

VSC

# EMPOWERING YOUR JOURNEY



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 DOWC®

## GOOD COVERAGE AT A REASONABLE COST

Our Vehicle Service Contract provides protection against unexpected expenses and the inconvenience of costly repairs. Our plans offer four levels of coverage and additional selectable options with no limits on mileage or term.

We provide coverage for a wide range of vehicles, including both everyday and high-end models. Each plan includes essential benefits such as 24-hour roadside assistance and rental/rideshare reimbursement, which can be fully tailored to meet your specific needs.

DID YOU KNOW?  
**50% OF DRIVERS CAN'T AFFORD  
UNEXPECTED VEHICLE REPAIRS.<sup>9</sup>**



**WHAT'S NOT COVERED** | Glass, glass framework and fastening adhesives, sealed beam headlamps, light bulbs, lenses, trim, moldings, bright metal, upholstery, vinyl and convertible tops, paint, sheet metal, bumpers, alignment of body parts, flexible body parts, door panels, body panels, structural framework, structural welds, hinges, door handles, removable hardtop assemblies, and aftermarket accessories or equipment not installed by the manufacturer. **Maintenance Parts:** Spark plugs, glow plugs, ignition wires, distributor cap, and rotor, carburetor, all batteries, filters, lubricants or fluids, air conditioning refrigerant, engine coolant, all hoses and belts (not specifically listed), wiper blades, brake pads and shoes, brake rotors and drums, suspension alignment, constant velocity boots, timing belt and timing belt pulley, timing belt tensioner, tires, wheel covers, wheel rims, wheels, wheel balancing, shock absorbers, exhaust system, catalytic converter, vehicle charging station, friction clutch disc, and pressure plate and clutch throw out bearing. Please refer to the contract for exact details.

The information included here is provided only as an outline of available coverage and does not constitute an agreement between you and the administrator, the provider, or the selling dealer. Exclusions and limitations apply. See your service contract for details. TERMS, CONDITIONS, AND COVERAGE ARE SUBJECT TO CHANGE AT ANY TIME. NOT ALL COVERAGE IS AVAILABLE IN ALL AREAS AND MAY VARY BY STATE. OBLIGOR AND/OR ADMINISTRATOR MAY VARY BY STATE. COVERAGE IS OPTIONAL AND NOT REQUIRED FOR FINANCING.

References: 1. Sebastien Bell, 2023, Carscoops, <<https://carscoops.com>>.

## COVERAGE OPTIONS

### LEVEL 1

**Engine** (gasoline, diesel, turbocharged/supercharged)

**Transmission** (automatic & standard)

**Drivetrain**

Front & rear wheel drive

Hybrid vehicle components

4x4/AWD

### LEVEL 2

**All coverages in level 1 plus...**

Air conditioning

Braking system

Electrical

Steering

Suspension

### LEVEL 3

**All coverages in levels 1 & 2 plus...**

Enhanced electrical

Enhanced suspension

Technology

Enhanced hybrid vehicle components

Miscellaneous components

### LEVEL 4

**All coverages in levels 1, 2, & 3 plus...**

Comprehensive coverage for all mechanical breakdowns, except for items listed as excluded.



# VEHICLE SERVICE CONTRACT

## NEW AND PRE-OWNED VEHICLES



### Level 1

**Engine** | All internally lubricated parts contained within the engine, plus cylinder block, timing chain housing (cover), timing belt and timing belt pulley, timing belt tensioner, intake and exhaust manifolds, flywheel, balance shafts, harmonic balancer and retainer bolt, crankshaft pulley, valve covers, oil pan, oil filter adapter/housing, engine oil sending unit, thermostat and housing, water pump, temperature sending unit, expansion (freeze) plugs, fuel supply pump, vacuum pump, dipstick and tube, and fasteners for these components.

**Diesel Engine** | All of the gas engine components listed above as well as, the fuel distributor, fuel injection pump, fuel regulator and injectors. The auxiliary fuel pump is excluded.

**Turbocharged/Supercharged/Rotary/Diesel/Enhanced Engines** | Turbocharger, supercharger, waste gate controller, intercooler, hard lines, compressor, clutch and pulley, bypass valve, injection pump, and lines and nozzles.

**Transmission** | Case and all internally lubricated parts (Automatic or Standard), TV cable, electronic shift control unit, computer operated clutch, cooler, dipstick and tube, shift linkage and cables, and fasteners for these components.

**Drive Axle (Front and Rear)** | Drive axle housing and all internally lubricated parts, axle shafts, front hub bearings, rear hub bearings, locking hub assemblies (4x4), drive shaft support, drive shaft, and fasteners for these components.

**Hybrid/EV Components** | Hybrid battery junction block, hybrid battery main battery cable, and electric alternating current compressor. Electric motor/generator(s) and all internal components, inverter/converter/transformer units and all internal components, inverter/converter/transformer units cover, continuously variable transmission (CVT) and all internal components, power split device and all internal components, reduction/reducer box and all internal components, and fasteners for these components.

**Transfer Case - 4x4/AWD vehicles** | Case and all internally lubricated parts, mounts, fasteners for the components listed above, and electronic and vacuum engagement components.

**Seals and Gaskets** | Are covered only if required in conjunction with a covered repair.

### Level 2

*Includes all coverage in Level 1 and the following:*

**Steering** | Housing/case and all internally lubricated parts, bushings, pitman arm, center link, tie rods, idler arm, power steering pump/electric steering motor, power steering pump pulley, electric steering rack, electric steering gear, fluid reservoir, power cylinder assembly, steering main and intermediate shafts, coupling, and fasteners for these components.

**Suspension** | Upper and lower control arms, bump stop cushions, control arm shafts, torsion bar mounts and bushings, upper and lower ball joints including dust boots, steering knuckle (spindle), spindle support, wheel bearings and seals, stabilizer shaft, stabilizer linkage including mounts, and bushings, kingpins, air suspension springs, electronic suspension actuator/motor and compressor, and fasteners for these components.

**Brakes** | Master cylinder, assist booster, wheel cylinders, combination valve, disc brake calipers (and rear caliper actuators), hard lines and fittings, backing plates, springs, clips and retainers, self-adjusters, parking brake linkage and cables, and fasteners for these components.

**Electrical** | Alternator, voltage regulator, front and rear windshield wiper motors, front and rear windshield wiper delay controller, starter motor and drive, starter solenoid, electronic ignition module, ignition coils, and engine management control unit.

**Air Conditioning** | Compressor, clutch and pulley, condenser, orifice tube, accumulator, high/low pressure cutoff switches, high/low pressure hoses, pressure cycling switch, thermostat, drier, temperature control head, fasteners for these components, and freon-refrigerant if necessary for a covered repair.

### Level 3

*Includes all coverages in Level 2 and the following:*

**Brakes** | Anti-lock brake system.

**Enhanced Electrical** | Power seat motor(s), power seat transmission(s), power window motor(s) and power window regulator(s), power door lock actuator(s), low fuel sensor, low coolant sensor, low oil sensor, keyless entry system, instrument gauges, compass display, thermometer display, power steering electronic control unit, cruise control system, power antenna motor, electronic rear view mirror motor(s), headlight door motor(s), power sunroof motor, convertible top motor, wiring harnesses, electronic fuel injection system (all input/sensors & output/control units, except EGR valve), electronic suspension sensors, electronic suspension controller and limiting valve, electronic suspension lines, and electronic throttle body.

**Miscellaneous Components** | Struts, heated back glass, windshield wiper washer pump(s), heater-A/C blower motor, heater core assembly, heater control valve, radiator, radiator fan, temperature sensor and relay, fuel tank, fuel tank sending unit, fuel tank hard lines, fuel injectors, horn assembly, clutch starter interlock switch.

**Hybrid Plus** | Onboard battery charging system, battery charge controller, motor/generator belt tensioner, drive motor dampener, voltage inverter reservoir, three-phase high voltage cables, hydraulic or electric regenerative braking system, onboard computer system including all relays, sensors, Electronic Control Units (ECU), Electronic Control Modules (ECM), power switch/button and controller/electronic throttle control system.

### Level 4 - Exclusionary

The Comprehensive level of coverage provides comprehensive coverage for the mechanical breakdown of all parts of your vehicle except those specifically excluded.

### Additional Coverages

*With selection and payment of applicable surcharge, the Vehicle Service Contract may also provide the following coverage:*

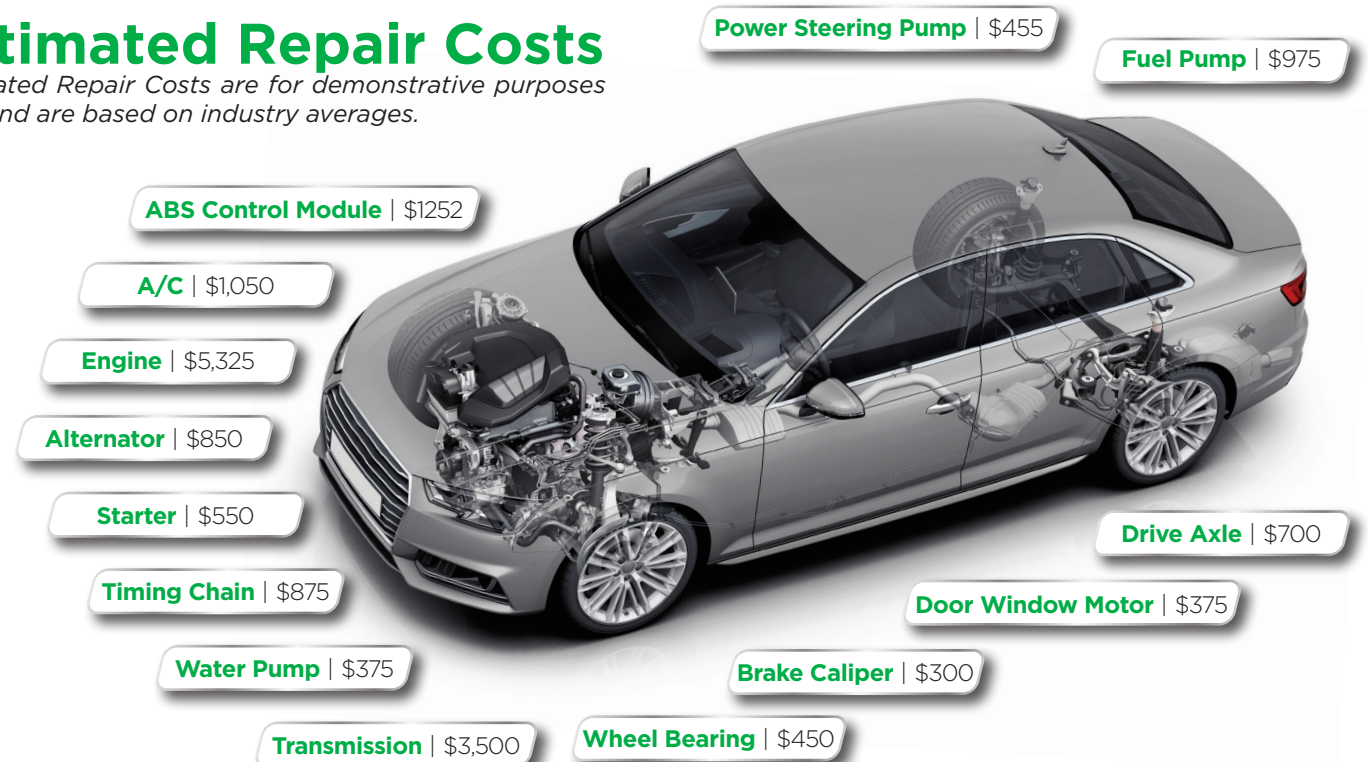
**Commercial Use** | Cover your vehicle even if being used for hauling, construction work, off-road use, pickup/delivery service, towing, government/military use, snowplowing, business travel and more when used by more than one driver.

**One Ton Truck or Van** | Cover your vehicle with a Gross Vehicle Weight Rating (GVWR) of up to 14,000 pounds.

**Hybrid Battery** | Cover Nickel-metal-hydride (NiMH) batteries. Lithium ion (Li-ion) batteries are excluded.

## Estimated Repair Costs

*Estimated Repair Costs are for demonstrative purposes only and are based on industry averages.*



Administered by:



DOWC Administration Services, LLC  
P.O. Box 194  
Roseland, NJ 07068

**For Customer Service and Claims:**  
(888) 317-1550

\*Limitations of Coverage:

This information is intended to provide only an outline of the coverage, exclusions, and limitations of Vehicle Service Contract and does not constitute an agreement between you and DOWC Administration Services, LLC, the provider, or the selling dealer. For exact coverage, exclusions, and limitations please review the Vehicle Service Contract.