

# Program features & benefits



## Q Ultimate VEHICLE PROTECTION PROGRAM

**Peace of Mind**—Every Q CERTIFIED<sup>SM</sup> vehicle has gone through a comprehensive vehicle history evaluation from AutoCheck by Experian Automotive.

**Independent Third Party Inspection**—This service randomly evaluates our dealerships performance to ensure compliance with the strict Q Ultimate standards.

### LIMITED POWERTRAIN WARRANTY

**Nationwide Protection**—Your coverage is effective anywhere in the continental U. S. and Canada.

**You are Always Covered**—When a repair can not be made by your Q CERTIFIED<sup>SM</sup> Authorized Dealership because you are traveling away from home, the Q CERTIFIED<sup>SM</sup> Administrator can utilize its national corporate credit card to make immediate payment to an authorized repair facility.

**Deductible**—A \$200 per visit deductible will apply.

**Coverage**—The following selected mechanical components are covered for a period of **2-years or up to 100,000 miles**—starting from the vehicle purchase date or up to 100,000 miles on the odometer, whichever occurs first.

**Rental Reimbursement**—If your vehicle is kept in a repair facility overnight due to a covered repairs we will provide car rental coverage.

**\*Maintenance Requirements**—Your vehicle must be serviced receiving all scheduled maintenance as recommended by the manufacturer's Owners Manual. All Q CERTIFIED<sup>SM</sup> Authorized Dealership have professional, factory trained technicians to ensure your satisfaction and peace of mind. As a result, we recommend that you return to your Q CERTIFIED<sup>SM</sup> Authorized Dealership or their affiliate for all scheduled maintenance.

**\*Maintenance Record Retention**—You must retain copies of all completed repair orders showing the maintenance services performed during the coverage period. Our dealership or dealership affiliate will retain repair order copies on your behalf if that dealership performed the maintenance and/or repairs.

**Repair Requirements**—You must return to your Q CERTIFIED<sup>SM</sup> Authorized Dealership or their affiliate for covered repairs. If traveling away from home, you must contact the Q CERTIFIED<sup>SM</sup> Administrator for directions to the nearest Q CERTIFIED<sup>SM</sup> authorized repair facility.

### The following parts are covered. Parts not listed are not covered.

#### 1. Engine

**Gasoline Engine**—Cylinder block, and all internal lubricated parts including; crankshaft, rod and main bearings, cam bearings, expansion (freeze) plugs, connecting rods, wrist pins, pistons, piston rings, camshaft, cam tower, lifters, cylinder head, valves and guides, valve springs, rocker arms (cam followers), pushrods, timing chain housing (cover), timing chain and sprockets, timing belts and pulleys, timing belt tensioner, intake and exhaust manifolds, flywheel, balance shaft, harmonic balancer and retainer bolt, crankshaft pulley, valve covers, oil pan, oil pump and pressure relief valve, engine

oil cooler hoses, oil filter adapter/housing, engine oil sending unit, engine mounts, water pump, temperature sending unit, thermostat and housing, fuel supply pump, vacuum pump, dipstick and tube, fasteners for the components listed above.

**Turbocharged/Supercharged/Rotary/Diesel/Enhanced Engines**—All of the above listed parts or equivalent plus, turbocharger, waste gate controller, intercooler, hard lines, compressor, clutch and pulley, bypass valve, injection pump, lines and nozzles.

#### 2. Transmission

**Automatic**—Case and all internal lubricated parts including; oil pump, valve body, torque converter, vacuum modulator, governor, main shaft, clutches, bands, drums, gear sets, bearings, bushings, sealing rings, TV cable, solenoids and electronic shift control unit, transmission mounts, cooler, cooler hoses and hard lines, dipstick and tube, fasteners for the components listed above.

**Standard**—Case and all internal lubricated parts including main shaft, gear sets, shift forks, synchronizers, bearings, bushings, fasteners for the components listed above.

**Transfer Case**—[4x4 vehicles]—Case and all internal lubricated parts including; main shaft, gear sets, chain and sprockets, bearings, bushings, mounts, fasteners for the components listed above, electronic and vacuum engagement components.

#### 3. Front Wheel Drive

Final drive housing, and all internal parts including; carrier case, gear sets, chain and

sprockets, bearings, bushings, axle shafts, universal joints, front hub bearings, locking hub assemblies (4 x 4), drive shaft support, fasteners for the components listed above.

#### 4. Rear Wheel Drive

Drive axle housing, and all internal lubricated parts including; carrier case, gear sets, bearings, bushings, limited slip clutch pack, axle shafts, rear hub bearings, propeller

shafts, universal joints, drive shaft support, fasteners for the components listed above.

**NOTE:** For complete information regarding specific details, limitations and responsibilities, refer to the Q CERTIFIED<sup>SM</sup> Limited Powertrain Warranty.

**Extendible Protection**—You may purchase a service contract that provides coverage of components not covered by the Limited Powertrain Warranty. A variety of time and mileage plans are available that allow you to tailor a plan to your vehicle and driving needs.

### One-Year Membership To The Road America Auto Assist Program

**24-hour and 7 Days a Week Round-The-Clock Assistance**—A one-year membership to the Road America<sup>®</sup> Auto Assist Program is included in the program.

**Roadside Assistance Benefits**—Pays up to \$50 per occurrence for covered roadside assistance.

**Towing Service**—When necessary, the member's disabled vehicle will be towed to the closest Q CERTIFIED<sup>SM</sup> authorized repair facility.

**Flat Tire Assistance**—Service consists of the removal of the flat tire and its replacement with the members spare tire.

**Battery Service**—If a battery failure occurs, a jump-start will be applied to the member's vehicle.

**Lock-Out Assistance**—If a member's keys are locked inside of their vehicle, the service will provide for the assistance of a commercial locksmith in gaining entry to the member's vehicle.

**Gasoline, Oil, Fluid and Water Delivery Service**—An emergency supply of gasoline, oil, fluid, and water will be delivered to any member in immediate need.



### One-Year Trip Interruption Guarantee Program

**\$1,000 Emergency Travel Expense Reimbursement**—If a member's vehicle is disabled due to a covered mechanical failure more than 100 miles from home, the member will be reimbursed up to \$1,000 for Emergency Travel Expenses such as airline tickets, hotels, meals and car rental.



### One-Year Tire Hazard Protection Program

We will pay to repair or replace a damaged tire, if the damage is caused by a road hazard. Road hazard is defined as debris on the road surface or road surface condition such as potholes, cracks and breaks. Coverage remains in effect for one year. During this one-year coverage period, should the tire wear reach 3/32", the Tire Hazard Protection will be void. Tire replacement reimbursement is prorated based on tire wear.

