** will be considered to have occurred. **We, Us, Our** - Means the **Administrator**, Prizm Administrative Solutions, Inc., who is obligated to perform under this Agreement as shown in the **DECLARATIONS** section of **Your Agreement**.

Under CANCELLATION OF YOUR AGREEMENT, paragraph e. is deleted and replaced with the following: e. If this **Agreement** is cancelled within

the first sixty (60) days, **We** will refund the entire **Agreement** price paid, less any claims paid or pending. If this **Agreement** is cancelled after the first sixty (60) days, **We** will make a pro rata refund based on time or mileage, whichever refund is less, less an administration fee of fifty (\$50) or ten percent (10%) of the **Agreement** price, whichever is less. The **Administrator** is responsible for honoring cancellation requests.

INDIANA

Your proof of payment to the Issuing Dealer for this **Agreement** shall be considered proof of payment to the insurance company which guarantees **Our** obligations to **You**, providing such insurance was in effect at the time **You** purchased this **Agreement**.

IOWA

If **You** have any questions regarding this **Agreement**, **You** may contact the **Administrator** by mail or by phone. Refer to the DECLARATION Section for the Administrator's address and toll-free telephone number. IOWA RESIDENTS ONLY may also contact the Iowa Insurance Commissioner at the Iowa Securities Bureau, 340 Maple Street, Des Moines, IA 50319-0066, telephone (515) 281-4441. Any motor vehicle weighing 16,000 pounds or more is not covered under Iowa Code 3211.

Travel Trailer Owners: If **You** have any questions regarding this **Agreement**, **You** may contact the **Administrator** by mail or by phone. Refer to DECLARATION for the **Administrator's** address and toll-free telephone number.

The following is added to the **Agreement**: Used parts will not be used to replace covered part(s) without prior authorization from **You**. Rebuilt parts will not be used to replace covered part(s) unless the parts are rebuilt according to national standards recognized by the Insurance Division.

KANSAS

Travel Expenses ancillary benefit is not available in Kansas.

KENTUCKY

Under DEFINITIONS, the definition of **Breakdown** and **We, Us, Our** is deleted and replaced with the following:

Breakdown - Means the failure of a covered part due to defects in material and workmanship. A **Covered** part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts.

We, Us, Our - Means Prizm Administrative Solutions, Inc.

In accordance with KRS 304.5-070(1)(a) and (p) along with 806 KAR 5:050, Towing, Road Service, Substitute Transportation, Travel Expenses and Food Spoilage is covered if the service is directly related to losses resulting from defects in material or workmanship. Service Call Reimbursement is not covered.

LOUISIANA

Substitute Transportation and Towing And Road Service is not covered unless it is directly related to a **Breakdown**.

The following is added under DEFINITIONS: In Louisiana, **We, Us** and **Our** means the dealer.

MASSACHUSETTS

Under FILING A MECHANICAL BREAKDOWN CLAIM, Paragraph 2 is replaced with: **Take Your Vehicle to a Licensed Repair Facility-** If **Your Vehicle** breaks down, return it to the selling dealer if possible or practical. If this is not possible or practical, take **Your Vehicle** to any licensed repair facility. Paragraph 3. is replaced with: **Provide the Repair Facility with a Copy of Your Agreement and/or Your Agreement Number if Possible.**

LIMIT OF LIABILITY is amended as follows: The actual cash value is based on the current NADA trade-in value or other nationally recognized price guide.

Chapter 90, Section 7N 1/4 of Massachusetts General Laws requires a vehicle dealer to provide a warranty covering certain classes of motor Vehicles as follows: Used vehicles with less than 40,000 miles at the time of sale: Provides **Coverage** for 90 days or 3,750 miles, whichever occurs first. Used vehicles with 40,000 miles or more but less than 80,000 miles at the time of sale: Provides **Coverage** for 60 days or 2,500 miles, whichever occurs first. Used vehicles with 80,000 miles or more but less than 125,000 miles at the time of sale: Provides **Coverage** for thirty (30) days or 1,250 miles, whichever occurs first. The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this **Agreement**: In addition to the dealer warranty required by this law, **You** have elected to purchase this **Agreement**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Agreement**. The required dealer warranty is provided free of charge. Furthermore, the definition, coverages and exclusions stated in this **Agreement** apply only to this **Agreement** and are not the terms of the required dealer warranty.

The following is added to the **Agreement**: NOTICE TO CUSTOMER: PURCHASE OF THIS **AGREEMENT** IS NOT REQUIRED IN ORDER TO REGISTER OR FINANCE A **VEHICLE**. THE BENEFITS PROVIDED MAY DUPLICATE EXPRESS MANUFACTURER'S OR SELLER'S WARRANTIES THAT COME AUTOMATICALLY WITH EVERY SALE. THE SELLER OF THIS COVERAGE IS REQUIRED TO INFORM **YOU** OF ANY WARRANTIES AVAILABLE TO **YOU** WITHOUT THIS **AGREEMENT**.

The following is added to the TRANSFER OF YOUR AGREEMENT and CANCELLATION OF YOUR AGREEMENT: No transfer or cancellation fee will be charged in Massachusetts.

MINNESOTA

The coverages listed below are provided to **You** by the dealer at no charge as required by Minnesota Statute 325F.662. The term of the required warranty is based on the mileage at the time of sale as follows: Used vehicles with less than 36,000 miles at the time of sale: Provides **Coverage** for 60 days or 2,500 miles, whichever occurs first. Used vehicles with 36,000 miles or more but less than 75,000 miles at the time of sale: Provides **Coverage** for 30 days or 1,000 miles, whichever occurs first.

Engine: Lubricated Parts; Intake Manifolds; Engine Block; Cylinder Heads; Rotary Engine Housings and Ring Gear; Water Pump; Externally Mounted Mechanical Fuel Pump; Radiator; Alternator; Generator; and Starter. **Transmission:** Case; Internal Parts; Torque Converter; or, the Manual Transmission Case and Internal Parts. **Drive Axle:** Axle Housings and Internal Parts; Axle Shafts; Drive and Output Shafts; and Universal Joints; but excluding the Secondary Drive Axle on Vehicles other than passenger vans, mounted on a truck chassis. **Brakes:** Master Cylinder; Vacuum Assist Booster; Wheel Cylinders; Hydraulic Lines and Fittings; and Disc Brake Calipers. **Steering:** Gear Housing and all Internal Parts; Power Steering Pump; Valve Body; Piston; and Rack. **Note:** The following parts are covered only on Vehicles with less than 36,000 miles: Steering Rack; Radiator; Alternator; Generator; and Starter.

The above coverages are excluded from this **Agreement** during the applicable warranty period, unless the dealer becomes unable to meet their obligations.

Your rights and obligations are fully explained in the dealer issued Used **Vehicle** limited warranty document.

Under PURCHASER RESPONSIBILITIES, item 1 is amended by adding the following: If a manufacturer's recommended service schedule is not contained in the **Vehicle** **You** are purchasing, the Issuing Dealer can provide **You** with one.

Under CANCELLATION OF YOUR AGREEMENT, The following is added: Written notice of cancellation will be delivered to **You** within fifteen (15) days by registered mail. A ten percent (10%) penalty per month shall be added to a refund that is not paid within thirty (30) days of return of the **Agreement**. Paragraph b. is removed and replaced with the following: We may cancel this **Agreement** for non-payment of the **Agreement** charge or for intentional misrepresentation in the submission of a claim. Paragraph e. is amended by adding the following: If **You** have cancelled this **Agreement** and have not received the refund from **Us** or the **Administrator** within sixty (60) days of such cancellation, **You** may contact the insurance company identified on the first page.

Under WHAT IS NOT COVERED, item b. does not apply. Item c. is deleted and replaced with the following: A mechanical **Breakdown** which exists prior to the **Agreement** effective date. Item d. is deleted and replaced with the following: d. Mechanical **Breakdowns** covered by manufacturer's warranty, manufacturer's recall, factory bulletins, any vehicle agreement, written warranty or any valid and collectible insurance policy. Item g. is amended by deleting sludge buildup. Item l. and h. rust and corrosion are deleted from those paragraphs. Item k. is deleted in its entirety. Item n. is amended by deleting "including but not limited to". Item q. is amended by deleting "but are not limited to". Item s. is amended by deleting "but is not limited to". Item u. is deleted and replaced with the following: u. Any loss or expense if the odometer has been tampered with, altered or is inoperative while owned by **You**.

MISSOURI

The following is added to the **Agreement**: **Our** obligations under this **Agreement** are guaranteed under a service agreement reimbursement insurance policy. If **You** do not receive a satisfactory response from **Us** within sixty (60) days, **You** should contact Lyndon Property Insurance Company by writing to: Lyndon Property Insurance Company, 14755 N. Outer Forty Rd., St. Louis, MO 63017. The toll-free number is (800) 950-6060.

The following is added to CANCELLATION OF YOUR AGREEMENT, Written notice of cancellation will be delivered to **You** within fifteen (15) days by registered mail. A ten percent (10%) penalty per month shall be added to a refund that is not paid within thirty (30) days of return of the **Agreement**.

NEBRASKA

All references to "**Mechanical Breakdown**" in this **Agreement**, are deleted and replaced with "**Breakdown**".

You may pay for this **Agreement** by cash or by including it in the financing of **Your Vehicle**.

Under DEFINITIONS: **We, Us, Our** - Means the **Administrator**, Prizm Administrative Solutions, Inc., who is obligated to perform under this **Agreement** as shown in the **DECLARATION Section of Your Agreement**.

NEVADA

Under the CANCELLATION OF YOUR AGREEMENT section, paragraph e. is deleted and replaced with the following: e. If this **Agreement** is cancelled within the first ten (10) days, **We** will refund the entire **Agreement** price paid. If this **Agreement** is cancelled after the first ten (10) days, **We** will make a pro-rata refund based on time or mileage, whichever refund is less, less a fifty dollar (\$50) administration fee. If this **Agreement** is cancelled by the provider, there will be no administration fee. These paragraphs are added: f. No **Agreement** that has been in effect for at least 70 days may be canceled by the provider before the expiration of the agreed term or 1 year after the effective date of the **Agreement**, whichever occurs first, except on any of the following grounds: 1. Failure by the holder to pay an amount when due. 2. Conviction of the holder of a crime which results in an increase in the service

required under the **Agreement**; 3. Discovery of fraud or material misrepresentation by the holder in obtaining the **Agreement**, or in presenting a claim for service thereunder; 4. Discovery of: (a) An act or omission by the holder; or (b) A violation by the holder of any condition of the **Agreement**, which occurred after the effective date of the **Agreement** and which substantially and materially increases the service required under the **Agreement** or; 5. A material change in the nature or extent of the required service or repair which occurs after the effective date of the **Agreement** and which causes the required service or repair to be substantially and materially increased beyond that contemplated at the time that the **Agreement** was issued or sold. g. Cancellation of a **Agreement** is not effective until at least 15 days after the notice of cancellation is mailed to the holder.

NEW MEXICO

No transfer or cancellation fee will be charged in New Mexico.

Under CANCELLATION OF YOUR AGREEMENT, paragraph e. is amended as follows: If this **Agreement** is cancelled by **You**, **We** will make a pro rata refund based on time.

NEW HAMPSHIRE

The following is added to the **Agreement**: In the event **You** do not receive satisfaction under this **Agreement**, **You** may contact the New Hampshire Insurance Department at 21 South Fruit St., Concord, NH 03301-7317.

NEW YORK

Section 198-b of New York General Business Law requires a vehicle dealer, unless otherwise excepted, to provide a warranty covering certain classes of used motor vehicles as follows: Used Vehicles with 36,000 miles or less at the time of sale: Provides Coverage for 90 days or 4,000 miles, whichever occurs first. Used Vehicles with more than 36,000 miles but less than 80,000 miles at the time of sale: Provides Coverage for 60 days or 3,000 miles, whichever occurs first. Used Vehicles with 80,000 miles or more but not more than 100,000 miles at the time of sale: Provides Coverage for 30 days or 1,000 miles, whichever occurs first. The **Vehicle** **You** have purchased may be covered by this law. If so, the following is added to this **Agreement**: In addition to the dealer warranty required by the law, **You** have elected to purchase this **Agreement**, which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged separately only for this **Agreement**. The required dealer warranty is provided free of charge. Furthermore, the definitions, coverages and exclusions stated in this **Agreement** apply only to this **Agreement** and are not the terms of the required dealer warranty.

The following is added to SCHEDULE OF COVERAGES: The use of non-original manufacturer's parts shall comply with state and federal laws. The following is added to the **Agreement**: Our obligations, as pertains to this **Agreement**, are backed by Old Republic Insurance Company, Tulsa Branch – 8282 South Memorial Drive, Suite 202, Tulsa, OK 74133. If any valid claim is not paid within sixty (60) days, after proof of loss has been filed with **Us**, **You** may contact Old Republic Insurance Company by writing to Policyholder Services: One Chesterfield Place, 14755 North Outer Forty Rd., Suite 400, St. Louis, MO 63017.

NORTH CAROLINA

Under CANCELLATION OF YOUR AGREEMENT, paragraph e. is deleted and replaced with the following: e. If this **Agreement** is cancelled within the first sixty (60) days and no claims have been filed, **We** will refund the entire **Agreement** price paid. If this **Agreement** is cancelled after the first sixty (60) days or a claim has been filed, **We** will refund an amount of the **Agreement** price according to the pro rata method reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date **Coverage** begins, less an administration fee of \$25 or ten percent (10%) of the pro rata refund amount, whichever is less.

OKLAHOMA

Disclosure Statement: This **Agreement** is not issued by the manufacturer or wholesale company marketing the product. This warranty will not be honored by such manufacturer or wholesale company.

Under DEFINITIONS section, paragraph **We, Us and Our** section is amended as follows: **We, Us, Our** - Means the **Administrator**, Prizm Administrative Solutions, Inc., who is obligated to perform under this **Agreement** as shown in the **DECLARATIONS section of Your Agreement**.

Under the CANCELLATION OF YOUR AGREEMENT section, paragraph e. is deleted and replaced with the following: e. if this **Agreement** is cancelled within the first sixty (60) days **We** will refund the entire **Agreement** price paid. If this **Agreement** is cancelled after the first sixty (60) days **We** will refund an amount of the **Agreement** price according to the pro rata method reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date **Coverage** begins. An administration fee of fifty dollars (\$50) or ten percent (10%) of the pro rata refund amount whichever is less, will be applied if the **Agreement** is canceled by **You**. If cancelled by the **Administrator**, 100% of the premium will be refunded.

OREGON

Under DEFINITIONS, paragraph **We, Us and Our** section is amended as follows: **We, Us, Our** - Means the **Administrator**, Prizm Solutions, Inc., who is obligated to perform under this **Agreement** as shown in the **DECLARATIONS section of Your Agreement**.

RHODE ISLAND

Section 31-5.4 of Rhode Island General Business Law requires an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows: Used Vehicles with 36,000 miles or less at the time of sale: Provides coverage for 60 days or 3,000 miles, whichever occurs first. Used Vehicles with 36,000 miles or more but less than 100,000 miles at the time of sale: Provides coverage for 30 days or 1,000 miles, whichever occurs first. The Vehicle You have purchased may be covered by this law. If so, the following is added to this Agreement: In addition to the dealer warranty required by the law, You have elected to purchase this Agreement, which may provide You with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. You have been charged separately only for this Agreement. The required dealer warranty is provided free of charge. Furthermore, the definitions, coverages and exclusions stated in this Agreement apply only to this Agreement and are not the terms of the required dealer warranty.

SOUTH CAROLINA

Under CANCELLATION OF YOUR AGREEMENT, paragraph b. add, If We cancel the Agreement for any reason other than nonpayment of the Agreement charge, material misrepresentation by You, or a substantial breach of duties by You, Administrator shall mail a written notice to You at Your last known address at least fifteen (15) days prior to cancellation by Us. Such notice shall state the effective date of the cancellation and the reason for the cancellation. paragraph e. is deleted and replaced with the following: e. If this Agreement is cancelled within the first sixty (60) days and no claims have been filed, We will refund the entire Agreement charge paid. If this Agreement is cancelled after the first sixty (60) days or a claim has been filed, We will refund an amount of the Agreement charge according to the pro rata method reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date Coverage begins.

Disclosure Notification is added to the FILING A MECHANICAL BREAKDOWN CLAIM: In the event of a disputed claim, questions or complaints can be addressed to: South Carolina Department of Insurance, 112 Marion Street, Columbia, SC 29201 or P.O. Box 100105, Columbia, SC 29202-3105 or by phone at (803) 737-6180.

SOUTH DAKOTA

This policy does not provide bodily injury and property damage liability insurance or any other coverage for which a specific premium charge is not made, and does not comply with any financial responsibility law.

TEXAS

Under CANCELLATION OF YOUR AGREEMENT, the following is added: If We cancel the Agreement, We shall mail a written notice of cancellation to You at the last known address before the fifth (5th) day preceding the effective date of cancellation. Prior notice is not required if the reason for cancellation is nonpayment of the Agreement price, a material misrepresentation by You, or a substantial breach of duties by You relating to the Vehicle or its use. The notice will state the effective date of cancellation and the reason for cancellation. Notice: You may apply for reimbursement directly to Lyndon Property Insurance Company if refund or credit is not paid before the forty-sixth (46th) day after the date on which this Service Agreement is returned to the Administrator under Section 1304.158. Paragraph e. is amended with the following: e. The right to receive a full refund for a cancellation within the first 60 days is not transferable and only applies to the original purchaser and only if no claim has been made. A ten percent (10%) penalty per month shall be added to a refund of an Agreement which is canceled within the first 60 days that is not paid or credited within forty-five (45) days after return of the Agreement to the provider.

Any unresolved complaints concerning a registrant or questions concerning the regulation of Agreement providers in the state of Texas may be addressed to the department at: Texas Department of Licensing and Regulations, P.O. Box 12157, Austin, TX 78711 or call (512) 463-2906.

UTAH

Note: Coverage afforded under this Agreement is not guaranteed by the Property and Casualty Guarantee Association.

Under FILING A MECHANICAL BREAKDOWN CLAIM, paragraph 7 and 8 are amended with: Failure to file within the time limit does not invalidate a claim if the Agreement holder shows it was not reasonably possible to file within the listed time limit (31A-21-312). If a covered claim is not paid within sixty (60) days after proof of loss has been filed, You may file a claim directly with the insurance company. The name and address of the insurance company is: Lyndon Property Insurance Company, 14755 North Outer Forty Road, Suite 400, St Louis, MO 63017, toll free number 800-950-6060.

Under CANCELLATION OF YOUR AGREEMENT the following is added: We will mail a cancellation notice which states the reason for cancellation to You at least 30 days (10 days for nonpayment of the Agreement price) before We cancel this Agreement. Such cancellation notice will be delivered or mailed by first class mail.

You may pay for this Agreement either by cash or by including it in the financing of their Vehicle.

VERMONT

Under CANCELLATION OF YOUR AGREEMENT, paragraph b. is replaced with the following: We may cancel this Agreement within the first sixty


(60) days for any reason. If this Agreement has been in effect for more than sixty (60) days, We may cancel this Agreement only for one or more of the following reasons: a. Nonpayment of the Agreement price; b. Material misrepresentation; c. A substantial change in the risk assumed unless We should reasonably foreseen the change or contemplated the risk when entering this Agreement; or d. Substantial breaches of contractual duties, conditions or warranties under this Agreement; e. You will receive a refund in accordance with Item e. of this section. If this Agreement has been in effect for more than sixty (60) days, We will mail a cancellation notice which states the reason and the effective date for cancellation to You at least forty-five (45) days (fifteen (15) days for nonpayment of Agreement price) before this Agreement is canceled. Such cancellation notice will be delivered by certified mail, except that in the case of cancellation for nonpayment of the Agreement price, notice shall be by certified mail or certificate of mailing. Under CANCELLATION OF YOUR AGREEMENT, paragraph e. is replaced with the following: The amount of any refund for which You may qualify, and that We may pay You or the Dealer, will be determined by Us. It will be the lesser amount yielded by the following two computation methods, less a fifty (\$50) dollar administrative fee. The first method is the pro rata method based upon the number of months of the Agreement term expired at the time of cancellation. The second method is the pro rata method based upon the number of miles of the Agreement term, in thousands of miles or portion thereof, expired at the time of cancellation. You will receive a full refund if You cancel the Agreement within sixty (60) days of the effective date of this Agreement and have not incurred a claim. If this Agreement is cancelled under Item b. of this section and We have paid a claim, the amount of refund will be reduced by the amount of the claim or considered fully earned if the claim is more than the amount of the refund.


WASHINGTON


Add to this Agreement: The state of Washington is the jurisdiction of any civil actions in connection with this Agreement. The commissioner of insurance is the Administrator's attorney to receive service of legal process in any action, suit or proceeding in any court.


Addendum to the DECLARATION Page (Page 1): Our obligations, as pertains to this Agreement, are guaranteed by Policy number 61-WA-VW606-0906 issued by Lyndon Property Insurance Company, a Protective company. You may also file a claim directly with Lyndon Property Insurance Company at 14755 North Outer Forty Rd., Suite 400, St Louis, MO. 63017. Please contact Administrator - Prizm Administrative Services of Wisconsin, Inc. for instructions at P.O. Box 1088, Wheat Ridge, CO 80034-1088, or 800-356-6459.


Under DEFINITIONS the following is added: Agreement Purchase Price/Provider Fee: means the price paid by You for the purchase of this Agreement. Reimbursement Insurance Policy: means a policy of insurance issued to Us to provide reimbursement to Us to pay on behalf of Us all contractual obligations incurred by Us under the terms of the Agreement issued/sold by Issuing Dealer/Service Agreement Seller. Issuing Dealer/Service Agreement Seller: means the person who sells the Agreement to the Service Agreement Purchaser/Holder.


 Washington Disclosure: The implied warranty of merchantability on the Vehicle is not waived if this Agreement has been purchased within ninety days of the purchase date of the Vehicle from a provider who also sold the Vehicle covered by the Agreement. Information on how to submit a claim appears under the FILING A MECHANICAL BREAKDOWN CLAIM.


 Provisions concerning Your responsibilities, including routine maintenance, appear under the PURCHASER RESPONSIBILITIES.


 The WHAT IS NOT COVERED outlines conditions where this Agreement does not provide coverage


 The SCHEDULE OF COVERAGES outlines what is covered under this Agreement.

 Information on how to transfer this Agreement to a subsequent retail purchaser of the Vehicle appears under TRANSFER OF YOUR AGREEMENT.

 The CANCELLATION OF YOUR AGREEMENT outlines the Agreement cancellation conditions.

 Information regarding time and mileage restrictions may be found under AGREEMENT PERIOD.

 Under PURCHASER RESPONSIBILITIES add: Your failure to perform maintenance must involve the failed part(s).

 Under WHAT IS NOT COVERED add: excludes consequential damages.

Under CANCELLATION OF YOUR AGREEMENT, paragraph b and e. are replaced with the following: b. We may cancel this Agreement in the first sixty (60) days for non-payment of the Agreement charge, or for intentional misrepresentation in obtaining this Agreement or in the submission of a

claim. After the first sixty (60) days we may not cancel this **Agreement** and are fully obligated under the terms of the **Agreement**. e. The amount of any refund for which **You** may qualify, and that **We** may pay **You** or the dealer, will be determined by **Us**. It will be the lesser amount yielded by the following two computation methods, less a twenty-five dollar (\$25.00) administrative fee. The first method is the pro rata method based upon the number of months of the **Agreement** term expired at the time of cancellation. The second method is the pro rata method based upon the number of miles of the **Agreement** term, in thousands of miles or portion thereof, expired at the time of cancellation. **You** will receive a full refund (less the administrative fee) if **You** cancel the **Agreement** within sixty (60) days of the effective date of this **Agreement** and have not incurred a claim. The administrative fee will be waived if **You** cancel this **Agreement** within the first nine (9) days of the effective date of this **Agreement** and have not incurred a claim. A ten percent (10%) penalty shall be added to any refund that is not paid within thirty (30) days of the return of the **Agreement** to **Us**.

WISCONSIN

THIS WARRANTY IS ONLY SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

Under the FILING A MECHANICAL BREAKDOWN CLAIM section, paragraph 4. is deleted and replaced with the following: 4. **Obtain Authorization from the Administrator** - Prior to any repair being made, instruct the service manager at the repair facility to contact the **Administrator** to obtain an authorization for the claim. Failure to obtain authorization prior to having repairs made may jeopardize **Coverage** under this **Agreement**, except as provided under Emergency Repairs. In the event the **Administrator** is closed, notice of loss should be made as soon as reasonably possible. The amount authorized by the **Administrator** is the amount that will be paid for repairs covered under the terms of this **Agreement**. Any additional amount must receive prior approval.

PRIZM ADMINISTRATIVE SOLUTIONS, INC. CLAIMS: (800) 356-6459
— AUTHORIZATION IS REQUIRED PRIOR TO THE
COMMENCEMENT OF REPAIRS —

7. Pay any Applicable Deductible - You must pay to the repair facility any required Deductible. We will reimburse the repair facility or You for the cost of the work performed on Your Vehicle that is covered by

this Agreement and previously authorized, less the Deductible. Once authorization is obtained and the repair is completed, all repair orders and documentation must be submitted to the Administrator. If You cannot take Your Vehicle back to the selling dealership and an alternate repair facility will not accept Our authorization number for payment, We can make payment by Our credit card.

Under WHAT IS NOT COVERED, Paragraph F. is revised as follows:
Unauthorized repairs may jeopardize coverage.

Under CANCELLATION OF YOUR AGREEMENT, paragraph e. is deleted and replaced with the following: e. If this **Agreement** is cancelled within the first sixty (60) days and no claims have been filed, We will refund the entire Agreement price paid. If this Vehicle Service Agreement is cancelled beyond sixty (60) days from the date of purchase of the vehicle, We will calculate and make a pro rata refund based on time or mileage, whichever refund is less. Said refund will be calculated less an administrative fee of twenty-five dollars (\$25).

WYOMING

Under DEFINITIONS section, paragraph **We, Us** and **Our** section is amended as follows:

We, Us, Our - Means the Administrator, Prizm Administrative Solutions, Inc., who is obligated to perform under this **Agreement** as shown in the DECLARATIONS Section of **Your Agreement**.

Under CANCELLATION OF YOUR AGREEMENT, paragraph b. is replaced with: **We** may cancel this **Agreement** for intentional misrepresentation in obtaining this **Agreement** or in the submission of a claim. Paragraph c. is deleted and replaced with: If **Your Vehicle** and this **Agreement** have been financed, this **Agreement** may be canceled by the Lien Holder if **Your Vehicle** is declared a total loss or is repossessed. Paragraph d. is deleted and replaced with the following: In the event of cancellation, other than for total loss or repossession, the cancellation refund will be payable and sent directly to You. Paragraph e. is amended with the following: The right to receive a full refund for a cancellation within the first sixty (60) days is not transferable and only applies to the original purchaser and only if no claim has been made. A ten percent (10%) penalty per month shall be added to a refund of a **Agreement** which is cancelled within the first sixty (60) days that is not paid or credited within forty-five (45) days after return of the **Agreement** to the provider.