INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

CE 1017053588-6481

New Jersey Office of the Attorney General

CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

CHRISTOPHER S. PORRINO
Attorney General

STEVE C. LEE
Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

February 13, 2017

MAR 13 2017

National Highway Traffic Safety Administration US Dept of Transportation
1200 New Jersey Ave SE
Washington, DC 20590

Re: [redacted]
File Number: [redacted]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate

Patricia D. Pate
Supervising Investigator, Consumer Service Center

NM
3.9.17
LD

New Jersey Office of the Attorney General
Division of Consumer Affairs
P.O. Box 45025
Newark, New Jersey 07101
(973) 504-6200
(800)-242-5846
E-Mail: AskConsumerAffairs@lps.state.nj.us

COMPLAINT REPORTED BY:

NA [redacted]
AD
CITY: Vantage
STATE: NJ ZIP CODE [redacted]
HOME TELEPHONE NUMBE [redacted] (include area code)
WORK TELEPHONE NUMBER:
* E-MAIL ADDRESS [redacted]
* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

COMPLAINT REPORTED AGAINST:

BUSINESS: Accelerated Service Enterprise LL
ADDRESS: P.O. Box 852770
CITY: Richardson
STATE: Texas ZIP CODE: 75085
TELEPHONE NUMBER (1): 800-242-7316 (include area code)
TELEPHONE NUMBER (2): (include area code)

The better business bureau said there address is in Hamilton New Jersey

For statistical and informational purposes only. Your age: ☐ 18-29 ☐ 30-44 ☒ 45-59 ☐ 60 or older

1. Nature of complaint (please check the appropriate box(es)):

☐ Automotive	☒ Automotive Repairs	☐ Banking	☐ Credit Card
☐ Charity	☐ Direct Mail/Sweepstakes	☐ Home Repair	☐ Internet/Cyberspace
☐ Professional Service	☐ Stocks/Securities	☐ Telemarketing	☐ Telecommunications
☐ Bingo/Raffle	☐ Health Club	☒ Warranty	☐ Advertising
☐ Wheelchair Lemon Law	☐ Weighing/Measuring Devices	☐ Used Car Lemon Law	☐ New Car Lemon Law
☐ Furniture	☐ Other (specify)		

2. If your complaint involves a motor vehicle, please provide the following information:
   a. ☐ New ☒ Used
   b. ☒ Purchased ☐ Leased
   c. Purchase Price $25,383.60 Current Mileage 97,510
   d. Date of Purchase 6/14/16 ☐ With Warranty ☐ With Service Contract ☐ As Is
   e. Make GMC Model Yukon XL Year 2007
3. Name of company you dealt with: Smart autocare
4. Name and title of company agents or employees you dealt with: Jennifer at Wiz leasing.

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. **Attach readable copies** (NO ORIGINALS) **of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.**

on June 14, 2016 I purchased a 2007 GMC Yukon XL Denali from Wiz Leasing Inc in Conneticut. ~~The day of~~ The car was purchased "as is" so I purchased an after market warranty for $2,595.00. The next evening after buying the car I was on a hill and tried to put it in reverse but it kept rolling forward. I drove it home and My husband took it for a ride and found the same problem. It would go in reverse but it took a few seconds to engage. We called the Wiz leasing company and was told to take it to our local dealer and that it would be covered. We couldnt take it right away because we were away for a week and the guy who works on transmissions was on vacation after we returned. So we took it in on July 17, 2016. After taking the transmission apart they found that the trans was cracked. They contacted the warranty company who sent someone out to take pictures. They called a few days later and said they will not pay for the transmission because GMC sent out a bulletin + that its not their responsibility to fix it. The dealer also found that the Motor Mounts are bad and the warranty company refusses to pay for that also. Royal Buick GMC still has the car because I can't afford to pay for it.

6. The amount of loss involved in this complaint: $ 5,876 . Please provide a breakdown of these losses:

See attached forms.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

[redacted] 11/18/16

Signature* Date

*** This certification must be signed by the person completing the form.**

8/24/11

08/15/2016 01-ROYAL BUICK GMC INC ACSS_PS
11:12 REPAIR ORDER [redacted] ADDITIONAL COMMENTS Page: 1

[redacted]
SUSSEX NJ
Home: [redacted] Work: - -

VIN 1GKFK66877J[redacted] MILEAGE 97510
DEL DATE / / RO / OP [redacted]

REPAIR DATE: 07/18/2016

TECHNICIAN: GEEHERN, KENNETH
ADVISOR: Reifler, Jeffrey

COMPLAINT OWNER STATES WHEN GOING UPHILL IN REVERSE AND VEHICLE DID NOT MOVE AT ALL AND RPMS REVED UP
CAUSE AND/OR CORRECTION ROAD TEST MULTIPLE TIMES

ADDITIONAL COMMENTS:
noted slip/shudder in reverse on hills and loss of reverse when hot

CONTACTED EXTENDED WARRANTY COMPANY OF SMART AUTOCARE AND ADVISED TRANSMISSION NEEDS TO BE DISASSEMBLED AND INSPECTED FOR INTERNAL ISSUES. EXTENED WARRANTY SAID TRANSMISSION WOULD FIRST NEED TO BE TORN DOWN AND OPENED UP AT THE OWNER'S RESPONSIBILITY BEFORE CONFIRMING ANY COVERAGE. OWNER IS RESPONSIBLE FOR TRANSMISSION TEAR DOWN. OWNER SIGNED AN AGREEMENT BY SMART AUTOCARE AND ROYAL BUICK GMC AGREEING THAT THEY ARE RESPONSIBLE FOR TEAR DOWN OF $1,500+ TO VERIFY FAILED COMPONENT.

remove trans, disassemble and inspect

diag trans as per bulletin#09-07-30-004j
check and found cracked weld/hydrualic leak on 1234-35R housing causing issue

part not available... only for 2008 model year
call TAC case#[redacted] and recommend trans replacement as repair ***using 2008 housing in 2007 may cause 2-3 shift flare & other possible issues***
CONTACTED OWNER'S EXTENDED WARRANTY COMPANY OF FIVE STAR SMART AUTOCARE TO EXPLAIN THE CRACKED 1234-35R HOUSING AND PART IS NOT SERVICABLE AND ACCORDING TO GM WILL NEED TO HAVE THE TRANSMISSION REPLACED. EXTENDED WARRANTY COMPANY PROCESSED CLAIM FOR A FEW DAYS THEN DECLINED ALL REPAIRS DUE TO NEEDED REPAIRS BEING PART OF A GM BULLETIN.

SERVICE ADVISED THEN CONTACTED WIZ GMC FROM STRATFORD CONNECTICUT WHO SOLD THE OWNER THE VEHICLE ABOUT 2 MONTHS AGO AND FAXED OVER ALL THE INFORMATION OF WHAT THE VEHICLE NEEDED AS FAR AS REPAIRS. SINCE INITIAL DISCUSSION OF WHAT WAS GOING ON, THE DEALERSHIP FAILED TO CONTACT ROYAL BACK

AFTER ALL DOCUMENTS WERE FAXED OVER.

AT THIS TIME NOW VEHICLE NEEDS THE TRANSMISSION REPLACED. QUOTED OWNER FOR A GM TRANSMISSION INSTALLED THAT COMES WITH A 3 YEAR OR 100,000 MILE WARRANTY OF $4,890+ TAX.

08/15/2016 01-ROYAL BUICK GMC INC ACSS_PS
11:19 REPAIR ORDER [redacted] ADDITIONAL COMMENTS Page: 1

[redacted]
SUSSEX NJ [redacted]
Home: [redacted] Work: - -

VIN 1GKFK66877J[redacted] MILEAGE 97510
DEL DATE / / RO / OP [redacted]

REPAIR DATE: 07/18/2016

TECHNICIAN: GEEHERN, KENNETH
ADVISOR: Reifler, Jeffrey

COMPLAINT OWNER STATES THERE IS AN INTERMITTENT CLUNKING NOISE UNDER HARD ACCELERATION - FEELS BY HIS FEET

CAUSE AND/OR CORRECTION ***BOTH MOTOR MOUNTS LOOSE BOLTS, L/H BROKEN AND BOTH NOT PO SITIONED PROPERLY IN FRAME (ALIGNMENT DOWELS NOT LINED UP)**

ADDITIONAL COMMENTS:
QUOTED OWNER $986+ TAX TO REPLACE BOTH ENGINE MOUNTS.
HOWEVER ADVISED OWNER IF THE BOLT FOR THE ENGINE MOUNT WERE PREVIOUS LOOSE AND WITH THE CONSTANT TORQUE OF THE ENGINE WHILE DRIVING FOR COUPLE OF MONTHS COULD HAVE DAMAGED OR STRIPPED THE THREAD IN THE FRAME. UNBLE TO VERIFY A GUARANTEE EXACT ESTIMATE UNTIL ENGINE MOUNTS ARE REMOVED AND THREADS ARE INSPECTED.

receipts, invoices, or work orders showing that the [redacted] owns or owned the vehicle. We also provide documentation to prove ownership of the Vehicle.
Facility must furnish Us with copies of the repair order and other requested receipts or documents for Breakdown and repairs including an itemized, dated repair order and paid receipt(s), including any paid receipt(s) for emergency roadside assistance expenses. All receipts must be in Your name and must show the date(s), Vehicle me of the Breakdown, and Your Agreement number.

In the event that Breakdown of a part covered by this Agreement occurs more than [redacted] miles from Your home and results in a repair facility keeping Your Vehicle overnight, We will reimburse You up to seventy five dollars ($75.00) per day for a maximum of three (3) days for receipted lodging and restaurant expenses incurred between the date of the Breakdown and the date on which the repairs are completed. The total benefit per Breakdown occurrence shall not exceed two hundred and twenty five dollars ($225.00).

E. SCHEDULE OF COVERAGES
Coverage is limited to the parts described below: Initials ____ WA Residents Only

GASOLINE ENGINE – All internal lubricated parts within the engine including pistons, piston rings, piston pins, crankshaft, main bearings, thrust washer, connecting rods, connecting rod bearings, camshaft, camshaft sprocket, camshaft bearings, timing belt/chain, timing chain gears, timing chain guides, timing belt/chain tensioner, push rods, rocker arms, rocker arm shafts, balance shaft, hydraulic lifters, solid lifters, intake valves, exhaust valves, valve guides, valve springs, valve spring retainer, valve keepers, valve stem seals, oil pump, silent shaft. Harmonic balancer; intake manifold; exhaust manifold; freeze plugs; throttle valve cable; engine mounts. Cases, housings, engine block, oil pan and cylinder heads are covered only if damaged by the failure of an internal lubricated part.

DIESEL ENGINE – All internal lubricated parts within the engine including pistons, piston rings, piston pins, crankshaft, main bearings, thrust washer, connecting rods, connecting rod bearings, camshaft, camshaft sprocket, camshaft bearings, timing chain, timing chain gears, timing chain guides, timing chain tensioner, push rods, rocker arms, rocker arm shafts, balance shaft, hydraulic lifters, solid lifters, intake valves, exhaust valves, valve guides, valve springs, valve spring retainer, valve keepers, valve stem seals, oil pump, silent shaft. Harmonic balancer; intake manifold; exhaust manifold; vacuum pump; freeze plugs; EGR cooler; throttle valve cable; engine mounts; glow plugs. Engine block, oil pan and cylinder heads are covered only if damaged by the failure of an internal lubricated part.

TURBO CHARGER/SUPER CHARGER – (factory installed only) Turbocharger/Supercharger Housing and all internal lubricated parts.

TRANSMISSION – All internal lubricated parts within the transmission including torque converter, valve body, valve body shift solenoids, accumulator rings, accumulators, adjusters, bands, bearings, boost valve, center support chain, check balls, clips, clutch drums, clutch piston, clutch packs (automatic transmission only), control rings, counter shaft, detent valve, gears, governor, governor gear, output shaft, parking gear, planetary gears carrier, planetary gears, pressure regulator valve, pressure switches, ring gears, roll pins, separator plate, servo rings, servo sleeves, shift forks, shift shafts, shift valves, shifter shaft, snap rings, sprags, springs, sprockets, stator shaft, sun gear shell, sun gears, synchronizer hub, synchronizer key(s), synchronizer ring, synchronizer sleeves, synchronizer springs, synchronizer(s), transfer shaft. Transmission mounts; transmission mount bushings; flywheel/flexplate; transmission cooler; oil lines; detent cam; detent cam spring; front pump; front pump gears; front pump guide rings; front pump vanes; vacuum modulator; auxiliary valve body; modulator valve; parking pawl; speedometer drive gear. Transmission cases, housings, and transmission oil pan are covered only if damaged by the failure of an internal lubricated part.

STEERING: Power steering pump; rack and pinion gear and steering gearbox.

TRANSFER CASE - All internal lubricated parts within the transfer case including main shaft, output shafts, bearings, drive sprocket, synchronizers, planet carriers, shift forks, chain. Transfer case is covered only if damaged by the failure of an internal lubricated part.

FRONT WHEEL DRIVE/REAR WHEEL DRIVE SYSTEM – All internal lubricated parts within the drive axle/transaxle assembly including differentials, ring gear, pinion gear, pinion bearings, axle bearings, axle races, axle flange, carrier bearing, center bearings, differential carrier, drive axle bearings, pins retainers, shims, side gears, slip joint, spider gears. Pinion flange; U joints; axle shafts; CV joints; drive axle; drive shaft; half shafts; hub bearings; wheel bearings. Drive axle housing is covered only if damaged by the failure of an internal lubricated part.

FOUR WHEEL DRIVE/ALL WHEEL DRIVE SYSTEM - All internal lubricated parts within the drive axle/transaxle assembly including differentials, ring gear, pinion gear, pinion bearings, axle bearings, axle races, axle flange, carrier bearing, center bearings, differential carrier, drive axle bearings, pins, retainers, shims, side gears, slip joint, spider gears. Pinion flange; U joints; axle shafts; CV joints; drive axle; drive shaft; half shafts; wheel bearings; automatic locking [redacted] motor; front axles; front drive shaft; four wheel drive engagement switch. Drive axle

[redacted]
SUSSEX NJ [redacted]
Home: [redacted] Work: - -

VIN 1GKFK66877J[redacted] MILEAGE 97510
DEL DATE / / RO / OP [redacted]

REPAIR DATE: 07/18/2016

TECHNICIAN: GEEHERN, KENNETH
ADVISOR: Reifler, Jeffrey

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[redacted]
SUSSEX NJ [redacted]
Home: [redacted] Work: - -

VIN 1GKFK66877J[redacted] MILEAGE 97510
DEL DATE / / RO / OP [redacted]

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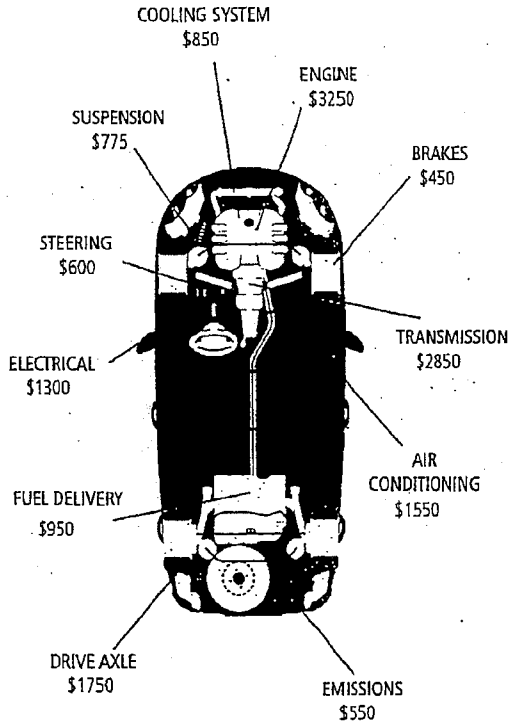
Received Time Jan. 18. 2017 4:28PM No.

Jan 18 17 04:43p

AVERAGE REPAIR COSTS

Here's what you could expect to pay out-of-pocket, without protection provided by the Smart Autocare Five Star Vehicle Service Agreement.



This brochure is not a contract but an outline of the Smart Autocare Five Star Vehicle Service

Automobile

Truck

Marine

Motorcycle

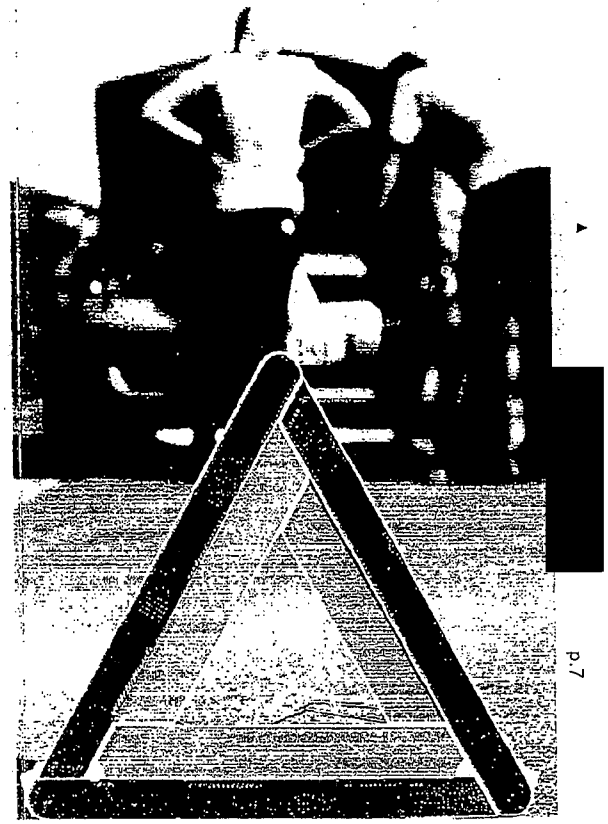
All-Terrain Vehicles

smart autocare

P.O. Box 852770 • Richardson, TX 75085
(800) 242-7316

FORTEGRA
Experience More

Five Star Vehicle Service Agreement



Received Time Jan. 18. 2017 4:28PM No

Jan 18 17 04:44p

HERE'S WHAT'S COVERED

ENGINE

Crankshaft and bearings; connecting rods and bearings; thrust bearings and shims; pistons and piston rings; wrist pins; timing gears; timing belt or chain; timing belt tensioner; crankshaft pulley; harmonic balancer; oil pump; oil pump pressure relief valve and spring; oil dipstick; camshaft and bearings; lifters; pushrods; rocker arms; rocker arm shafts; cam followers; lash adjusters; intake and exhaust valves; valve springs; replaceable valve guides; balance shaft and bearings; water pump; exhaust manifold; intake manifold; and valve covers. Engine block and cylinder heads are only covered if damage resulted from the failure of an above listed covered part.

Diesel Engine: All of the above listed parts including diesel injection pump, injectors and vacuum pump.

TURBOCHARGER/SUPERCHARGER

(Factory Installed) Internally lubricated parts including bearings, turbine and turbine shaft. Turbocharger/Supercharger housings are only covered if damaged as the result of the failure of an internally lubricated part.

TRANSMISSION

Automatic: Torque converter; flexplate; front pump; planetary gear set; direct clutch; forward clutch; low and reverse clutch; clutch apply pistons; internal sealing rings; input and output shafts; roller clutches; bands; check balls; band apply servo; drums; center support; governor assembly; vacuum modulator; valve body; stator and stator shaft bushings; pressure regulator valve; bearings; and electronic shift control unit. Transmission case is covered if damage resulted from the failure of an above listed covered component.

Manual: Internal gears; shafts; bearings; bushings; input and output shafts; counter shaft; synchronizers and sleeves; detent balls; thrust washers; shift forks; levers; collars and springs. Transmission case is only covered if damaged as the result of the failure of an internally lubricated part.

TRANSFER CASE

Internal gears; mainshaft; countershaft; input and output shafts; bearings and spacers; shift forks; synchronizers and sleeves; springs and viscous coupling. Transfer case is covered if damage resulted from the failure of an above listed covered component.

DRIVE AXLE (FRONT/REAR WHEEL DRIVE)

Axle shafts; axle bearings; drive shafts; universal joints; constant velocity joints (unless damaged by the failure of a leaking CV boot or lack of lube); ring & pinion gears; support gears; carrier assembly; bearings and shims; center support bearing; locking hubs; 4 wheel drive actuator.

STEERING

Power steering pump; rack and pinion gear and steering gearbox.

BRAKES

Master cylinder; wheel cylinders; disc brake calipers; vacuum assist booster; proportioning valve; hydraulic lines and fittings.

FRONT & REAR SUSPENSION

Upper and lower control arms; control arm shafts and bushings; upper and lower ball joints; king pins and wheel bearings.

ELECTRICAL

Alternator; voltage regulator; starter motor; starter solenoid and starter drive; turn signal switch; stop lamp switch; ignition switch; wiper switch; washer pump and switch; headlamp switch; defroster switch and blower speed switch.

Enhanced Electrical: Power window motors; power door lock actuators; power door lock switches; window regulator; wiper motor; wiper switch and window switch.

AIR CONDITIONING

Air conditioner compressor; clutch and pulley; evaporator; condenser; expansion valve; and blower motor. Accumulator/drier and orifice tubes are only covered in connection with replacement of an above listed component and only if they have failed.

COOLING SYSTEM

Electric fan motor and fan clutch and heater control valve.

FUEL DELIVERY

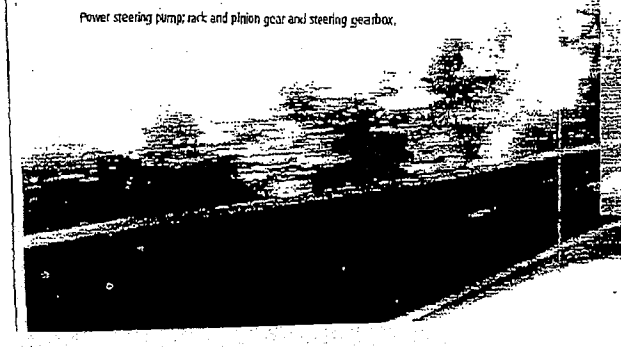
Electric and mechanical fuel pumps; fuel pressure regulator; fuel tank sending unit; metal fuel lines and fuel tank.

EMISSIONS

EGR purge valve/solenoids/sensors; vacuum canister; vapor return canister; vapor return lines/valves; air pump/lines/valves; emission vapor sensors.

SEALS & GASKETS

Seals and Gaskets of covered components designed to prevent the loss of necessary coolants, lubricants and fluids are covered. Coverage will expire when your vehicle reaches 150,000 miles as indicated on your odometer or the expiration of the term of this Agreement, whichever occurs first. After 150,000 miles seals and gaskets will be covered only if required in conjunction with a covered repair.



A Vehicle Service Agreement can save you a significant amount of money on auto repairs by covering repairs and replacement parts beyond the terms of a factory warranty. The Smart Autocare Five Star Vehicle Service Program is a comprehensive warranty that provides your vehicle with complete protection, and offers you and your family the convenience and security of knowing your vehicle can be repaired without emptying your wallet.

FLEXIBILITY

Everyone's vehicle needs are different and that's why the Smart Autocare Five Star Vehicle Service Agreement offers several term options that work for you, ranging from 12 to 48 months. The program provides you with first-day coverage, meaning your coverage and benefits begin the moment you drive off the lot, and a low $100 deductible so you can afford to get back on the road.

ADDITIONAL BENEFITS: 24/7/365 Roadside Assistance including the following coverages:

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

Received Time Jan. 18. 2017 4:28PM

Jan 18 17 04:45p

HERE'S WHAT'S COVERED

ENGINE

Crankshaft and bearings; connecting rods and bearings; thrust bearings and shims; pistons and piston rings; wrist pins; timing gears; timing belt or chain; timing belt tensioner; crankshaft pulley; harmonic balancer; oil pump; oil pump pressure relief valve and spring; oil dipstick; camshaft and bearings; lifters; pushrods; rocker arms; rocker arm shafts; cam followers; lash adjusters; intake and exhaust valves; valve springs; replaceable valve guides; balance shaft and bearings; water pump; exhaust manifold; intake manifold; and valve covers. Engine block and cylinder heads are only covered if damage resulted from the failure of an above listed covered part.

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Automatic: Torque converter; flexplate; front pump; planetary gear set; direct clutch; forward clutch; low and reverse clutch; clutch apply pistons; internal sealing rings; input and output shafts; roller clutches; bands; check balls; band apply servo; drums; center support; governor assembly; vacuum modulator; valve body; stator and stator shaft; bushings; pressure regulator valve; bearings; and electronic shift control unit. Transmission case is covered if damage resulted from the failure of an above listed covered component.

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DRIVE AXLE (FRONT/REAR WHEEL DRIVE)

Axle shafts; axle bearings; drive shafts; universal joints; constant velocity joints (unless damaged by the failure of a leaking CV boot or lack of lube); ring & pinion gears; spider gears; carrier assembly; bearings and shims; center support bearing; locking hubs; 4 wheel drive actuator.

STEERING

Power steering pump; rack and pinion gear and steering gearbox.

BRAKES

Master cylinder; wheel cylinders; disc brake calipers; vacuum assist booster; proportioning valve; hydraulic lines and fittings.

FRONT & REAR SUSPENSION

Upper and lower control arms; control arm shafts and bushings; upper and lower ball joints; king pins and wheel bearings.

ELECTRICAL

Alternator; voltage regulator; starter motor; starter solenoid and starter drive; turn signal switch; stop lamp switch; ignition switch; wiper switch; washer pump and switch; headlamp switch; defroster switch and blower speed switch.

Enhanced Electrical: Power window motors; power door lock actuators; power door lock switches; window regulator; wiper motor; wiper switch and window switch.

AIR CONDITIONING

Air conditioner compressor; clutch and pulley; evaporator; condenser; expansion valve; and blower motor. Accumulator/drier and orifice tubes are only covered in connection with replacement of an above listed component and only if they have failed.

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Electric fan motor and fan clutch and heater control valve.

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Electric and mechanical fuel pumps; fuel pressure regulator; fuel tank sending unit; metal fuel lines and fuel tank.

EMISSIONS

EGR purge valve/solenoids/sensors; vacuum canister; vapor return canister; vapor return lines/valves; air pump/lines/valves; emission vapor sensors.

SEALS & GASKETS

Seals and Gaskets of covered components designed to prevent the loss of necessary coolants, lubricants and fluids are covered. Coverage will expire when your vehicle reaches 150,000 miles as indicated on your odometer or the expiration of the term of this Agreement, whichever occurs first. After 150,000 miles seals and gaskets will be covered only if required in conjunction with a covered repair.

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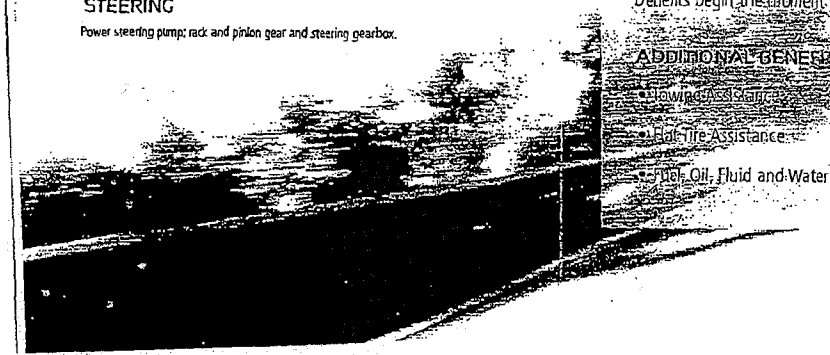
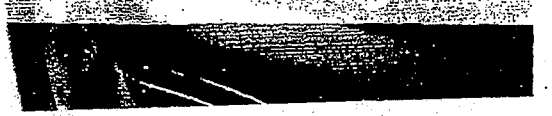
ADDITIONAL BENEFITS: 24/7/365 Roadside Assistance including the following coverage:

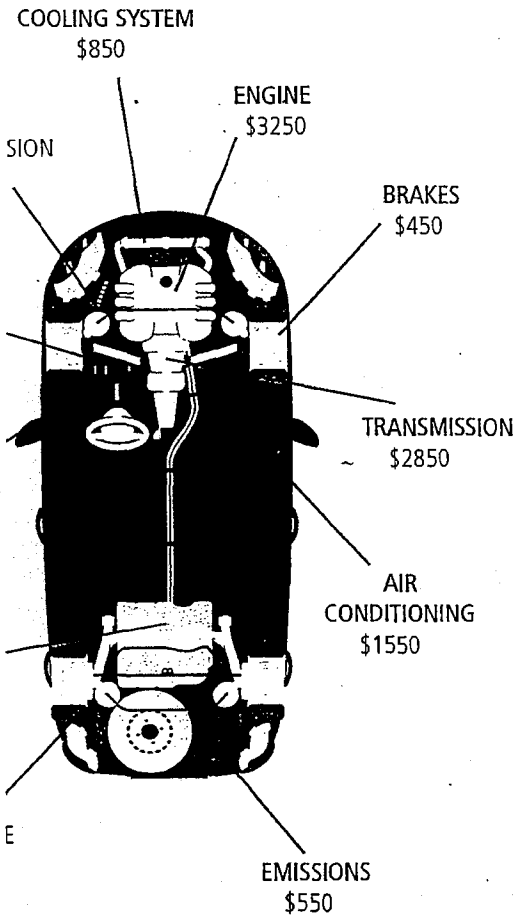
- Towing Assistance
- Flat Tire Assistance
- Fuel, Oil, Fluid and Water Delivery Service
- Lock-out Assistance
- Battery Assistance





AGE REPAIR COSTS

you could expect to pay out-of-pocket,
tection provided by the Smart Autocare
nicle Service Agreement.



a contract but an outline of the Smart Autocare Five Star Vehicle Service
ntract for exact terms, coverages and exclusions.

Automobile

Truck

Marine

Motorcycle

All-Terrain Vehicles

smart autocare

P.O. Box 852770 • Richardson, TX 75085
(800) 242-7316

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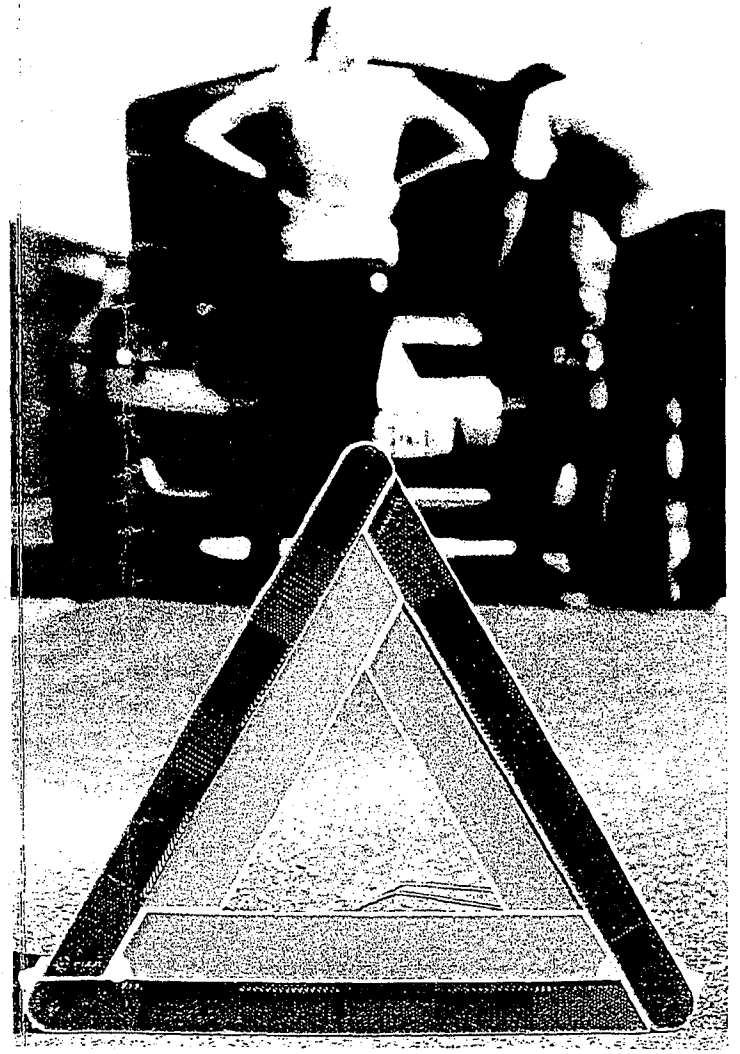
Experience More

Five Star Vehicle Service Agreement



ınd shims; pistons
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and turbine shaft.
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input and output
support; governor
ushings; pressure
case is covered if

fts; counter shaft;
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and spacers; shift
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ng hubs; 4 wheel

BRAKES

Master cylinder; wheel cylinders; disc brake calipers; vacuum assist booster; proportioning valve; hydraulic lines and fittings.

FRONT & REAR SUSPENSION

Upper and lower control arms; control arm shafts and bushings; upper and lower ball joints; king pins and wheel bearings.

ELECTRICAL

Alternator; voltage regulator; starter motor; starter solenoid and starter drive; turn signal switch; stop lamp switch; ignition switch; wiper switch; washer pump and switch; headlamp switch; defroster switch and blower speed switch.

Enhanced Electrical: Power window motors; power door lock actuators; power door lock switches; window regulator; wiper motor; wiper switch and window switch.

AIR CONDITIONING

Air conditioner compressor; clutch and pulley; evaporator; condenser; expansion valve; and blower motor. Accumulator/drier and orifice tubes are only covered in connection with replacement of an above listed component and only if they have failed.

COOLING SYSTEM

Electric fan motor and fan clutch and heater control valve.

FUEL DELIVERY

Electric and mechanical fuel pumps; fuel pressure regulator; fuel tank sending unit; metal fuel lines and fuel tank.

EMISSIONS

EGR purge valve/solenoids/sensors; vacuum canister; vapor return canister; vapor return lines/valves; air pump/lines/valves; emission vapor sensors.

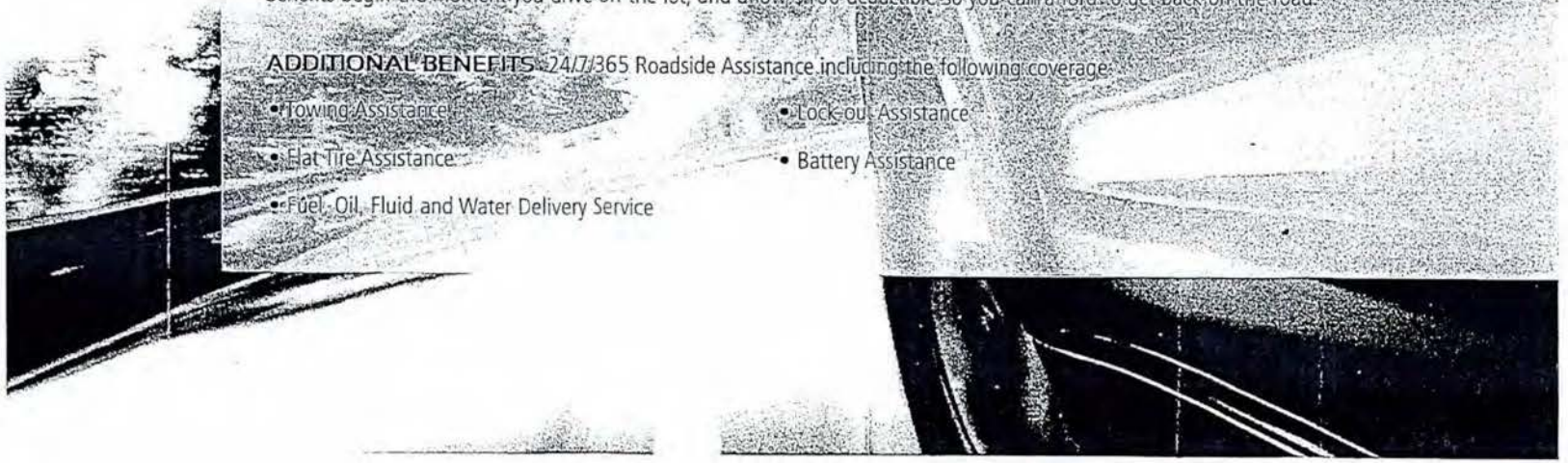
SEALS & GASKETS

Seals and Gaskets of covered components designed to prevent the loss of necessary coolants, lubricants and fluids are covered. Coverage will expire when your vehicle reaches 150,000 miles as indicated on your odometer or the expiration of the term of this Agreement, whichever occurs first. After 150,000 miles seals and gaskets will be covered only if required in conjunction with a covered repair.

A Vehicle Service Agreement can save you a significant amount of money on auto repairs by covering repairs and replacement parts beyond the terms of a factory warranty. The Smart Autocare Five Star Vehicle Service Program is a comprehensive warranty that provides your vehicle with complete protection, and offers you and your family the convenience and security of knowing your vehicle can be repaired without emptying your wallet.

FLEXIBILITY

Everyone's vehicle needs are different and that's why the Smart Autocare Five Star Vehicle Service Agreement offers several term options that work for you, ranging from 12 to 48 months. The program provides you with first day coverage, meaning your coverage and benefits begin the moment you drive off the lot, and a low $100 deductible so you can afford to get back on the road.

ADDITIONAL BENEFITS 24/7/365 Roadside Assistance including the following coverage:

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