

[illegible]

MAINTENANCE RECORD LOG

Use the maintenance log above to assist you in tracking any services done on your vehicle. Keep copies of all receipts (e.g. oil changes, lubrication, fluids, etc.) because proof of maintenance may be required when you file a claim. Properly maintaining your vehicle includes, but is not limited to, the following guidelines:

1. Always monitor the vehicle's temperature and/or pressure warning systems and make sure they are working properly.
2. Check the level and condition of all coolants, lubricants, and fluids routinely.
3. Turn the vehicle OFF immediately at the sign of any mechanical failure and call us before taking the vehicle to any repair facility.
4. Drive your vehicle within the factory tolerances. Failures determined to have occurred due to abuse or negligence will be denied.
5. Perform any required manufacturer maintenance.

We reserve the right to deny any claims if the vehicle has not been properly maintained, and/or no proof can be provided that the vehicle has been properly maintained

AUTO

HOW TO FILE A CLAIM

YOU MUST CALL US FIRST; NO REPAIR COSTS WILL BE PAID WITHOUT PRIOR AUTHORIZATION FROM AUTO!

1. Contact us for assistance with locating a licensed repair facility; or, if you are within 50 miles of the selling dealership and they have a repair facility, deliver the vehicle to them. If we are not reachable (e.g. you experience a breakdown outside normal business hours), then take the vehicle to any licensed repair facility. However, authorization from us must be received before any repairs are performed. If circumstances require you to take the vehicle to a licensed repair facility prior to your communication with us, have them contact us toll-free at (833) 372-7526 before servicing your vehicle.

2. Provide the repair facility a copy of your service contract, and have them call us toll-free at (833) 372-7526 prior to servicing your vehicle. Remember, no repair costs will be paid without prior authorization from us.

We will review the repair order given to us by the repair facility and call you to review your coverage. Our industry-leading average claim time is less than two hours. However, claims related to powertrain issues might incur a longer claim time. Once we have received your approval, we will contact the repair facility and provide them with an authorization number.

3. In some circumstances, your claim may require us to inspect your vehicle to gather necessary information.

4. Once the claim has been authorized by us, you are responsible for payment of the deductible (listed on the first page of your contract) and for any items not covered by your service contract.

