



- Holman Infiniti  
Maple Shade, NJ • (856) 231-4400
  - Holman Ford Lincoln  
Maple Shade, NJ • (856) 234-4900
  - BMW of Mt. Laurel  
Mt. Laurel, NJ • (856) 840-1400
  - Holman Toyota  
Mt. Laurel, NJ • (856) 866-2000
  - Holman Ford Lincoln  
Turnersville, NJ • (856) 728-6500
  - Holman Cadillac  
Mt. Laurel, NJ • (856) 778-1000
  - Princeton BMW  
Hamilton Twp, NJ • (609) 216-7657
  - Audi of Ft. Washington  
Ft. Washington, PA • (215) 938-0600
  - MINI of Mt. Laurel  
Mt. Laurel, NJ • (856) 778-3000
  - Mercedes-Benz Van Center Maple Shade  
Maple Shade, NJ • (856) 533-7000
  - Holman GO  
West Windsor, NJ • (609) 524-9010
- New  Used  Demo  Rental

Yes \_\_\_\_\_ No \_\_\_\_\_

Customer \_\_\_\_\_ Date 02/20/2021 Stock No. \_\_\_\_\_

Address \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Residence Phone \_\_\_\_\_ Business Phone \_\_\_\_\_ Salesperson **RAWLE COX**

Cell Phone \_\_\_\_\_ E-mail \_\_\_\_\_ DoB **04/29/1983**

Please Enter My Order For One **2018 CHEVROLE** Model **VOLT** Body Type **SD**  
(Year and Make)

Ext. Color **BLACK** Int. Color **4** Miles **27629** VIN \_\_\_\_\_

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:  
 Cash Purchase  Finance Purchase  Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

CASH BALANCE (IF VEHICLE IS PURCHASED) OR UPFRONT MONIES (IF VEHICLE IS LEASED), TO BE PAID IN ACCEPTABLE FORM OF PAYMENT TO DEALER ON DELIVERY.

In Service Date: **03/29/2018**

Price of Unit	<b>14548.00</b>
Optional Equipment/Coverages	<b>N/A</b>
Optional Extended Service Plan	<b>2049.00</b>
Optional GAP Protection	<b>N/A</b>
	<b>N/A</b>
	<b>N/A</b>
	<b>N/A</b>
	<b>N/A</b>

**Tag Agency Fee** **45.00**

**TOTAL TRANSACTION PRICE** **16642.00**

Less: Trade Allowance and/or Discount **N/A**

Documentary Fee **499.00**  
Clerical Fee  
Document Delivery Fee  
(See Paragraph 16 on Reverse)

**TOTAL TAXABLE AMOUNT** **17141.00**

State Sales Tax **995.82**

FET/Other Tax **N/A**

**Registration / Title Fee (Estimated)** **126.00**  
(See Paragraph 15 on Reverse)

Supplemental Titling Fee **N/A**

~~PAID BY TRADE~~ **N/A**

**TOTAL** **18262.82**

Less Deposit with Order **1400.00**

Additional Deposit **N/A**

**BALANCE DUE / FINANCED** **16862.82**

**IF A LEASE, THE FOLLOWING APPLY:**

MONTHLY PAYMENT AMOUNT \$ N/A incl. tax

**IF A NEW VEHICLE SALE . . .**

The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and Customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by the selling dealer.

**IF USED VEHICLE SALE — CHECK APPROPRIATE BOX**

This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and Customer hereby assumes any such risks.

OR

The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this form.

**ALL USED VEHICLE SALES DEALER'S OBLIGATION**

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the purchaser in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the Customer's own act. The undersigned, before entering into this contract to purchase, has been informed of the dealer's obligation above and agrees to have the used vehicle inspected within 14 days of the issuance of the permanent registration.

02/20/2021 \_\_\_\_\_  
Date

**WAIVER OF DEALER'S OBLIGATION**

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

N/A N/A  
Date Purchaser's Signature

**TRADE-IN DESCRIPTION AND ALLOWANCE**

Year N/A Make N/A Model N/A  
 Serial No. N/A Mileage N/A  
 Trade Allowance N/A Date \_\_\_\_\_  
 Payoff on Trade N/A Color N/A  
 Balance Owed to N/A

**AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING THE RIGHT TO MAINTAIN A COURT ACTION.**

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the sale or lease identified in this agreement. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. Consumer Fraud, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to (i) waive any right to pursue any claims arising under this agreement including statutory, state or federal claims, as a class action arbitration, or (ii) to have an arbitration under this agreement consolidated with any other arbitration or proceeding. The arbitration shall be administered by the American Arbitration Association under its Commercial Arbitration Rules, and the Consumer Related Disputes Supplementary Procedures to the extent applicable, before a single arbitrator who shall be a retired judge or an attorney. Dealership shall advance both party's filing, service, administration, arbitrator, hearing, or other fees, subject to reimbursement by decision of the arbitrator. Each party shall bear his or her own attorney, expert, and other fees and costs, except when awarded by the arbitrator under applicable law. The arbitration shall take place in New Jersey at a mutually convenient place agreed upon by the parties or selected by the arbitrator. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. If any part of this arbitration clause, other than waivers of class action rights, is found to be unenforceable for any reason, the remaining provisions shall remain enforceable. If a waiver of class action and consolidation rights is found unenforceable in any action in which class action remedies have been sought, this entire arbitration clause shall be deemed unenforceable, it being the intention and agreement of the parties not to arbitrate class actions or in consolidated proceedings. In the event that any subsequent lease, finance, or other agreement between the parties contains a provision for arbitration of claims which conflicts with or is inconsistent with this arbitration provision, the terms of such subsequent arbitration provision shall govern and control to the extent of such conflict or inconsistency. **THE ARBITRATION PROVISION IS GOVERNED BY THE FEDERAL ARBITRATION ACT. THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION. PLEASE READ IT CAREFULLY, PRIOR TO SIGNING.**

**WAIVER OF JURY TRIAL.** If any claim or controversy or claim described in the arbitration provision is determined, for any reason, to be ineligible for arbitration, then that controversy or claim shall instead be decided by a judge of a court of competent jurisdiction without a jury. Purchaser and Dealer knowingly waive their right to a trial by jury for all controversies and claims. Purchaser and Dealer agree and understand that they are giving up the right to trial by jury, and there shall be no jury trial whether the contract is resolved by arbitration or by a court of law.

Accepted By: 02/20/2021  [Redacted] 02/20/2021  [Redacted] N/A  N/A  
Date Date Date Date Date Co-Purchaser Signature

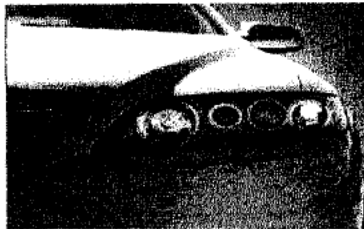
Customer agrees that this Order on the face and reverse side and any attachments to it include all the terms and conditions, if a sale. Customer further agrees that this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or his authorized agent comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Customer by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of the Order. **THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. I AM 18 YEARS OF AGE OR OLDER AND OF FULL LEGAL CAPACITY TO ENTER INTO THIS ORDER.**

Accepted By: 02/20/2021  [Redacted] 02/20/2021  [Redacted] N/A  N/A  
Date Date Date Date Date Co-Purchaser Signature

**THIS ORDER NOT SUBJECT TO CANCELLATION DEPOSIT NON-REFUNDABLE  
IMPORTANT! READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING**

## ADDITIONAL TERMS AND CONDITIONS

1. **DEFINITIONS.** "Selling Dealer" and "Dealer" mean the authorized Dealer to whom this Order is addressed and who shall become a party on its acceptance. "Customer" means the party executing this Order as such on the face hereof. "Manufacturer" means the Division or Corporation that manufactured the vehicle or chassis, it being understood by Customer that Dealer is in no respect the agent of Manufacturer.
2. **RELATIONSHIP OF PARTIES TO AGREEMENT.** Dealer and Customer are sole parties to this order. Any reference to Manufacturer is for the purpose of generally explaining, certain contractual relationships existing between Dealer and Manufacturer with respect to new motor vehicles.
3. **MANUFACTURER'S PRICE INCREASES.** The Manufacturer has reserved the right to change the price to Dealer of new motor vehicles without notice. In the event the price to Dealer of the new motor vehicle ordered by Customer is changed by Manufacturer prior to its delivery to Customer, Dealer reserves the right to change the cash delivery price to Customer. If the cash delivery price, or monthly lease payment, in the event Customer has advised Dealer of his election to lease, is increased by Dealer, Customer may, if dissatisfied with the higher figure, cancel this Order. In the event a used motor vehicle ("trade-in") has been traded as part of the consideration for the new motor vehicle, the trade-in shall be returned to Customer upon payment of a reasonable charge for storage and repairs (if any). If the trade-in has been previously sold by Dealer, the amount received for it shall be returned to Customer less a selling commission of 15% and any expense incurred in storing, insuring, conditioning or advertising said trade-in for sale.
4. **TRADE-IN AND APPRAISAL.** Where Customer wishes to trade in a used motor vehicle ("trade-in") as part of the consideration for the motor vehicle ordered, Dealer may appraise the trade-in at the time of the execution of this Order by Customer. Dealer also reserves the right to reappraise the trade-in at the time of delivery  
The Dealer shall not alter a trade-in appraisal from the time of the initial appraisal until the time of delivery unless:
  - 1) intervening factors indicate an apparent decrease in the value of the trade-in over and above ordinary wear and tear; and/or
  - 2) a change occurs in the mechanical performance of the vehicle.If such reappraised value is lower than the original allowance as shown on the front of this Order, Customer may, if dissatisfied, cancel this Order. Such right of cancellation must be exercised prior to actual delivery to the Customer of the motor vehicle ordered and the surrender of the used motor vehicle to Dealer.  
Customer certifies that the engine block is not cracked, the vehicle has not been flooded, there is no significant vehicle defect or damage, the vehicle has not been involved in any accident, and the emission control equipment, including catalytic converter has never been altered or removed.
5. **DELIVERY OF TITLE TO DEALER.** Customer agrees to deliver to Dealer satisfactory evidence of title to any trade-in vehicle used as part of the consideration for the motor vehicle ordered at the time of delivery of such used motor vehicle to Dealer. Customer warrants any trade-in vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted on this Order.
6. **NON-REFUNDABLE DEPOSIT.** Unless this order is canceled by Customer in accordance with Paragraphs 3 and 4 above, Dealer shall have the right upon failure or refusal of Customer to accept delivery of the ordered vehicle or to comply with the terms of this Order, to retain as liquidated damages any cash deposit. In addition, where Customer has traded a used motor vehicle as part of the consideration for the vehicle ordered, Dealer shall have the right to sell such trade-in and reimburse himself out of the proceeds of such sale for the expenses specified in Paragraphs 3 and 4 above and for such other expenses and losses as Dealer may incur or suffer as a result of the Customer's failure or refusal to comply with the provisions of this Order.
7. **DESIGN CHANGES BY THE MANUFACTURER.** The Manufacturer has reserved the right to change the design of any new motor vehicle, chassis, accessories or parts of new vehicles at any time without notice and without obligation to make the same or any similar change upon any motor vehicle, chassis, accessories or parts of vehicles previously purchased by or shipped to Dealer or being manufactured or sold in accordance with Dealer's orders. In the event of any such change by the Manufacturer, Dealer shall have no obligation to Customer to make this same or any similar change in any motor vehicle, chassis, accessories or parts of the vehicle covered by this Order either before or after delivery to Customer.
8. **DELAYS IN DELIVERY.** Dealer shall not be liable for failure to deliver or for any delay in delivering the motor vehicle covered by this Order where such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer.
9. **PAYMENT OF SALES AND USE TAXES.** The price for the motor vehicle specified on the face of this Order includes reimbursement for certain Federal Excise taxes but does not include sales taxes and use taxes (Federal, State or Local) or other taxes, unless expressly stated. Customer agrees to pay all applicable sales, use or occupational taxes in the event Dealer fails to collect or miscalculates an applicable tax. Customer agrees to pay any additional amount due upon notification by Dealer.
10. **EXECUTION OF OTHER DOCUMENTS.** The Customer, before or at the time of the delivery of the motor vehicle covered by this Order will execute such other forms of agreement or documents as may be required by the terms and conditions of payment in accordance with Customer's election to purchase for cash, purchase and finance or to lease the vehicle covered by this Order. An odometer statement is required information contained on a separate disclosure statement and is made part of this order form.
11. **PAYMENT OF BALANCE DUE AND ACCEPTANCE BY CUSTOMER.** The Customer agrees to advise Dealer of his election to purchase for cash, purchase and finance or to lease the vehicle covered by this Order and to pay the balance due on the terms specified and to accept delivery of the ordered vehicle within 48 hours after notification that the vehicle is ready for delivery. In the event Customer fails to take delivery of the vehicle, Customer's deposit may be retained by Dealer as liquidated damages for Dealer's expense and efforts in the matter. In addition, Dealer may dispose of or sell such ordered vehicle as Dealer deems reasonable.
12. **SALES OF DEMONSTRATOR AND USED VEHICLE ONLY.** The information you see on the window form for this vehicle is part of the contract. Information on the window form overrides any contrary provisions in the contract of sale.
13. **PROHIBITION ON EXPORTING NEW VEHICLES.** The Customer agrees that the new vehicle to be purchased or leased will be used only in, and will not be exported from, the USA within one year of delivery of the vehicle to Customer. Customer accepts full responsibility, for any violation of this provision, and shall be liable for all costs and any charge backs, other costs or economic sanctions imposed on Dealer by Dealer's Manufacturer such as product withholding, directly or indirectly. This provision applies to the use and export of vehicle from any place and to any recipient, with or without the knowledge of Customer. Customer consents to the jurisdiction of the Superior Court of NJ in the event that Dealer litigates to enforce this provision.



# DRIVER'S Needs Analysis

Please See The Customized Protection Package Below Based On Your Specific Situation.

### TWG Vehicle Service Contract

48 Months / 85000 Miles



- Expensive auto repairs come when you least expect them. Let an extended auto warranty be your protection against costly repair bills.

\$2,049.00

### 2018 Chevrolet Volt

<input type="checkbox"/>	\$14,548.00	<i>Selling Price</i>
<input type="checkbox"/>	\$0.00	<i>Trade Allowance</i>
<input type="checkbox"/>	\$0.00	<i>Trade Payoff</i>
<input type="checkbox"/>	\$0.00	<i>Total Rebate(s)</i>
<input type="checkbox"/>	\$18,262.82	<i>Total Cash Due</i>
<input type="checkbox"/>	\$16,090.88	<i>Cash Due w/o Coverage</i>

Add items for a price of \$18,262.82: X \_\_\_\_\_

### Other Available Options

#### TWG Tire & Wheel

Repairs or Replaces tire and wheel due to damage from road hazards (60 Months)

\$632.00

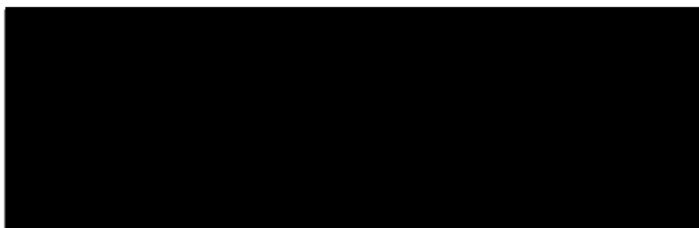
#### TWG ThreeForOne

ThreeForOne includes Tire and Wheel, Windshield Protection, and Paintless Dent Repair (60 Months)

\$969.00

Add ALL Items for a price of \$19,959.88: X \_\_\_\_\_

It should be understood all terms, conditions, amounts, and APR's are estimates only and are subject to change and may require lender approval. It should also be understood that the purchase of any option is not required and options may be selected separately. The decision to purchase or not to purchase will have no effect on the APR or the ability to obtain financing.







Agreement

Vehicle Service Contract  
For New & Pre-Owned Vehicles  
**INFORMATION SCHEDULE**

**VEHICLE**  
 Year, Make, Model, VIN 2018 Chevrolet Volt [Redacted] Vehicle Code [Redacted]

**CUSTOMER**  
 Buyer [Redacted] Co-Buyer [Redacted]  
 Address, City, State, ZIP [Redacted] BETHLEHEM PA [Redacted]  
 Phone Cell [Redacted] Home [Redacted] Email [Redacted]

**SELLING DEALER**  
 Dealer Name, Dealer Number Holman Go [Redacted]  
 Address, City, State, ZIP 3466 US Hwy 1 Princeton NJ 08540  
 Phone (609) 570-1610 Dealer Representative N/A

**LIENHOLDER/LESSOR**  
 Lienholder/Lessor, Phone [Redacted]  
 Address, City, State, ZIP [Redacted]

**VEHICLE SERVICE CONTRACT INFORMATION**  
 Coverage Plan Including Optional Coverage (if applicable)

	Platinum	Purchase Date	02/20/2021
Term Months	48	Expiration Date	02/20/2025
Term Miles	85,000	Current Mileage	27,629
Selling Dealer Network Deductible	\$250.00	Expiration Mileage	112,629
Out-of-Network Deductible	\$250.00	Service Contract Price	\$2,049.00

- Notice to Customer:**
- The purchase of this Vehicle Service Contract is not required to obtain financing or to purchase or lease this Vehicle. The Service Contract Price may be financed with the purchase of this Vehicle. Other payment options may be available.
  - You must follow the maintenance guidelines listed in Section VIII, Your Responsibilities. If Your failure to follow the maintenance guidelines causes a Breakdown, You may be denied coverage.
  - You are required to obtain authorization prior to beginning any repairs covered by this Vehicle Service Contract. Refer to Section VIII, Your Responsibilities for instructions.
  - This Vehicle Service Contract runs concurrent with, and is secondary to, any applicable manufacturer's Warranty.
  - If the manufacturer's Warranty is void at the Purchase Date or becomes void during the Service Contract Term, We will not automatically suspend all coverage. We will not provide any coverage that would have otherwise been provided under the manufacturer's Warranty, until the full term of the manufacturer's Warranty elapses. However, We will continue to provide any other coverage under this Vehicle Service Contract, unless such coverage is otherwise excluded by the terms of this Vehicle Service Contract.
  - The benefits provided under automotive retailer Warranties required by state law are not covered by this Vehicle Service Contract.

[Redacted] information contained above is true and accurate. I have read the terms and conditions,  
 \_\_\_\_\_  
 Co-Buyer Signature

<p><b>Provider and Administrator</b></p> <ul style="list-style-type: none"> <li>In AZ, IA &amp; WY: Consumer Program Administrators, Inc.</li> <li>In CA: Motor Warranty Services of North America, California License #0E40891</li> <li>In FL, LA &amp; OK: Automotive Warranty Services of Florida, Inc., Florida License #60023, Oklahoma License #861338</li> <li>All Other States: Automotive Warranty Services, Inc., Texas License #168</li> </ul> <p>All located at 175 West Jackson Blvd., Chicago, Illinois 60604, 1-800-621-2130</p>	<p><b>For Emergency Roadside Assistance:</b>  <b>Toll-free 1-866-603-5420</b></p> <p><b>To File a Claim:</b>  <b>Toll-free 1-800-621-2130</b></p>
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Vehicle Service Contract  
For New & Pre-Owned Vehicles  
**INFORMATION SCHEDULE**

Agreement [REDACTED]

**VEHICLE**

Year, Make, Model, VIN 2018 Chevrolet Volt [REDACTED] Vehicle Code [REDACTED]

**CUSTOMER**

Buyer [REDACTED] Co-Buyer [REDACTED]  
Address, City, State, ZIP [REDACTED] BETHLEHEM PA [REDACTED]  
Phone Cell [REDACTED] Home [REDACTED] Email [REDACTED]

**SELLING DEALER**

Dealer Name, Dealer Number Holman Go NJ000070  
Address, City, State, ZIP 3466 US Hwy 1 Princeton NJ 08540  
Phone (609) 570-1610 Dealer Representative N/A

**LIENHOLDER/LESSOR**

Lienholder/Lessor, Phone [REDACTED]  
Address, City, State, ZIP [REDACTED]

**VEHICLE SERVICE CONTRACT INFORMATION**

Coverage Plan Including Optional Coverage (if applicable)

	Platinum	Purchase Date	02/20/2021
Term Months	48	Expiration Date	02/20/2025
Term Miles	85,000	Current Mileage	27,629
Selling Dealer Network Deductible	\$250.00	Expiration Mileage	112,629
Out-of-Network Deductible	\$250.00	Service Contract Price	\$2,049.00

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- The purchase of this Vehicle Service Contract is not required to obtain financing or to purchase or lease this Vehicle. The Service Contract Price may be financed with the purchase of this Vehicle. Other payment options may be available.
  - You must follow the maintenance guidelines listed in Section VIII, Your Responsibilities. If Your failure to follow the maintenance guidelines causes a Breakdown, You may be denied coverage.
  - You are required to obtain authorization prior to beginning any repairs covered by this Vehicle Service Contract. Refer to Section VIII, Your Responsibilities for instructions.
  - This Vehicle Service Contract runs concurrent with, and is secondary to, any applicable manufacturer's Warranty.
  - If the manufacturer's Warranty is void at the Purchase Date or becomes void during the Service Contract Term, We will not automatically suspend all coverage. We will not provide any coverage that would have otherwise been provided under the manufacturer's Warranty, until the full term of the manufacturer's Warranty elapses. However, We will continue to provide any other coverage under this Vehicle Service Contract, unless such coverage is otherwise excluded by the terms of this Vehicle Service Contract.
  - The benefits provided under automotive retailer Warranties required by state law are not covered by this Vehicle Service Contract.

I, [REDACTED] certify that the information contained above is true and accurate. I have read the terms and conditions,  
[REDACTED] \_\_\_\_\_  
Co-Buyer Signature

<p><b>Provider and Administrator</b></p> <ul style="list-style-type: none"> <li>In AZ, IA &amp; WY: Consumer Program Administrators, Inc.</li> <li>In CA: Motor Warranty Services of North America, California License #0E40891</li> <li>In FL, LA &amp; OK: Automotive Warranty Services of Florida, Inc., Florida License #60023, Oklahoma License #861338</li> <li>All Other States: Automotive Warranty Services, Inc., Texas License #168</li> </ul> <p>All located at 175 West Jackson Blvd., Chicago, Illinois 60604, 1-800-621-2130</p>	<p><b>For Emergency Roadside Assistance:</b> Toll-free 1-866-603-5420</p> <p><b>To File a Claim:</b> Toll-free 1-800-621-2130</p>
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Vehicle Service Contract  
For New & Pre-Owned Vehicles  
**INFORMATION SCHEDULE**

Agreement [Redacted]

**VEHICLE**

Year, Make, Model, VIN 2018 Chevrolet Volt [Redacted] Vehicle Code [Redacted]

**CUSTOMER**

Buyer [Redacted] Co-Buyer [Redacted]  
Address, City, State, ZIP [Redacted] BETHLEHEM PA [Redacted]  
Phone Cell [Redacted] Home [Redacted] Email [Redacted]

**SELLING DEALER**

Dealer Name, Dealer Number Holman Go NJ000070  
Address, City, State, ZIP 3466 US Hwy 1 Princeton NJ 08540  
Phone (609) 570-1610 Dealer Representative N/A

**LIENHOLDER/LESSOR**

Lienholder/Lessor, Phone [Redacted]  
Address, City, State, ZIP [Redacted]

**VEHICLE SERVICE CONTRACT INFORMATION**

Coverage Plan Including Optional Coverage (if applicable)

	Platinum	Purchase Date	02/20/2021
Term Months	48	Expiration Date	02/20/2025
Term Miles	85,000	Current Mileage	27,629
Selling Dealer Network Deductible	\$250.00	Expiration Mileage	112,629
Out-of-Network Deductible	\$250.00	Service Contract Price	\$2,049.00

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- The purchase of this Vehicle Service Contract is not required to obtain financing or to purchase or lease this Vehicle. The Service Contract Price may be financed with the purchase of this Vehicle. Other payment options may be available.
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  - You are required to obtain authorization prior to beginning any repairs covered by this Vehicle Service Contract. Refer to Section VIII. Your Responsibilities for instructions.
  - This Vehicle Service Contract runs concurrent with, and is secondary to, any applicable manufacturer's Warranty.
  - If the manufacturer's Warranty is void at the Purchase Date or becomes void during the Service Contract Term, We will not automatically suspend all coverage. We will not provide any coverage that would have otherwise been provided under the manufacturer's Warranty, until the full term of the manufacturer's Warranty elapses. However, We will continue to provide any other coverage under this Vehicle Service Contract, unless such coverage is otherwise excluded by the terms of this Vehicle Service Contract.
  - The benefits provided under automotive retailer Warranties required by state law are not covered by this Vehicle Service Contract.

I ( [Redacted] ) acknowledge that the information contained above is true and accurate. I have read the terms and conditions, and understand them.

\_\_\_\_\_  
Co-Buyer Signature

<p><b>Provider and Administrator</b></p> <ul style="list-style-type: none"> <li>In AZ, IA &amp; WY: Consumer Program Administrators, Inc.</li> <li>In CA: Motor Warranty Services of North America, California License #0E40891</li> <li>In FL, LA &amp; OK: Automotive Warranty Services of Florida, Inc., Florida License #60023, Oklahoma License #861338</li> <li>All Other States: Automotive Warranty Services, Inc., Texas License #168</li> </ul> <p>All located at 175 West Jackson Blvd., Chicago, Illinois 60604, 1-800-621-2130</p>	<p><b>For Emergency Roadside Assistance:</b> Toll-free 1-866-603-5420</p> <p><b>To File a Claim:</b> Toll-free 1-800-621-2130</p>
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Agreement [Redacted]

### Vehicle Service Contract For New & Pre-Owned Vehicles INFORMATION SCHEDULE

#### VEHICLE

Year, Make, Model, VIN 2018 Chevrolet Volt [Redacted] Vehicle Code [Redacted]

#### CUSTOMER

Buyer [Redacted] Co-Buyer [Redacted]  
Address, City, State, ZIP [Redacted] BETHLEHEM PA [Redacted]  
Phone Cell [Redacted] Home [Redacted] Email [Redacted]

#### SELLING DEALER

Dealer Name, Dealer Number Holman Go NJ000070  
Address, City, State, ZIP 3466 US Hwy 1 Princeton NJ 08540  
Phone (609) 570-1610 Dealer Representative N/A

#### LIENHOLDER/LESSOR

Lienholder/Lessor, Phone [Redacted]  
Address, City, State, ZIP [Redacted]

#### VEHICLE SERVICE CONTRACT INFORMATION

Coverage Plan Including Optional Coverage (if applicable)

	Platinum	Purchase Date	02/20/2021
Term Months	48	Expiration Date	02/20/2025
Term Miles	85,000	Current Mileage	27,629
Selling Dealer Network Deductible	\$250.00	Expiration Mileage	112,629
Out-of-Network Deductible	\$250.00	Service Contract Price	\$2,049.00

#### Notice to Customer:

- The purchase of this Vehicle Service Contract is not required to obtain financing or to purchase or lease this Vehicle. The Service Contract Price may be financed with the purchase of this Vehicle. Other payment options may be available.
- You must follow the maintenance guidelines listed in Section VIII, Your Responsibilities. If Your failure to follow the maintenance guidelines causes a Breakdown, You may be denied coverage.
- You are required to obtain authorization prior to beginning any repairs covered by this Vehicle Service Contract. Refer to Section VIII, Your Responsibilities for instructions.
- This Vehicle Service Contract runs concurrent with, and is secondary to, any applicable manufacturer's Warranty.
- If the manufacturer's Warranty is void at the Purchase Date or becomes void during the Service Contract Term, We will not automatically suspend all coverage. We will not provide any coverage that would have otherwise been provided under the manufacturer's Warranty, until the full term of the manufacturer's Warranty elapses. However, We will continue to provide any other coverage under this Vehicle Service Contract, unless such coverage is otherwise excluded by the terms of this Vehicle Service Contract.
- The benefits provided under automotive retailer Warranties required by state law are not covered by this Vehicle Service Contract.

[Redacted] that the information contained above is true and accurate. I have read the terms and conditions,  
\_\_\_\_\_  
Co-Buyer Signature

<b>Provider and Administrator</b> <ul style="list-style-type: none"> <li>• In AZ, IA &amp; WY: Consumer Program Administrators, Inc.</li> <li>• In CA: Motor Warranty Services of North America, California License #0E40891</li> <li>• In FL, LA &amp; OK: Automotive Warranty Services of Florida, Inc., Florida License #60023, Oklahoma License #861338</li> <li>• All Other States: Automotive Warranty Services, Inc., Texas License #168</li> </ul> <p>All located at 175 West Jackson Blvd., Chicago, Illinois 60604, 1-800-621-2130</p>	<b>For Emergency Roadside Assistance:</b> <b>Toll-free 1-866-603-5420</b>  <b>To File a Claim:</b> <b>Toll-free 1-800-621-2130</b>
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## THE MECHANIC VEHICLE SERVICE CONTRACT

This agreement is a Vehicle Service Contract between **You** and **Us**, and describes the coverage **You** will have under **Your** The Mechanic Vehicle Service Contract (hereafter referred to as "Service Contract"). In return for payment by **You** of the **Service Contract Price** and subject to all of the terms of this Service Contract, **We** agree with **You** as follows:

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### I. KEY TERMS

When used, Key Terms will appear in **bold** print and initial uppercase.

"**Provider**", "**We**", "**Us**", "**Our**" and "**Administrator**" mean Automotive Warranty Services, Inc., Texas License #168, except in the state of Arizona, Iowa and Wyoming where **Provider**, **We**, **Us**, **Our** and **Administrator** mean Consumer Program Administrators, Inc.; in the state of California where **Provider**, **We**, **Us**, **Our** and **Administrator** mean Motor Warranty Services of North America, California License #0E40891; in the states of Florida, Louisiana and Oklahoma where **Provider**, **We**, **Us**, **Our** and **Administrator** mean Automotive Warranty Services of Florida, Inc., Florida License #60023 and Oklahoma License #861338, all located at 175 West Jackson Blvd., Chicago, IL 60604, 1-800-621-2130.

"**Breakdown**" means the failure of any original or like replacement part covered by this Service Contract to perform its intended function(s) in normal service, providing it has received all scheduled maintenance, at the proper intervals, as recommended by the manufacturer in the Owners Manual. **Breakdown** does not include the gradual reduction in operating performance caused by wear and tear where a failure has not occurred.

"**Cost**" means the reasonable and customary charges for parts and labor necessary to repair or replace the parts covered. These charges shall not exceed the manufacturer's suggested retail price for parts and labor allowances derived from nationally recognized labor time publications.

**At the Provider's option, the Administrator may use replacement parts in covered repairs that may include new, remanufactured, used or non-original equipment manufacturer parts.**

"**Deductible**" means the amount **You** must pay per visit for covered repairs shown on the Information Schedule. The **Selling Dealer Network Deductible** applies when covered repairs are performed at **Your Selling Dealer** or any other **Selling Dealer Network** location. The **Out-of-Network Deductible** applies when covered repairs are performed elsewhere. For a complete list of **Selling Dealer Network** locations, please contact **Your Selling Dealer**.

"**Permitted Commercial Purposes**" means **Your Vehicle** is used for commercial purposes including but not limited to: vehicles used by a single driver for sales/services (e.g. real estate, cleaning services, home health/aide care services and gardening) or light duty contracting (e.g. electrician, carpenter and plumber).

"**Prohibited Commercial Purposes**" means **Your Vehicle** is used for commercial purposes including but not limited to: hauling, construction work, principal off-road use, pickup and/or delivery service, daily rentals, carry passengers for hire (taxi, limousine or shuttle services), rideshare (i.e. Uber, Lyft) unless **You** purchased the Rideshare Optional Coverage, towing or road service operations, government/military use, law enforcement, fire, ambulance or other emergency services, snowplowing, company pool use or business travel when the **Vehicle** is used by more than one driver.

"**Purchase Date**" means the date **You** purchased this Service Contract shown on the Information Schedule.

"**Repair Facility**" means a franchised automotive retailer or licensed repair facility that provides a written parts and labor guarantee for covered repairs of not less than 12 months and 12,000 miles. Repairs performed by any facility must receive authorization from the **Administrator** prior to beginning repairs.

"**Selling Dealer**" means the dealer from whom **You** purchased this Service Contract shown on the Information Schedule.

"**Selling Dealer Network**" means any dealer owned by, owning or under common ownership with the **Selling Dealer**.

"**Service Contract Price**" means the amount **You** paid for this Service Contract shown on the Information Schedule.

"**Term Miles**" means the number of miles for the Service Contract Term shown on the Information Schedule.

"**Term Months**" means the number of months for the Service Contract Term shown on the Information Schedule.

"**Vehicle**" means the vehicle shown on the Information Schedule.

"**Warranty**" means any warranty of the manufacturer, state required warranty, automotive retailer warranty or a **Repair Facility** guarantee.

"**You**" and "**Your**" mean the Customer shown on the Information Schedule or an eligible person to whom this Service Contract has been properly transferred.

## II. WHAT THIS SERVICE CONTRACT COVERS

During the Service Contract Term, subject to the indicated Coverage Plan, We will pay a **Repair Facility**, or at **Our** option, reimburse **You** the **Cost** to remedy any covered **Breakdown** of the following parts less **Your Deductible**.

At the **Provider's** option, the **Administrator** may use replacement parts in covered repairs that may include **new, remanufactured, used or non-original equipment manufacturer** parts.

### ENGINE COVERAGE

When the ENGINE Coverage Plan has been purchased as indicated on the Information Schedule, only the following parts are covered. Parts not listed are not covered.

#### Assembly Parts Covered

**1. ENGINE Gasoline Engine** – All internal lubricated parts including but not limited to: (Balance shafts, Cam bearings, Cam tower, Camshaft, Connecting rods, Crankshaft, Cylinder block, Cylinder head, Harmonic balancer and retainer bolt, Lifters, Oil filter adapter/housing, Oil pump and pressure relief valve, Piston rings, Pistons, Pushrods, Rocker arms (cam followers), Rod and main bearings, Timing belt and pulleys, Timing belt tensioner, Timing chain housing (cover), Timing chain and sprockets, Valve springs, Valves and guides, Wrist pins). Crankshaft pulley, Dipstick and tube, Engine mounts, Engine oil cooler hoses, Engine oil sending unit, Expansion (freeze) plugs, Flywheel, Fuel supply pump, Intake and exhaust manifolds, Oil pan, Oil pump housing, Temperature sending unit, Thermostat and housing, Vacuum pump, Valve covers, Water pump. Fasteners for the components within this assembly.

**Turbocharged/Supercharged/Rotary/Diesel/Enhanced Engines** – All of the above listed parts or equivalent plus: Bypass valve, Clutch and pulley, Compressor, Hard lines, Injection pump, Intercooler, Lines and nozzles, Supercharger, Turbocharger, Waste gate controller.

### POWERTRAIN COVERAGE

When the POWERTRAIN Coverage Plan has been purchased as indicated on the Information Schedule, only the following parts, in addition to the parts listed under the Engine Coverage, are covered. Parts not listed are not covered.

#### Assembly Parts Covered

**2. TRANSMISSION Automatic** – All internal lubricated parts including but not limited to: (Bands, Bearings, Bushings, Clutches, Drums, Gear sets, Governor, Main shaft, Oil pump, Sealing rings, Solenoids, Torque converter, Transmission case, Valve body). Continuously variable transmission (CVT) and all internal components, Cooler, Cooler hoses and hard lines, Dipstick and tube, Electronic shift control unit, Flex plate and ring gear, Shift lever knob, Shift linkage and cables, Throttle valve cable, Transmission mounts, Transmission pan, Vacuum modulator. Fasteners for the components within this assembly.

**Standard** – All internal lubricated parts including but not limited to: (Bearings, Bushings, Gear sets, Main shaft, Shift forks, Synchronizers, Transmission case). Clutch master cylinder, Clutch slave cylinder, Shift cable, Shift lever knob, Transmission mounts. Fasteners for the components within this assembly.

**Transfer Case – (4X4 vehicles)** – All internal lubricated parts including but not limited to: (Bearings, Bushings, Chain and sprockets, Gear sets, Main shaft, Transfer case). Electronic and vacuum engagement components, Mounts, Transfer case control unit. Fasteners for the components within this assembly.

**3. FRONT WHEEL DRIVE** All internal parts including but not limited to: (Axle shafts, Bearings, Bushings, Carrier case, Chain and sprockets, Final drive housing, Gear sets). Drive shaft support, Front hub bearings, Locking hub assemblies (4X4), Rear hub bearings, Universal joints. Fasteners for the components within this assembly.

**4. REAR WHEEL DRIVE** All internal lubricated parts including but not limited to: (Axle shafts, Bearings, Bushings, Carrier case, Drive axle housing, Gear sets, Limited slip clutch pack). Drive shaft support, Front hub bearings, Propeller shafts, Rear hub bearings, Universal joints. Fasteners for the components within this assembly.

**5. HYBRID/ELECTRIC VEHICLE COMPONENTS** Electric coolant pump, Electric oil pump, Electric motor/generator(s) and all internal components, Inverter/converter/transformer units and all internal components, Inverter/converter/transformer units cover, Power split device and all internal components, Reduction/reducer box and all internal components. Fasteners for the components within this assembly.

### SILVER COVERAGE

When the SILVER Coverage Plan has been purchased as indicated on the Information Schedule, only the following parts, in addition to the parts listed under the Engine and Powertrain Coverage, are covered. Parts not listed are not covered.

#### Assembly Parts Covered

**6. STEERING** All internal lubricated parts including but not limited to: (Bearings, Bushings, Housing/case, Rack and pinion equipped valve assembly, Sealing rings, Sector shaft). Center link/drag link, Cooler and hard lines, Coupling, Electric power steering motor, Fluid reservoir, Idler arm, Inner rod ends and bellows boots, Pitman arm, Power cylinder assembly, Power steering pump and pulley, Pressure and return hoses, Rack mounts and cushions, Speed sensor or steering gear equipped pitman shaft and valve assembly, Steering main and intermediate shafts, Tie rods. Fasteners for the components within this assembly. (Does not include "rear wheel steering" components.)

**7. FRONT SUSPENSION** Bump stop cushions, Control arm shafts, King pins, Stabilizer linkage including mounts and bushings, Stabilizer shaft, Steering knuckle (spindle), Strut rods and bushings, Torsion bar mounts and bushings, Upper and lower ball joints including dust boots, Upper and lower control arms, Wheel bearings and seals. Fasteners for the components within this assembly.

**8. BRAKES** Assist booster, Backing plates, Brake pedal shaft. Clips and retainers, Combination valve, Disc brake calipers (and rear caliper actuators), Hard lines and fittings, Master cylinder, Parking brake linkage and cables, Self-adjusters, Springs, Wheel cylinders. Fasteners for the components within this assembly.

**9. FUEL INJECTION** Electronic fuel injection system (including all input/sensors & output/control units, except EGR valve, related to the fuel injection system), Idle speed or automatic idle speed assemblies, Injectors, Powertrain control module (PCM).

**10. ELECTRICAL** Alternator, Distributor and coil, Electronic ignition module, Engine management control unit, Front and rear windshield wiper motors and delay controller, Knock sensor, Manually operated switches (specifically turn signal, headlight, dimmer, and wiper switches), Mechanically actuated switches (ignition, brake light and neutral safety switch), Oxygen sensor, Starter motor and drive, Starter solenoid, Voltage regulator, Wiring harnesses.

**11. AIR CONDITIONING** Accumulator, Clutch and pulley, Compressor and mounting brackets, Condenser, Drier, Evaporator, High/low pressure cutoff switches, High/low pressure hoses, Orifice tube, Pressure cycling switch, Temperature control head, Temperature control programmer, Thermostat, Fasteners for the components within this assembly and Freon-refrigerant if necessary in conjunction with the repair of the components within this assembly.

**12. HYBRID/ELECTRIC VEHICLE COMPONENTS** Electric A/C compressor, Junction block, Main battery cable.

**13. SEALS AND GASKETS** All seals and gaskets on the assemblies listed above.

## II. WHAT THIS SERVICE CONTRACT COVERS (CONTINUED)

### GOLD COVERAGE

When the GOLD Coverage Plan has been purchased as indicated on the Information Schedule, only the following parts, in addition to the parts listed under Engine, Powertrain and Silver Coverage, are covered. Parts not listed are not covered.

#### Assembly Parts Covered

14. **COOLING** Engine oil cooler, Heater control valve, Heater core assembly, Radiator, Radiator fan and clutch, Radiator fan motor including fan blade, Radiator fan relay, Temperature sensor and relay.
15. **STEERING** Electric steering rack, gear and motor.
16. **REAR SUSPENSION** Rear suspension equivalents of components listed in Assembly 7. "FRONT SUSPENSION" section above.
17. **BRAKES** Anti-lock brake system, Anti-lock brake system module and sensors, Electrohydraulic brake system.
18. **FRONT AND REAR WHEEL DRIVE** Constant velocity joints including boots and bands.
19. **FUEL DELIVERY** Fuel tank and hard lines, Fuel tank sending unit.
20. **ELECTRICAL** Convertible top motor, Digital and analog instrument display(s), Electronic rear view mirror motor(s), External LED assemblies, Headlight door motor(s), Heated back glass, High intensity discharge lamp assemblies, Horn assembly, Low coolant sensor, Low fuel sensor, Low oil sensor, Power antenna motor, Power door lock actuator(s), Power door lock clips, Power seat motor(s) and transmission(s), Power sun roof motor, Power window motor(s) and power regulator(s), Starter button, Tire pressure monitoring system, Windshield wiper washer pump(s).
21. **AIR CONDITIONING** Heater-A/C blower motor.
22. **SAFETY** Airbag system, Seatbelts.
23. **HYBRID/ELECTRIC VEHICLE COMPONENTS** Battery charge controller, Controller/electronic throttle control system, Drive motor dampener, Hydraulic or electric regenerative braking system, Motor/generator belt tensioner, Onboard battery charging system, Onboard computer system including all relays, Sensors, ECU & ECM (electronic control units/electronic control modules), Power switch/button, Three-phase high voltage cables, Voltage inverter reservoir.

### PLATINUM COVERAGE

When the PLATINUM Coverage Plan has been purchased as indicated on the Information Schedule, We will remedy any Breakdown of Your Vehicle except items listed under the Sections V. Maintenance & Parts This Service Contract Does Not Cover and VI. Service Contract Limitations.

## III. ADDITIONAL BENEFITS

The Additional Benefits shown below are included with the Coverage Plan purchased.

#### A. Emergency Roadside Assistance

Emergency Roadside Assistance is available 24 hours a day, 365 days a year. We will pay for a covered emergency up to \$100 per occurrence with no out-of-pocket expense to You. If the covered emergency exceeds \$100 per occurrence, You are responsible for the portion that exceeds \$100. You are responsible for any non-covered expenses. This benefit is available only for Your Vehicle.

The following are covered emergencies under Emergency Roadside Assistance:

- **Towing Assistance** – when Your Vehicle is inoperable or unsafe to drive, Your Vehicle will be towed to the closest Repair Facility or to any other location requested by You.
- **Extrication Assistance** – provides assistance with extricating Your Vehicle when it is stuck in a ditch or other inaccessible area, when such location is within fifty (50) feet of a paved road or highway. This service does not cover for extrication when driving Your Vehicle off-road or on unpaved surfaces.
- **Flat Tire Assistance** – service consists of the removal of the flat tire and its replacement with Your spare tire located with Your Vehicle.
- **Fuel, Oil, Fluid and Water Delivery Service** – an emergency supply of fuel, oil, fluid and water will be delivered if Your Vehicle is in immediate need. You will be responsible for the cost of these supplies.
- **Lock-out Assistance** – if Your keys are locked inside Your Vehicle, assistance will be provided in gaining entry into Your Vehicle.
- **Battery Assistance** – if battery failure occurs, a jump-start will be provided to start Your Vehicle.

**FOR EMERGENCY ROADSIDE ASSISTANCE, CALL TOLL FREE: 1-866-603-5420**

**WE WILL NOT PAY FOR OR COVER THE FOLLOWING UNDER EMERGENCY ROADSIDE ASSISTANCE:**

- A. FOR EMERGENCIES RESULTING FROM THE USE OF INTOXICANTS OR NARCOTICS, OR THE USE OF YOUR VEHICLE IN THE COMMISSION OF A FELONY.
- B. FOR COST OF PARTS, REPLACEMENT KEYS, FLUIDS, LUBRICANTS, FUEL, MATERIALS, ADDITIONAL LABOR RELATED TO TOWING OR COST OF INSTALLATION OF PRODUCTS.
- C. FOR NON-EMERGENCY TOWING OR OTHER NON-EMERGENCY SERVICE.
- D. FOR MOUNTING OR REMOVING OF SNOW TIRES OR CHAINS; SHOVELING SNOW AROUND YOUR VEHICLE; TIRE REPAIR.
- E. FOR CAMPING TRAILERS, TRAVEL TRAILERS, RECREATIONAL VEHICLES (INCLUDING SELF-MOTORIZED RVs) OR ANY VEHICLES IN TOW.
- F. FOR ANY AND ALL TAXES, TOLLS AND/OR FINES.
- G. FOR TOWING FROM OR REPAIR WORK PERFORMED AT A SERVICE STATION, GARAGE OR REPAIR SHOP; FOR A SECOND TOW FOR THE SAME DISABLEMENT.
- H. FOR TOWING BY OTHER THAN A LICENSED SERVICE STATION OR GARAGE.
- I. FOR MORE THAN ONE DISABLEMENT FOR THE SAME SERVICE TYPE DURING ANY SEVEN DAY PERIOD.
- J. FOR SERVICE ON A VEHICLE THAT IS NOT IN A SAFE CONDITION TO BE TOWED OR SERVICED, OR THAT MAY RESULT IN DAMAGE TO YOUR VEHICLE IF TOWED OR SERVICED.
- K. FOR TOWING OR SERVICE ON ROADS NOT REGULARLY MAINTAINED, SUCH AS SAND BEACHES, OPEN FIELDS, FORESTS AND AREAS DESIGNATED AS NOT PASSABLE DUE TO CONSTRUCTION.
- L. FOR TOWING AT THE DIRECTION OF A LAW ENFORCEMENT OFFICER RELATING TO TRAFFIC OBSTRUCTION, IMPOUNDMENT, ABANDONMENT, ILLEGAL PARKING OR OTHER VIOLATIONS OF LAW.
- M. FOR REPEATED SERVICE CALLS FOR A VEHICLE IN NEED OF ROUTINE MAINTENANCE OR REPAIR.
- N. FOR SERVICE SECURED THROUGH ANY SOURCE OTHER THAN US WITHOUT OUR PRIOR AUTHORIZATION.

### III. ADDITIONAL BENEFITS (CONTINUED)

#### B. Rental Reimbursement

We will pay your actual expenses to rent a replacement vehicle from a licensed rental agency if **Your Vehicle** is held by a **Repair Facility** for a covered repair. Rental reimbursement shall not exceed \$35 per day for a maximum of ten (10) days for any one **Breakdown**. Rental reimbursement is available beginning on the first day of the covered repair.

**FOR RENTAL REIMBURSEMENT, CALL TOLL FREE: 1-800-621-2130**

#### C. Emergency Travel Expense Reimbursement

**Emergency Travel Expense Reimbursement is not available if You purchase this Service Contract from a Selling Dealer located in the state of New York.** When a covered **Breakdown** renders **Your Vehicle** inoperable or unsafe to drive and requires **Your Vehicle** to be held overnight by a **Repair Facility** for covered repairs while traveling 100 miles or more from **Your home**, We will pay for emergency local commercial lodging, meals and transportation expenses up to \$200 per day for a maximum of five (5) days.

**FOR EMERGENCY TRAVEL EXPENSE REIMBURSEMENT, CALL TOLL FREE: 1-800-621-2130**

**WE WILL NOT PAY FOR OR COVER THE FOLLOWING UNDER EMERGENCY TRAVEL EXPENSE REIMBURSEMENT:**

- A. FOR ADDITIONAL COMMERCIAL LODGING ENTERTAINMENT EXPENSES.
- B. FOR ANY BREAKDOWN THAT OCCURS LESS THAN 100 MILES FROM YOUR HOME.

#### D. Manufacturer's Deductible Reimbursement

We will reimburse **You** for the difference between the **Deductible** amount shown on the Information Schedule and any required manufacturer's deductible, if applicable, when a **Breakdown** of a covered part occurs and is covered by a manufacturer's **Warranty**.

**FOR MANUFACTURER'S DEDUCTIBLE REIMBURSEMENT, CALL TOLL FREE: 1-800-621-2130**

### IV. OPTIONAL COVERAGE

#### A. Commercial Use

When the Commercial Use Optional Coverage has been purchased as indicated on the Information Schedule, We will pay for covered **Breakdowns** to **Your Vehicle** when **Your Vehicle** is used for **Permitted Commercial Purposes**.

#### B. Rideshare

When the Rideshare Optional Coverage has been purchased as indicated on the Information Schedule, We will pay for covered **Breakdowns** to **Your Vehicle** when **Your Vehicle** is used for Rideshare (i.e. Uber, Lyft) purposes.

#### C. Lift Kit

When the Lift Kit Optional Coverage has been purchased as indicated on the Information Schedule, We will pay for covered **Breakdowns** to **Your Vehicle** when **Your Vehicle** is equipped with a factory or dealer-installed lift kit not to exceed the height recommended by the **Vehicle** manufacturer. The lift kit components are not covered.

#### D. Mobility Equipment

When the Mobility Equipment Optional Coverage has been purchased as indicated on the Information Schedule, coverage is extended to the following parts and components when installed by the manufacturer or a licensed, manufacturer-authorized installer, unless the alterations made to accommodate the equipment fall outside manufacturer's specifications and tolerances: chair lift motors and assemblies, electric/hydraulic ramp controls and assemblies, adjustable seating mechanisms, adjustable pedal and steering control mechanisms, hoist and swing-arm mechanisms.

#### E. Snow Plow

When the Snow Plow Optional Coverage has been purchased as indicated on the Information Schedule, coverage is extended to **Your Vehicle** that is equipped with a manufacturer snow plow package, including a snow plow prep package. The snow plow itself, all of its assembly and any aftermarket and/or manufacturer or dealer installed snow plow accessories and/or equipment are not covered. The **Vehicle** must be used for personal use only.

### V. MAINTENANCE & PARTS THIS SERVICE CONTRACT DOES NOT COVER

#### MAINTENANCE AND PARTS THAT ARE NOT COVERED

- A. MAINTENANCE NOT COVERED – THE MAINTENANCE SERVICES AND PARTS DESCRIBED IN THE MANUFACTURER'S MAINTENANCE SCHEDULE FOR YOUR VEHICLE. OTHER NORMAL MAINTENANCE SERVICES AND PARTS INCLUDING AIR CONDITIONING REFRIGERANT, ALL BATTERIES (INCLUDING BUT NOT LIMITED TO HYBRID/ELECTRIC VEHICLE BATTERIES), ALL HOSES AND BELTS (NOT SPECIFICALLY LISTED), BRAKE PADS AND SHOES, BRAKE ROTORS AND DRUMS, ENGINE COOLANT, ENGINE TUNE-UP (INCLUDES DISTRIBUTOR CAP, IGNITION WIRES, GLOW PLUGS, ROTOR AND SPARK PLUGS), FILTERS, LUBRICANTS OR FLUIDS, WIPER BLADES, SUSPENSION ALIGNMENT.
- B. PARTS NOT COVERED – BODY PANELS, BODY PART ALIGNMENT, BRIGHT METAL, BUMPERS, CATALYTIC CONVERTER, CONVERTIBLE TOP FRAMEWORK, DOOR HANDLES, DOOR PANELS, EXHAUST SYSTEM, ELECTRONIC CONTROLLED CLUTCH ASSEMBLY, FLEXIBLE BODY PARTS, FRICTION CLUTCH DISC AND PRESSURE PLATE AND CLUTCH RELEASE BEARING, GLASS, GLASS FRAMEWORK AND FASTENING ADHESIVES, HINGES, LENSES, LIGHT BULBS, MOLDINGS, PAINT, SEALED BEAM HEAD LAMPS, SHEET METAL, STRIPPED THREADS AND FASTENERS, STRUCTURAL FRAMEWORK, STRUCTURAL WELDS, TIRES AND WHEEL BALANCING, TRIM, UPHOLSTERY, VINYL AND CONVERTIBLE TOPS AND NON-MECHANICAL REMOVABLE HARDTOP ASSEMBLIES, WEATHER STRIPPING, WHEEL COVERS, WHEEL RIMS, WHEELS. MOBILITY EQUIPMENT UNLESS YOU PURCHASED THE MOBILITY EQUIPMENT OPTIONAL COVERAGE.

### VI. SERVICE CONTRACT LIMITATIONS

**WE WILL NOT PAY FOR OR COVER THE FOLLOWING:**

#### 1. MODIFICATIONS:

- A. AFTERMARKET ACCESSORIES OR EQUIPMENT, COMPONENTS AND SYSTEMS, INCLUDING BUT NOT LIMITED TO: ANTI-THEFT SYSTEMS, RADAR DETECTORS, CB RADIOS, RADIO/SPEAKER EQUIPMENT, CRUISE CONTROL, SUNROOF, SOLAR POWERED DEVICES, TELEPHONES, TV/VCR/DVD AND RELATED COMPONENTS AND APPLIANCES (UNLESS INSTALLED BY THE MANUFACTURER).
- B. IF YOUR VEHICLE HAS BEEN MODIFIED TO PLOW SNOW, WHETHER THE SNOW PLOW BLADE IS ATTACHED TO THE VEHICLE OR NOT. IF THE SNOW PLOW OPTIONAL COVERAGE IS PURCHASED AND YOUR VEHICLE IS USED FOR PERSONAL USE SNOW PLOWING, WE WILL PAY FOR COVERED BREAKDOWNS EVEN THOUGH YOUR VEHICLE WAS MODIFIED BY ADDING A MANUFACTURER EQUIPPED SNOW PLOW PACKAGE.

## VI. SERVICE CONTRACT LIMITATIONS (CONTINUED)

- C. BREAKDOWN CAUSED BY OR INVOLVING MODIFICATIONS UNLESS THOSE MODIFICATIONS WERE PERFORMED BY THE MANUFACTURER AND THE MODIFICATIONS MEET THE MANUFACTURER'S SPECIFICATIONS (E.G. TIRES TWO OR MORE SIZES LARGER OR SMALLER THAN THE MANUFACTURER'S SPECIFICATIONS, LIFT KITS, AFTERMARKET PERFORMANCE PARTS OR SYSTEMS). IF THE LIFT KIT OPTIONAL COVERAGE IS PURCHASED AND YOUR VEHICLE IS EQUIPPED WITH A FACTORY OR DEALER-INSTALLED LIFT KIT NOT TO EXCEED THE HEIGHT RECOMMENDED BY THE VEHICLE MANUFACTURER, WE WILL PAY FOR COVERED BREAKDOWNS EVEN THOUGH YOUR VEHICLE WAS MODIFIED BY ADDING A LIFT KIT.
  - D. BREAKDOWN CAUSED BY OR INVOLVING EQUIPMENT, COMPONENTS OR SYSTEMS NOT INSTALLED BY THE MANUFACTURER.
2. NON-STANDARD USE:
- A. BREAKDOWN CAUSED BY TOWING A TRAILER OR ANOTHER VEHICLE UNLESS YOUR VEHICLE IS EQUIPPED FOR THIS AS RECOMMENDED BY THE MANUFACTURER.
  - B. ANY BREAKDOWN WHERE THE VEHICLE HAS BEEN USED FOR A PERMITTED COMMERCIAL PURPOSE OR A PROHIBITED COMMERCIAL PURPOSE, AT ANY TIME WHILE OWNED BY YOU. HOWEVER, THE VEHICLE MAY BE USED FOR PERMITTED COMMERCIAL PURPOSES IF THE COMMERCIAL USE OPTIONAL COVERAGE HAS BEEN PURCHASED.
  - C. BREAKDOWN CAUSED BY USING YOUR VEHICLE FOR STREET RACING OR OTHER COMPETITION.
3. NEGLIGENCE, MISREPRESENTATION OR MISUSE:
- A. BREAKDOWN CAUSED BY ABUSE, MISUSE, ALTERATIONS OR LACK OF CUSTOMARY MAINTENANCE AS DETAILED IN SECTION VIII. YOUR RESPONSIBILITIES.
  - B. BREAKDOWN CAUSED BY CONTAMINATION, OVERHEATING, LACK OF COOLANT, LACK OF LUBRICANTS, IMPROPER SPECIFICATION (TYPE) OF FLUIDS, LACK OF OIL VISCOSITY, SLUDGE OR RESTRICTED OIL FLOW. EXAMPLES INCLUDE BUT ARE NOT LIMITED TO: ENGINE AND TRANSMISSION.
  - C. BREAKDOWN WHEN CONTAMINATED FLUIDS CAUSED OR CONTRIBUTED TO THE BREAKDOWN.
  - D. LOSS OR DAMAGE CAUSED BY YOU OR THE OPERATOR'S FAILURE TO USE ALL REASONABLE PRECAUTIONS TO PROTECT THE VEHICLE FROM ANY FURTHER LOSS OR DAMAGE AFTER A BREAKDOWN OR FAILURE HAS OCCURRED OR BEEN INDICATED.
  - E. IF YOUR VEHICLE'S ODOMETER HAS BEEN STOPPED, ALTERED OR MISREPRESENTS YOUR VEHICLE'S ACTUAL MILEAGE INCLUDING BUT NOT LIMITED TO ODOMETER MISREPRESENTATION CAUSED BY THE USE OR MODIFICATION OF THE VEHICLE WITH UNDERSIZE OR OVERSIZE TIRE AND WHEEL ASSEMBLIES.
  - F. DAMAGE CAUSED TO YOUR ENGINE RESULTING FROM THE INGESTION OF WATER.
  - G. BREAKDOWN OR DAMAGE CAUSED BY NEGLECTING TO FOLLOW PROPER CHARGING PROCEDURES OR USE OF INCOMPATIBLE CHARGING DEVICES FOR YOUR PLUG-IN HYBRID/ELECTRIC VEHICLE.
4. COLLISION, PHYSICAL DAMAGE AND COSMETICS:
- A. BREAKDOWN CAUSED BY OR INVOLVING COLLISION, FIRE, THEFT, VANDALISM, RIOT, TERRORIST ACTS, WAR, EXPLOSION, LIGHTNING, EARTHQUAKE, HURRICANE, TROPICAL STORM, VOLCANIC ERUPTION, WINDSTORM, HAIL, WATER, FREEZING OR FLOOD.
  - B. TO CORRECT A COSMETIC IMPERFECTION OR BREAKDOWN CAUSED BY RUST OR WEATHER RELATED CORROSION.
5. WARRANTIES AND MANUFACTURER RECALLS:
- A. COSTS OR SERVICES COVERED BY ANY WARRANTY REGARDLESS OF WHETHER THEY HONOR SUCH WARRANTY.
  - B. COSTS THAT ARE OR WOULD HAVE BEEN COVERED UNDER ANY VEHICLE MANUFACTURER WARRANTY WHETHER OR NOT SUCH WARRANTY IS IN EFFECT IN ANOTHER COUNTRY OR HAS BEEN VOIDED BY THE MANUFACTURER.
  - C. BREAKDOWN THAT IS A DIRECT RESULT OF A MECHANICAL OR STRUCTURAL DEFECT WHEN THE MANUFACTURER HAS ANNOUNCED A PUBLIC RECALL FOR THE PURPOSE OF CORRECTING SUCH A DEFECT.
6. VEHICLE TYPE:
- A. IF YOUR VEHICLE HAD BEEN DECLARED A TOTAL LOSS, SALVAGED TITLE OR JUNK VEHICLE.
  - B. IF YOUR VEHICLE WAS MANUFACTURED AS A NON-U.S. SPECIFICATION MODEL.
  - C. IF YOUR VEHICLE IS POWERED BY COMPRESSED NATURAL GAS, LIQUIFIED NATURAL GAS, PROPANE OR HYDROGEN.
7. CONSEQUENTIAL DAMAGE:
- A. LOSS OF TIME, ECONOMIC LOSS, INCONVENIENCE, LODGING, FOOD, FREIGHT CHARGES, CORE CHARGES, STORAGE CHARGES, OR OTHER CONSEQUENTIAL LOSS OR DAMAGE THAT RESULTED FROM A BREAKDOWN UNLESS AS PROVIDED UNDER EMERGENCY TRAVEL EXPENSE REIMBURSEMENT. CONSEQUENTIAL OR INCIDENTAL DAMAGE OR LOSS SHOULD YOUR VEHICLE BE INVOLVED IN A COLLISION CAUSED BY OR INVOLVING A BREAKDOWN OF A COMPONENT COVERED BY THIS SERVICE CONTRACT.
  - B. BREAKDOWN OF A COVERED PART RESULTING FROM THE FAILURE OF A NON-COVERED PART. HOWEVER, COVERAGE WILL BE PROVIDED FOR THE FAILURE OF A NON-COVERED PART RESULTING FROM A BREAKDOWN OF A COVERED PART.
  - C. BREAKDOWN OR DAMAGE CAUSED BY A POWER SURGE WHILE CHARGING YOUR VEHICLE.
8. NON-COVERED CONDITIONS:
- A. PRE-EXISTING - BREAKDOWN WHICH EXISTED PRIOR TO OR WAS CAUSED BY A CONDITION WHICH EXISTED PRIOR TO THE PURCHASE DATE.
  - B. REPAIRS PERFORMED WITHOUT THE ADMINISTRATOR'S PRIOR AUTHORIZATION EXCEPT WHEN THE ADMINISTRATOR'S OFFICE IS CLOSED AND EMERGENCY REPAIRS ARE NECESSARY (SEE SECTION VII. WHAT TO DO IF REPAIRS ARE NEEDED).
  - C. REPAIR OF VALVES AND/OR RINGS FOR THE PURPOSE OF RAISING THE ENGINE'S COMPRESSION WHEN A BREAKDOWN HAS NOT OCCURRED.
  - D. REPAIRS MADE SOLELY TO MEET OR MAINTAIN ANY GOVERNMENTAL EMISSION STANDARDS.
  - E. REPAIRS OF AIR LEAKS, RATTLES, SQUEAKS, WIND NOISE AND WATER LEAKS WHERE WATER IS ENTERING THE VEHICLE EXTERNALLY.
  - F. TO REPAIR, REPLACE, ADJUST OR ALIGN ANY PART NOT COVERED BY THIS SERVICE CONTRACT EXCEPT AS REQUIRED FOR THE REPAIR OF A COVERED PART.
  - G. DIAGNOSIS CHARGES, COST OF DISASSEMBLY OR ASSEMBLY IF YOUR REPAIR IS NOT COVERED OR HAS BEEN DENIED.
9. MISCELLANEOUS EXPENSES:
- A. EXPENSES CHARGED FOR THE DISPOSAL OF ENVIRONMENTALLY UNSAFE MATERIALS, NON-SPECIFIC MATERIALS OR SHOP SUPPLIES.

## VII. WHAT TO DO IF REPAIRS ARE NEEDED

In the event of a **Breakdown**, We recommend You return Your Vehicle to the **Selling Dealer**. If You are unable to return Your Vehicle to the **Selling Dealer**, You must contact the **Administrator** toll-free:

**1-800-621-2130**

7:00 a.m. – 7:00 p.m. C.T. Monday – Friday

**Emergency Repair Instructions:** In the event that a **Breakdown** of a covered part occurs when the **Administrator's** office is closed and emergency repairs are necessary, You may commence with emergency repairs without securing the **Administrator's** prior authorization. However, You or the **Repair Facility** must notify the **Administrator** of the repairs as soon as the **Administrator's** office reopens. You must submit written information and documentation concerning the **Breakdown** and repairs no later than thirty (30) days after the **Breakdown**. Reimbursement of emergency repairs will be subject to all terms and conditions of this **Service Contract** and nothing herein authorizes repairs not otherwise covered.

Emergency repairs are those required because Your Vehicle was inoperable or unsafe to drive. Parts must be available for inspection when the **Administrator's** office reopens.

## VIII. YOUR RESPONSIBILITIES

1. You must perform maintenance services to Your Vehicle, at the proper intervals, as required by the **Owner's Manual** for Your Vehicle. If Your failure to follow these procedures causes a **Breakdown**, You may be denied coverage. If You do not have an **Owner's Manual**, contact Your Vehicle's manufacturer to obtain one.
2. You must keep receipts which verify the **Vehicle Identification Number**, work orders and other documentation that show a date, a description of Your Vehicle, mileage and services performed. We may require You to furnish the **Administrator** with proof that the specified services have been performed. Failure to show proof of servicing may result in the denial of coverage.
3. You are responsible for making sure the oil warning light/gauge and the temperature warning light/gauge are functioning before driving Your Vehicle. You are required to safely pull Your Vehicle off the road and shut down the engine immediately when either of these lights/gauges indicates a problem.
4. If You experience a **Breakdown**, You agree to:
  - a. Use all reasonable means to protect Your Vehicle from further damage.
  - b. Notify the **Administrator** as soon as possible.
  - c. Authorize the **Repair Facility** to perform necessary diagnostic work and provide "teardown authorization" so that the **Repair Facility** can provide an accurate diagnosis and estimate of repairs. **IMPORTANT: WE WILL NOT PAY FOR DIAGNOSIS CHARGES FOR REPAIRS NOT COVERED UNDER THIS SERVICE CONTRACT.**
  - d. Furnish the **Administrator** with such information as the **Administrator** may reasonably require and if requested provide proof of Your Vehicle's regular maintenance during the **Service Contract Term**.
  - e. Reserve for the **Administrator** the right to refer Your Vehicle to a **Repair Facility** that sells and services Your type of Vehicle, for certain repairs.
  - f. Allow the **Administrator** to examine Your Vehicle if the **Administrator** asks to do so.
  - g. **OBTAIN AUTHORIZATION FROM THE ADMINISTRATOR PRIOR TO BEGINNING ANY REPAIRS COVERED BY THIS SERVICE CONTRACT EXCEPT WHEN THE ADMINISTRATOR'S OFFICE IS CLOSED AND EMERGENCY REPAIRS ARE NECESSARY (SEE EMERGENCY REPAIR INSTRUCTIONS WITHIN SECTION VII. WHAT TO DO IF REPAIRS ARE NEEDED).**
5. Your help and cooperation is required if We ask You to help Us enforce Your rights against any manufacturer or **Repair Facility** who may be responsible to You for the **Cost** of repairs covered by this **Service Contract**.

## IX. GENERAL PROVISIONS

### 1. Service Contract Term

The **Service Contract Term** is the **Term Months** and **Term Miles** shown on the **Information Schedule**. This **Service Contract** begins on the **Purchase Date** and at the **Current Mileage** stated on the **Information Schedule**. The **Service Contract** ends following the **Expiration Date** or when the **Expiration Mileage** is exceeded, both as shown on the **Information Schedule**, whichever occurs first. The **Service Contract Term** expiration (**Expiration Date** or **Expiration Mileage**) is measured in **Term Months** from the **Purchase Date** and in **Term Miles** from the **Current Mileage**.

### 2. When And Where You Are Covered

You are covered when this **Service Contract** is issued or transferred to You. This **Service Contract** applies only to **Breakdowns** occurring within the continental United States of America, Alaska, Hawaii and Canada.

### 3. If You Have Other Coverage

If the manufacturer or **Repair Facility** agrees to cover all or some of the **Cost** of a **Breakdown** after a **Warranty** or guarantee has expired, We will pay only for any extra **Cost**. If You have any other **Rental Reimbursement** coverage, **Emergency Roadside Assistance** coverage or **Emergency Travel Expense Reimbursement** coverage, We will pay only the amount in excess of that coverage, subject to the limits of this **Service Contract**.

### 4. Limit of Liability

Our limit of liability is the **Cost** to repair or replace any covered **Breakdown**; but in no event shall this **Cost** exceed the average retail value of Your Vehicle as determined by the **NADA Official Used Car Guide** at the time of loss.

### 5. Subrogation

If We pay for a loss, We may require You to assign to Us Your rights of recovery against others. We will not pay for a loss if You impair these rights to recover. Your rights to recover from others may not be waived.

## IX. GENERAL PROVISIONS (CONTINUED)

### 6. Dispute Resolution – Arbitration

This Service Contract requires binding arbitration if there is an unresolved dispute between **You** and **Us** concerning this Service Contract (including the **Cost** of, lack of or actual repair or replacement arising from a **Breakdown**). Under this Arbitration provision, **You** give up **Your** right to resolve any dispute arising from this Service Contract by a judge and/or a jury. **You** also agree not to participate as a class representative or class member in any class action litigation, any class arbitration or any consolidation of individual arbitrations. In arbitration, a group of three arbitrators (each of whom is an independent, neutral third party) will give a decision after hearing **Your** and **Our** positions. The decision of a majority of the arbitrators will determine the outcome of the arbitration and the decision of the arbitrators shall be final and binding and cannot be reviewed or changed by, or appealed to, a court of law. Any dispute on the application of this arbitration provision will be made by the local court of law in the county and state where **You** live. Notwithstanding this arbitration provision, **You** are not prohibited from bringing an action in Small Claims Court to resolve **Your** dispute.

The Consumer Arbitration Rules of the American Arbitration Association ([www.adr.org](http://www.adr.org)) will apply to any arbitration under this Service Contract. To start arbitration, either **You** or **We** must make a written demand to the other party for arbitration. This demand must be made within one (1) year of the earlier of the date the **Breakdown** occurred or the dispute arose or the applicable statute of limitations period, whichever is longer. **You** and **We** will each separately select an arbitrator. The two arbitrators will select a third arbitrator called an "umpire." All costs and expenses of the arbitration will be shared equally by **You** and **Us**. Unless otherwise agreed to by **You** and **Us**, the arbitration will take place in the county and state in which **You** live. The procedural rules for arbitration shall be governed by the Federal Arbitration Act (9 U.S.C.A. § 1 et. seq.) and not by any state law concerning arbitration. The laws of the state of Illinois (without giving effect to its conflict of law principles) govern all substantive matters arising out of or relating to this Service Contract and all transactions contemplated by this Service Contract, including, without limitation, the validity, interpretation, construction, performance and enforcement of this Service Contract.

### 7. How This Service Contract May Be Transferred

**Your** rights and duties under this Service Contract may only be transferred to a subsequent purchaser directly by **You** within thirty (30) days from the date of sale to the subsequent owner. This Service Contract may not be transferred to any entity in the business of selling or leasing motor vehicles. In the event of **Your** death, the benefits of this Service Contract will be available to **Your** spouse, domestic partner or legal representative. This Service Contract can only be transferred if the remaining portion of the **Warranty** including Powertrain **Warranty** has not been reduced or voided.

To transfer this Service Contract, **You** must submit the following information to the **Administrator**:

- a. Completed Transfer Request form, which can be obtained by contacting the **Administrator**;
- b. Copy of **Your** Service Contract;
- c. Bill of Sale indicating date of sale of the **Vehicle**;
- d. \$50 transfer fee made payable to the **Administrator**.

### 8. How This Service Contract May Be Canceled – Including Refunds And Charges

#### Cancellation By You

**You** may cancel this Service Contract at any time. To cancel, contact the **Selling Dealer**. The **Selling Dealer** will assist with **Your** cancellation request and verify the mileage of **Your Vehicle**. If **You** are unable to return to the **Selling Dealer**, **You** must provide written notice to the **Administrator**. A copy of **Your** Service Contract and an odometer reading statement must be included with **Your** request for cancellation.

#### Cancellation By Us

If **We** cancel this Service Contract, **We** will mail **You** written notice at least thirty (30) days prior to cancellation. This notice shall state the effective date of and reason for cancellation. **We** may cancel this Service Contract for any reason within ninety (90) days of the **Purchase Date**. After ninety (90) days, **We** may cancel this Service Contract:

- If there has been a material misrepresentation or fraud by **You**;
- If **You** have failed to maintain **Your Vehicle** as prescribed by the manufacturer;
- If the odometer has been tampered with or disabled and **You** have failed to repair the odometer;
- If **You** do not pay the **Service Contract Price**;
- If **Your Vehicle** has a salvage title; or
- If **You** use **Your Vehicle** in any manner not covered by this Service Contract.

#### Cancellation By Lienholder/Lessor

If this Service Contract is financed or included in **Your** lease agreement, the **Vehicle** Lienholder/Lessor may cancel this Service Contract in the event **You** default in **Your** obligation to such Lienholder/Lessor or in the event **Your Vehicle** is declared a total loss or is repossessed.

#### How Refunds are Calculated

If this Service Contract is canceled within sixty (60) days of the **Purchase Date** and a claim has not been incurred, a 100% refund of the **Service Contract Price** will be made. After sixty (60) days or if **You** have incurred a claim within the first sixty (60) days, a pro-rata refund of the unused **Term Months** or unused **Term Miles** will be made. The pro-rata refund will be calculated by multiplying the **Service Contract Price** by the lesser percentage of: (a) the unused **Term Months** divided by the total **Term Months** of **Your** Service Contract Term; or (b) the unused **Term Miles** divided by the total **Term Miles** of **Your** Service Contract Term; less an administrative fee of \$50. **You** authorize that all refunds will be paid to the Lienholder/Lessor if any, otherwise the refund will be paid to **You**. For refund calculations, if the Service Contract is canceled by **Us**, all references to sixty (60) days are replaced with ninety (90) days.

### 9. Insurance

This Service Contract is not an insurance contract. **Our** obligations under this Service Contract are insured under an insurance policy issued by Virginia Surety Company, Inc., 175 West Jackson Blvd., Chicago, Illinois 60604. In the event **We** cease to operate, are bankrupt or otherwise financially impaired or **Your** claim is not paid within sixty (60) days after proof of loss has been filed, **You** may file a direct claim with Virginia Surety Company, Inc. To do so, please call the following toll-free number for instructions: 1-800-209-6206.

### 10. Entire Service Contract

This Service Contract represents the entire agreement between **You** and **Us**. No person has the authority to change this Service Contract or to waive any of its provisions. No other written or oral statements apply to this Service Contract.

## X. STATE AMENDMENTS

This Service Contract is amended to comply with the following state requirements:

### Alabama

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges

**Cancellation By You** is amended to include:

If **You** cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

**How Refunds are Calculated** is amended as follows:

The \$50 administrative fee is deleted and replaced with a \$25 administrative fee.

### Alaska

**SERVICE CONTRACT LIMITATIONS** – is amended as follows:

Item #4A – Any reference to "TERRORISTS ACTS" is deleted in its entirety.

Item #7A is deleted in its entirety and replaced by the following:

**LOSS OF TIME, ECONOMIC LOSS, INCONVENIENCE, LODGING, FOOD, FREIGHT CHARGES, CORE CHARGES, STORAGE CHARGES, OR OTHER CONSEQUENTIAL LOSS OR DAMAGE THAT RESULTED FROM A BREAKDOWN UNLESS AS PROVIDED UNDER EMERGENCY TRAVEL EXPENSE REIMBURSEMENT.**

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges

**Cancellation By You** is amended to include:

If **You** cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

**How Refunds are Calculated** is amended as follows:

The \$50 administrative fee is deleted and replaced with an administrative fee of \$50 or 7.5% of the refund amount, whichever is less.

### Arizona

**NOTICE TO PURCHASER** – is amended to include:

In the event a **Breakdown** occurs when the **Administrator's** office is closed, **You** may follow the claim procedures in this Service Contract without prior authorization. Reimbursement will be made to **You** or the **Repair Facility** in accordance with Service Contract provisions.

**SERVICE CONTRACT LIMITATIONS** – is amended as follows:

Items #1B, 1C, 1D, 2A, 2B, 2C, 3A, 3B, 3E, 3F are amended to include: "WHILE THE VEHICLE IS OWNED BY YOU."

Items #6A, 6B, 8A are deleted in their entirety.

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges, **Cancellation By Us** is deleted in its entirety and replaced by the following:

If **We** cancel this Service Contract, **We** will mail **You** written notice at least thirty (30) days prior to cancellation. This notice shall state the effective date of and reason for cancellation. **We** may cancel this Service Contract:

- If there has been a material misrepresentation or fraud by **You**;
- If **You** have failed to maintain **Your Vehicle** as prescribed by the manufacturer;
- If, while owned by **You**, the odometer has been tampered with or disabled and **You** have failed to repair the odometer; or
- If **You** do not pay the **Service Contract Price**.

### California

**KEY TERMS** – "Breakdown" definition is deleted and replaced by the following:

"Breakdown" means the failure of any original or like replacement part due to defects in material or workmanship covered by this Service Contract to perform its intended functions(s) in normal service, providing it has received all scheduled maintenance, at the proper intervals, as recommended by the manufacturer in the Owner's Manual. **Breakdown** does not include the gradual reduction in operating performance caused by wear and tear where a failure has not occurred.

**KEY TERMS** – "Repair Facility" definition is amended to include:

If a franchised automotive retailer or licensed repair facility does not provide a written parts and labor guarantee of 12 months and 12,000 miles, the **Administrator** will refer **Your Vehicle** to a franchised automotive retailer or licensed repair facility that provides a written parts and labor guarantee for covered repairs of 12 months and 12,000 miles or greater.

**GENERAL PROVISIONS** – Section 5 Subrogation is deleted in its entirety.

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety and replaced by the following:

Mandatory arbitration is not allowed under this Service Contract. If **You** and **We** mutually agree, this Service Contract provides for binding arbitration if there is an unresolved dispute between **You** and **Us** concerning this Service Contract (for example the **Cost** of, lack of or actual repair of replacement arising from a Breakdown). Any dispute on the application of this arbitration provision will be made by the local court of law in the county and state where **You** live. Notwithstanding this arbitration provision, **You** are not prohibited from bringing an action in Small Claims Court to resolve **Your** dispute.

Under this Arbitration provision, **You** give up **Your** right to resolve any dispute arising from this Service Contract by a judge and/or a jury. In arbitration, a group of three arbitrators (each of whom is an independent, neutral third party) will give a decision after hearing **Your** and **Our** positions. The decision of a majority of the arbitrators will determine the outcome of the arbitration and the decision of the arbitrators shall be final and binding and cannot be reviewed or changed by, or appealed to, a court of law. The arbitrators shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal to a court of competent jurisdiction of any such error.

To start arbitration, either **You** or **We** must make a written demand to the other party for arbitration. This demand must be made within one (1) year of the earlier of the date the **Breakdown** occurred or the dispute arose or the applicable statute of limitations period, whichever is longer. **You** and **We** will each separately select an arbitrator. The two arbitrators will select a third arbitrator called an "umpire."

Unless otherwise agreed to by **You** and **Us**, the arbitration will take place in the county and state in which **You** live. The arbitration shall be governed by the California Arbitration Act (California Code of Civil Procedures 1280 et. seq.) and the Consumer Legal Remedies Act (California Civil Code (1750 et. seq.)). The laws of the state of California govern all matters arising out of or relating to this Service Contract and all transactions contemplated by this Service Contract, including, without limitation, the validity, interpretation, construction, performance and enforcement of this Service Contract. All costs and expenses of the arbitration will be shared equally by **You** and **Us**.

All fees and costs charged to **You** under this provision shall be waived if **You** are an indigent consumer. "Indigent consumer" means a person having a gross monthly income that is less than 300 percent of the federal poverty guidelines. If **You** are determined to be an indigent consumer all provisions of California Code of Civil Procedure §1284.3 apply.



## X. STATE AMENDMENTS (CONTINUED)

### California – continued

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges

**Cancellation By Us** is deleted in its entirety and replaced by the following:

If **We** cancel this Service Contract, **We** will mail **You** written notice at least sixty (60) days prior to cancellation. This notice shall state the effective date of and reason for cancellation. **We** may cancel this Service Contract:

- If there has been a material misrepresentation or fraud by **You**; or
- If **You** do not pay the **Service Contract Price**.

**How Refunds are Calculated** is amended as follows:

No administrative fee will be charged within the first sixty (60) days of cancellation from the **Purchase Date**.

The \$50 administrative fee is deleted and replaced with an administrative fee of \$25 or 10% of the refund amount, whichever is less.

If this Service Contract is canceled by **Us**, no administrative fee will be charged.

**GENERAL PROVISIONS** – Section 9 Insurance is deleted in its entirety and replaced by the following:

Performance to **You** under this Service Contract is guaranteed by a California approved insurance company. **You** may file a claim with this insurance company if any promise made in this Service Contract has been denied or has not been honored within sixty (60) days after **Your** request. The name and address of the insurance company is: Virginia Surety Company, Inc., 175 West Jackson Blvd., Chicago, Illinois 60604. If **You** are not satisfied with the insurance company's response, **You** may contact the California Department of Insurance at 1-800-927-4357 or access their website [www.insurance.ca.gov](http://www.insurance.ca.gov).

### Colorado

**GENERAL PROVISIONS** – Section 9 Insurance is amended to include: Insurance Policy #2631.

### Connecticut

The coverage afforded by this Service Contract is still available should the Service Contract Term lapse while **Your Vehicle** is in the custody of a **Repair Facility** for a covered repair.

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is amended as follows:

The State of Connecticut has established a process to settle disputes arising from service contracts as outlined in R.C.S.A §§ 42-260-1 to 5. If **You** purchase this Service Contract in Connecticut, a written complaint may be mailed to: State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0186, Attention: Consumer Affairs. The written complaint must contain a description of the dispute, the **Service Contract Price**, the **Cost** of repair of the **Vehicle** and a copy of this Service Contract.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges

**Cancellation By You** is amended to include:

**You** may cancel this Service Contract in the event the **Vehicle** is returned, sold, lost, stolen or destroyed.

**Cancellation By Us** is amended as follows:

The thirty (30) day written notice prior to cancellation is deleted and replaced with forty-five (45) days.

### Florida

The rate charged for this Service Contract is not subject to regulation by the Office of Insurance Regulation.

**SERVICE CONTRACT LIMITATIONS** – is amended as follows: Item #6A is deleted in its entirety.

**WHAT TO DO IF REPAIRS ARE NEEDED** – “**Emergency Repair Instructions**” is amended as follows: The thirty (30) day time period for filing a claim after a **Breakdown** is deleted and replaced with ninety (90) days.

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety.

**GENERAL PROVISIONS** – Section 7 How This Service Contract May Be Transferred is amended as follows:

The \$50 transfer fee is deleted and replaced with a \$40 transfer fee.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges is deleted in its entirety and replaced by the following:

**Cancellation By You**

**You** may cancel this Service Contract at any time. To cancel, contact the **Selling Dealer** or the **Administrator**. The **Selling Dealer** will assist with **Your** cancellation request and verify the mileage of **Your Vehicle**. If **You** are unable to return to the **Selling Dealer**, **You** must provide written notice to **Us**. A copy of **Your** Service Contract and an odometer reading statement must be included with **Your** request for cancellation. If **You** cancel this Service Contract within sixty (60) days of the **Purchase Date**, a 100% refund of the **Service Contract Price** will be made less any claims paid on this Service Contract. After sixty (60) days, a pro-rata refund of the lesser of unused **Term Months** or unused **Term Miles** will be made. The pro-rata refund will be calculated by multiplying the **Service Contract Price** by the lesser percentage of: (a) the unused **Term Months** divided by the total **Term Months** of **Your** Service Contract Term; or (b) the unused **Term Miles** divided by the total **Term Miles** of **Your** Service Contract Term; less an administrative fee of \$50 or 10% of the refund amount, whichever is less. **You** authorize that all refunds will be paid to the Lienholder/Lessor if any, otherwise the refund will be paid to **You**.

**Cancellation By Us**

**We** may cancel this Service Contract for any reason within sixty (60) days of the **Purchase Date**. After sixty (60) days, **We** may cancel this Service Contract:

- If there has been a material misrepresentation or fraud by **You**;
- If **You** have failed to maintain **Your Vehicle** as prescribed by the manufacturer;
- If the odometer has been tampered with or disabled and **You** have failed to repair the odometer; or
- If **You** do not pay the **Service Contract Price**.

If **We** cancel this Service Contract, **We** will mail **You** written notice at least thirty (30) days prior to cancellation. This notice shall state the effective date of and reason for cancellation. A pro-rata refund of the lesser of unused **Term Months** or unused **Term Miles** will be made. The pro-rata refund will not be less than 100% of the paid unearned pro-rata **Service Contract Price** less any claims paid on this Service Contract. **You** authorize that all refunds will be paid to the Lienholder/Lessor if any, otherwise the refund will be paid to **You**.

If this Service Contract is financed or included in **Your** lease agreement and **Your Vehicle** is a total loss or is repossessed, **You** authorize **Your** Lienholder/Lessor (shown on the Information Schedule) to cancel this Service Contract and receive the refund.

**GENERAL PROVISIONS** – Section 9 Insurance is amended as follows:

The sentence “This Service Contract is not an insurance contract.” is deleted in its entirety.

## X. STATE AMENDMENTS (CONTINUED)

### Georgia

**KEY TERMS** – "Prohibited Commercial Purposes" is amended to delete any reference to "delivery service" in its entirety.

**SERVICE CONTRACT LIMITATIONS** – is amended as follows:

Item #8A is deleted in its entirety.

Item #3B – Any reference to "SLUDGE" is deleted in its entirety.

Item #1C is amended to include the text: "**MADE SUBSEQUENT TO THE PURCHASE OF THIS SERVICE CONTRACT.**"

Item #3E is amended to include the text: "**WHILE OWNED BY YOU**".

**YOUR RESPONSIBILITIES** – is amended as follows:

Item #4 (c) is deleted in its entirety.

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges is deleted in its entirety and replaced by the following:

#### Cancellation By You

You, or a person authorized by You, may cancel this Service Contract at any time. To cancel, contact the **Selling Dealer**. The **Selling Dealer** will assist with Your cancellation request and verify the mileage of Your Vehicle. If You are unable to return to the **Selling Dealer**, You must provide written notice to the **Administrator**. A copy of Your Service Contract and an odometer reading statement must be included with Your request for cancellation. If You cancel this Service Contract, You will receive 100% of the unearned pro-rata **Service Contract Price**, less an administrative fee of \$50 or 10% of the unearned pro-rata **Service Contract Price**, whichever is less. You authorize that all refunds will be paid to the Lienholder/Lessor if any, otherwise the refund will be paid to You.

#### Cancellation By Us

We may cancel this Service Contract:

- In the event of fraud by You;
- In the event of material misrepresentation by You; or
- If You do not pay the **Service Contract Price**.

If We cancel this Service Contract, We will mail You written notice:

- At least ten (10) days prior to the effective date of cancellation if You do not pay the **Service Contract Price**; or
- At least thirty (30) days prior to the effective date of cancellation for fraud or material misrepresentation.

If We cancel this Service Contract, You will receive 100% of the unearned pro-rata **Service Contract Price**. You authorize that all refunds will be paid to the Lienholder/Lessor if any, otherwise the refund will be paid to You.

If this Service Contract is financed or included in Your lease agreement and Your Vehicle is a total loss or is repossessed, You authorize Your Lienholder/Lessor (shown on the Information Schedule) to cancel this Service Contract and receive the refund.

Should We fail to refund the unearned consideration, You have the right to receive the refund directly from Virginia Surety Company, Inc.

### Hawaii

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges, **Cancellation By You** is amended to include: If You cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

### Idaho

Coverage afforded under this Service Contract is not guaranteed by the Idaho Insurance Guarantee Association.

### Illinois

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges, **How Refunds are Calculated** is amended as follows: The \$50 administrative fee is deleted and replaced with an administrative fee of \$50 or ten percent (10%) of the refund amount, whichever is less.

### Indiana

This Service Contract is not insurance and is not subject to Indiana insurance law.

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

**GENERAL PROVISIONS** – Section 8 How This Service Contract May be Canceled – Including Refunds And Charges, **Cancellation By You** is amended to include: If Your cancellation refund is not paid within sixty (60) days after this Service Contract has been returned to the **Selling Dealer** or the **Administrator**, You may request a refund from Virginia Surety Company, Inc., 175 West Jackson Blvd., Chicago, Illinois 60604.

### Iowa

This Service Contract is subject to the applicable provisions of the Iowa Consumer Credit Code, Chapter 357.

If You have questions regarding Your Service Contract, You may address them to the Iowa Insurance Commissioner at the following address: Iowa Insurance Division, 601 Locust Street, 4th Floor, Des Moines, Iowa 50309-3738

**WHAT THIS SERVICE CONTRACT COVERS** – is amended to include:

Pre-owned parts will not be used to replace covered parts without prior written authorization from You. Rebuilt parts will not be used to replace covered parts unless the parts are rebuilt according to national standards recognized by the Insurance Division.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May be Canceled – Including Refunds And Charges

**Cancellation By You** is amended to include:

If You cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within thirty (30) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

**How Refunds are Calculated** is amended as follows:

The sentence "You authorize that all refunds will be paid to the Lienholder/Lessor if any, otherwise to You." is revised to read "You authorize that all refunds will be paid by the **Selling Dealer** to the Lienholder/Lessor if any, otherwise the refund will be paid to You."

**GENERAL PROVISIONS** – Section 9 Insurance is amended as follows:

A claim against the **Provider** may also include a refund of the unearned **Provider fee (Service Contract Price)** in the event this Service Contract is cancelled.

## X. STATE AMENDMENTS (CONTINUED)

### Louisiana

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges, **How Refunds are Calculated** is deleted in its entirety and replaced by the following:

If this Service Contract is canceled within sixty (60) days of the **Purchase Date**, a one hundred percent (100%) refund of the **Service Contract Price** will be made. After sixty (60) days, a pro-rata refund of the unused **Term Months** or unused **Term Miles** will be made. The pro-rata refund will be calculated by multiplying the **Service Contract Price** by the lesser percentage of: (a) the unused **Term Months** divided by the total **Term Months** of **Your** Service Contract Term; or (b) the unused **Term Miles** divided by the total **Term Miles** of **Your** Service Contract Term; less an administrative fee of \$50. **You** authorize that all refunds will be paid to the Lienholder/Lessor if any, otherwise the refund will be paid to **You**.

### Maine

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges

**Cancellation By You** is amended to include: If **You** cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

**How Refunds are Calculated** is amended as follows:

The \$50 administrative fee is deleted and replaced with an administrative fee of \$50 or ten percent (10%) of the refund amount, whichever is less.

### Maryland

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges, **Cancellation By You** is amended to include: If **You** cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

### Massachusetts

NOTICE TO PURCHASER: THE COVERAGE **YOU** ARE BUYING 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. **YOU** CAN BE REQUIRED BY THE SELLER OF THIS COVERAGE TO PURSUE THOSE **WARRANTIES** WHICH ARE AVAILABLE TO **YOU** WITHOUT THIS SERVICE CONTRACT.

### Michigan

**GENERAL PROVISIONS** – Section 1 Service Contract Term is amended to include:

If performance under this Service Contract is interrupted because of a strike or work stoppage at the **Selling Dealer** or **Repair Facility**, the Service Contract Term shall be extended for the period of the strike or work stoppage.

### Minnesota

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges, **Cancellation By You** is amended to include: If **You** cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

### Mississippi

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety.

**GENERAL PROVISIONS** – Section 8 "How This Service Contract May Be Canceled – Including Refunds And Charges"

**Cancellation By You** is amended to include:

If **You** cancel this Service Contract, a 10% penalty per month shall be added to a refund that is not paid within 45 days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

**Cancellation By Us** is amended as follows:

We may only cancel this Service Contract for the following reasons:

- If there has been a material misrepresentation or fraud by **You**;
- If **You** do not pay the **Service Contract Price**; or
- If **You** use **Your Vehicle** in any manner not covered by this Service Contract.

**How Refunds are Calculated** is amended to include:

The \$50 administrative fee is deleted and replaced with an administrative fee of \$50 or 10% of the refund amount, whichever is less.

### Missouri

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges, **Cancellation By You** is amended to include: If **You** cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

Cancellation by **You** will become effective as of the date the written notice of **Your** cancellation is received by **Us**. **We** will mail **You** written notice of **Our** receipt and resulting cancellation of **Your** Service Contract within forty-five (45) days of the date of cancellation.

**How Refunds are Calculated** is deleted in its entirety and replaced with the following:

If this Service Contract is canceled within sixty (60) days of the **Purchase Date**, a 100% refund of the **Service Contract Price** will be made, less paid claims, if any. After sixty (60) days, a pro-rata refund of the unused **Term Months** or unused **Term Miles** will be made. The pro-rata refund will be calculated by multiplying the **Service Contract Price** by the lesser percentage of: (a) the unused **Term Months** divided by the total **Term Months** of **Your** Service Contract Term; or (b) the unused **Term Miles** divided by the total **Term Miles** of **Your** Service Contract Term; less an administrative fee of \$50. **You** authorize that all refunds will be paid to the Lienholder/Lessor if any, otherwise the refund will be paid to **You**. For refund calculations, if the Service Contract is canceled by **Us**, all references to sixty (60) days are replaced with ninety (90) days.

**GENERAL PROVISIONS** – Section 9 Insurance is amended as follows:

A claim against the **Provider** may also include a refund of the unearned **Provider fee (Service Contract Price)** in the event this Service Contract is cancelled.

## X. STATE AMENDMENTS (CONTINUED)

### Nebraska

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety and replaced by the following:

Notwithstanding anything in this Service Contract to the contrary, if **You** and **We** mutually agree at the time of loss, this Service Contract provides for arbitration if there is an unresolved dispute between **You** and **Us** concerning this Service Contract. **You** agree not to participate as a class representative or class member in any class action litigation, any class arbitration or any consolidation of individual arbitrations. In arbitration, a group of three arbitrators (each of whom is an independent, neutral third party) will give a decision after hearing **Your** and **Our** positions. The decision of a majority of the arbitrators will determine the outcome of the arbitration and the decision of the arbitrators shall not be binding upon **You**. Any dispute on the application of this arbitration provision will be made by the local court of law in the county and state where **You** live. Notwithstanding this arbitration provision, **You** are not prohibited from bringing an action in Small Claims Court to resolve **Your** dispute.

The Consumer Arbitration Rules of the American Arbitration Association (www.adr.org) will apply to any arbitration under this Service Contract. To start arbitration, either **You** or **We** must make a written demand to the other party for arbitration. This demand must be made within one (1) year of the earlier of the date the loss occurred or the dispute arose or the applicable statute of limitations period, whichever is longer. **You** and **We** will each separately select an arbitrator. The two arbitrators will select a third arbitrator called an "umpire." All costs and expenses of the arbitration will be shared equally by **You** and **Us**. Unless otherwise agreed to by **You** and **Us**, the arbitration will take place in the county and state in which **You** live. The procedural rules for arbitration shall be governed by the Federal Arbitration Act (9 U.S.C.A. § 1 et. seq.) and not by any state law concerning arbitration. The rules of the American Arbitration Association (www.adr.org) will apply to any arbitration under this Service Contract.

### Nevada

**SERVICE CONTRACT LIMITATIONS** – is amended as follows:

Item #3A is deleted in its entirety and replaced by the following:

**FOR A BREAKDOWN CAUSED BY ABUSE, MISUSE OR LACK OF CUSTOMARY MAINTENANCE AS DETAILED IN SECTION VII. YOUR RESPONSIBILITIES.**

**GENERAL PROVISIONS** – Section 1 Service Contract Term is amended to include: This Service Contract is not renewable.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges

**Cancellation By You** is amended to include:

If **You** cancel this Service Contract, a ten percent (10%) penalty for each thirty (30) day period or portion thereof shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

**Cancellation By Us** is deleted in its entirety and replaced by the following:

If **We** cancel this Service Contract, **We** will mail **You** written notice at least thirty (30) days prior to cancellation. This notice shall state the effective date of and reason for cancellation. **We** may cancel this Service Contract for any reason within seventy (70) days of the **Purchase Date**. After seventy (70) days, **We** may cancel this Service Contract:

- If **You** do not pay the **Service Contract Price**;
- If **You** are convicted of a crime that results in an increase in the risk covered under this Service Contract;
- If there has been a material misrepresentation or fraud by **You**; or
- If **We** discover an act or omission by **You**, or a violation by **You** of any terms or conditions of this Service Contract, after the **Purchase Date**, that substantially and materially increases the risk covered under this Service Contract.

**How Refunds are Calculated** is amended as follows:

For refund calculations, if the Service Contract is canceled by **Us**, all references to sixty (60) days are replaced with seventy (70) days. If this Service Contract is canceled by **Us**, no administrative fee will be charged.

### New Hampshire

If **You** have questions, concerns or complaints regarding **Your** Service Contract, **You** may address them to the **Provider** at 1-800-621-2130.

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is amended to include:

All arbitration or dispute resolution in New Hampshire is subject to and will not impede any consumer rights as provided for under New Hampshire RSA 542.

**GENERAL PROVISIONS** – Section 9 Insurance is amended to include:

If **You** are not satisfied with the insurance company's response, **You** may contact the New Hampshire Department of Insurance, 21 Fruit Street, Concord, New Hampshire 03301, 1-603-271-2261.

### New Jersey

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges, **Cancellation By You** is amended to include: If **You** cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

### New Mexico

**GENERAL PROVISIONS** – Section 1 Service Contract Term is amended to include: This Service Contract is not renewable.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges

**Cancellation By You** is amended to include:

If **You** cancel this Service Contract, a ten percent (10%) penalty for each thirty (30) day period or portion thereof shall be added to a refund that is not paid within sixty (60) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

**Cancellation By Us** is deleted in its entirety and replaced by the following:

If **We** cancel this Service Contract, **We** will mail **You** written notice at least thirty (30) days prior to cancellation. This notice shall state the effective date of and reason for cancellation. **We** may cancel this Service Contract for any reason within seventy (70) days of the **Purchase Date**. After seventy (70) days, **We** may cancel this Service Contract:

- If **You** do not pay the **Service Contract Price**;
- If **You** are convicted of a crime that results in an increase in the risk covered under this Service Contract;
- If there has been a material misrepresentation or fraud by **You**; or
- If **We** discover an act or omission by **You**, or a violation by **You** of any terms or conditions of this Service Contract, after the **Purchase Date**, that substantially and materially increases the risk covered under this Service Contract.

**How Refunds are Calculated** is amended as follows:

For refund calculations, if the Service Contract is canceled by **Us**, all references to sixty (60) days are replaced with seventy (70) days.

### New York

**ADDITIONAL BENEFITS** – is amended as follows:

Emergency Travel Expense Reimbursement is deleted in its entirety.



## X. STATE AMENDMENTS (CONTINUED)

### New York – continued

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges. **Cancellation By You** is amended to include: If You cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within thirty (30) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

### North Carolina

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges

**Cancellation By Us** is deleted in its entirety and replaced by the following:

If We cancel this Service Contract, We will mail You written notice at least thirty (30) days prior to cancellation. We may only cancel this Service Contract at any time for any of the reasons listed below:

- If there has been a material misrepresentation or fraud by You; or
- If You do not pay the **Service Contract Price**.

**How Refunds are Calculated** is amended as follows:

The \$50 administrative fee is deleted and replaced with an administrative fee of \$50 or 10% of the refund amount, whichever is less.

### Oklahoma

Coverage afforded under this Service Contract is not guaranteed by the Oklahoma Insurance Guaranty Association.

**This Service Contract is not issued by the manufacturer or a wholesale company marketing the product. This Service Contract will not be honored by such manufacturer or wholesale company.**

Oklahoma service warranty statutes do not apply to commercial use reference in service warranty contracts.

**EMERGENCY ROADSIDE ASSISTANCE** – is amended to include:

Emergency Roadside Assistance is provided by Brickell Financial Services-Motor Club, Inc. 7300 Corporate Center Drive, Suite 601, Miami, FL 33126, 1-305-392-4300.

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety.

**GENERAL PROVISIONS** – Section 7 How This Service Contract May Be Transferred is amended as follows: The sentence "This Service Contract can only be transferred..." is revised to read: This Service Contract can only be transferred if the remaining portion of the **Warranty** including Powertrain **Warranty** has not been reduced or canceled.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refund And Charges is deleted in its entirety and replaced by the following:

### Cancellation By You

You may cancel this Service Contract at any time. To cancel, contact the **Selling Dealer**. The **Selling Dealer** will assist with Your cancellation request and verify the mileage of Your **Vehicle**. If You are unable to return to the **Selling Dealer**, You must provide written notice to the **Administrator**. A copy of Your Service Contract and an odometer reading statement must be included with Your request for cancellation. If You cancel this Service Contract within the first sixty (60) days of the **Purchase Date** and have not incurred a claim, You will receive one hundred percent (100%) of the unearned pro-rata **Service Contract Price**. If You cancel this Service Contract after sixty (60) days or have incurred a claim within the first sixty (60) days, You will receive a refund based on one hundred percent (100%) of the unearned pro-rata **Service Contract Price** less ten percent (10%) of the unearned pro-rata **Service Contract Price** or fifty dollars (\$50), whichever is less. You authorize that all refunds will be paid to the Lienholder/Lessor if any, otherwise the refund will be paid to You.

### Cancellation By Us

We may cancel this Service Contract for any reason within ninety (90) days of the **Purchase Date**. After ninety (90) days, We may cancel this Service Contract:

- If there has been a material misrepresentation or fraud by You;
- If You have failed to maintain Your **Vehicle** as prescribed by the manufacturer;
- If the odometer has been tampered with or disabled and You have failed to repair the odometer;
- If You do not pay the **Service Contract Price**;
- If Your **Vehicle** has a salvage title; or
- If You use Your **Vehicle** in any manner not covered by this Service Contract.

If We cancel this Service Contract, We will mail You written notice at least thirty (30) days prior to cancellation. This notice shall state the effective date of and reason for cancellation. The pro-rata refund will be one hundred percent (100%) of the unearned pro-rata **Service Contract Price**. You authorize that all refunds will be paid to the Lienholder/Lessor if any, otherwise the refund will be paid to You.

If this Service Contract is financed or included in Your lease agreement and Your **Vehicle** is a total loss or is repossessed, You authorize Your Lienholder/Lessor (shown on the Information Schedule) to cancel this Service Contract and receive the refund.

### Oregon

Any reference to **Provider** within this Service Contract is deleted and replaced by **Obligor**.

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety.

### South Carolina

If You have questions, concerns or complaints regarding Your Service Contract, You may address them to:

South Carolina Department of Insurance, P.O. Box 100105, Columbia, South Carolina 29201-3105, 1-803-737-6180

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges. **Cancellation By You** is amended to include: If You cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

### Texas

Unresolved complaints or questions concerning the regulation of Service Contracts may be directed to the Texas Department of Licensing and Regulation at P.O. Box 12157, Austin, TX 78711, 1-800-803-9202.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges

**Cancellation By You** is amended to include: If You cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**. If Your cancellation refund is not paid within forty-five (45) days after this Service Contract has been returned to the **Selling Dealer** or the **Administrator**, You may request a refund from Virginia Surety Company, Inc., 175 West Jackson Blvd., Chicago, Illinois 60604. The right to cancel this Service Contract is not transferable to a subsequent holder of this Service Contract.

**How Refunds are Calculated** is amended as follows:

If this Service Contract is canceled by Us, no administrative fee will be charged.

## X. STATE AMENDMENTS (CONTINUED)

### Utah

Coverage afforded under this Service Contract is not guaranteed by the Property and Casualty Guaranty Association.

This Service Contract is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department.

**EMERGENCY ROADSIDE ASSISTANCE** – is amended to include:

Emergency Roadside Assistance is provided by Brickell Financial Services-Motor Club, Inc. 7300 Corporate Center Drive, Suite 601, Miami, FL 33126, 1-305-392-4300.

**WHAT TO DO IF REPAIRS ARE NEEDED – “Emergency Repair Instructions”** is amended to include: Utah residents are not limited to filing claims within thirty (30) days for reimbursement consideration. The sentence “Emergency repairs are those required because **Your Vehicle** was inoperable or unsafe to drive.” is deleted in its entirety.

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety and replaced by the following:

Any matter in dispute between **You** and **Us** may be subject to arbitration as an alternative to court action pursuant to the rule of The American Arbitration Association or other recognized arbitrator, a copy of which is available on request from **Us**. Any decision reached by arbitration shall be binding upon both **You** and **Us**. The arbitration award may include attorney’s fees if allowed by state law and may be entered as a judgment in any court of proper jurisdiction.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges

**Cancellation By Us** is deleted in its entirety and replaced by the following:

If **We** cancel this Service Contract, **We** will mail **You** written notice at least thirty (30) days prior to cancellation. This notice shall state the effective date of and reason for cancellation. **We** may cancel this Service Contract for any reason within sixty (60) days of the **Purchase Date**. After sixty (60) days, **We** may cancel this Service Contract:

- For nonpayment of the **Service Contract Price**;
- For material misrepresentation by **You**;
- For substantial changes in the risk assumed, unless the insurer should reasonably have foreseen the change or contemplated the risk when entering into the contract; or
- For substantial breaches in contractual duties, conditions or warranties.

**Cancellation By Lienholder/Lessor** is deleted in its entirety and replaced by the following:

If this Service Contract is financed or included in **Your** lease agreement and **Your Vehicle** is a total loss or is repossessed, **You** authorize **Your** Lienholder/Lessor (shown on the Information Schedule) to receive the refund.

### Wisconsin

**THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.**

**EMERGENCY ROADSIDE ASSISTANCE** – is amended to include:

Emergency Roadside Assistance is provided by Brickell Financial Services Motor Club, Inc., 7300 Corporate Center Drive, Suite 601, Miami, FL 33126, 1-305-392-4300.

**SERVICE CONTRACT LIMITATIONS** – is amended as follows: Item #8B is deleted in its entirety.

**WHAT TO DO IF REPAIRS ARE NEEDED – “Emergency Repair Instructions”** is amended to include: The thirty (30) day time period for filing a claim after a **Breakdown** is deleted and replaced with as soon as reasonably possible.

**GENERAL PROVISIONS** – Section 5 Subrogation is amended to include: **You** will be made whole before **We** retain any amount **We** may recover.

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges

**Cancellation By You** is amended to include:

If **You** cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

**Cancellation By Us** is deleted in its entirety and replaced by the following:

If **We** cancel this Service Contract, **We** will mail **You** written notice at least thirty (30) days prior to cancellation. This notice shall state the effective date of and the reason for cancellation. **We** may cancel this Service Contract:

- If there has been a material misrepresentation or fraud by **You**;
- If **You** do not pay the **Service Contract Price**; or
- For substantial breach of duties by **You** relating to the use of the covered **Vehicle**.

**How Refunds are Calculated** is amended as follows:

The \$50 administrative fee is deleted and replaced with an administrative fee \$50 or ten percent (10%) of the refund amount, whichever is less.

In the event **Your Vehicle** is declared a total loss, **You** may cancel this Service Contract and receive a pro-rata refund of the **Service Contract Price**, less any claims paid. No administrative fee will be charged.

### Wyoming

**GENERAL PROVISIONS** – Section 6 Dispute Resolution – Arbitration is deleted in its entirety.

**GENERAL PROVISIONS** – Section 8 How This Service Contract May Be Canceled – Including Refunds And Charges

**Cancellation By You** is amended to include:

If **You** cancel this Service Contract, a ten percent (10%) penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of this Service Contract to the **Selling Dealer** or the **Administrator**.

**Cancellation By Lienholder/Lessor** is deleted in its entirety and replaced by the following:

If this Service Contract is financed or included in **Your** lease agreement and **Your Vehicle** is a total loss or is repossessed, **You** authorize **Your** Lienholder/Lessor (shown on the Information Schedule) to receive the refund.

**How Refunds are Calculated** is amended as follows:

The sentence “**You** authorize that all refunds will be paid to the Lienholder/Lessor if any, otherwise the refund will be paid to **You**.” is revised to read “**You** authorize all refunds will be made payable to the Lienholder/Lessor and **You**.”



## XI. LENDER REQUIREMENTS

If Your Vehicle is financed with Ford Motor Credit Company (FMCC):

**GENERAL PROVISIONS** – Section 4 Limit of Liability is amended to include:

The total of all claims paid or payable during the Service Contract Term shall not exceed the price You paid for Your Vehicle.

**GENERAL PROVISIONS** – Section 8 How this Service Contract May Be Canceled – Including Refunds and Charges, How Refunds are Calculated is amended as follows:

If the Vehicle is declared a total loss or is repossessed, the \$50 administrative fee is deleted in its entirety.

If Your Vehicle is financed with Toyota Motor Credit Corporation (TMCC):

**KEY TERMS** – “Permitted Commercial Purposes” definition and “Prohibited Commercial Purposes” definition are deleted in their entirety.

**SERVICE CONTRACT LIMITATIONS** – Items #1B, 2A, 2B, 2C are deleted in their entirety and replaced by the following:

**IF YOUR VEHICLE:**

**A. HAS BEEN USED FOR PLOWING SNOW, IF NOT OTHERWISE EQUIPPED TO PLOW SNOW BY THE MANUFACTURER, OR IS EQUIPPED IN A CONDITION OR MANNER WHICH EXCEEDS THE MANUFACTURER'S RECOMMENDATIONS FOR YOUR VEHICLE. IF THE SNOW PLOW OPTIONAL COVERAGE IS PURCHASED AND YOUR VEHICLE IS USED FOR PERSONAL USE SNOW PLOWING, WE WILL PAY FOR COVERED BREAKDOWNS EVEN THOUGH YOUR VEHICLE WAS MODIFIED BY ADDING A MANUFACTURER EQUIPPED SNOW PLOW PACKAGE.**

**B. HAS BEEN USED FOR COMPETITIVE DRIVING, RACING OR TOWING A TRAILER WHOSE WEIGHT EXCEEDS THE MANUFACTURER'S RECOMMENDATIONS FOR YOUR VEHICLE.**

**C. HAS BEEN USED FOR HIRE TO PUBLIC OR TO TRANSPORT PEOPLE FOR HIRE, UNLESS YOU PURCHASED THE RIDESHARE OPTIONAL COVERAGE.**

**D. HAS BEEN USED FOR MUNICIPAL OR PROFESSIONAL EMERGENCY OR POLICE SERVICES.**

CUSTOMER #:



3466 Route 1, West Windsor, NJ 08540 Service Direct (609) 524-9020 Main (609) 524-9010

INVOICE

PAGE 1

HOME: CONT:N/A BUS: CELL: SERVICE ADVISOR: 3048253 CHRISTINA LOCASTO

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a black 2018 Chevrolet Volt with 27619/27623 miles and license 116370.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes inspection details for UC Perform Preowned Vehicle Safety Inspection.

Completed the following inspection: -Air Conditioning, -All filters, -Car alignment, -Electrical System, -Lighting, -Signs for any leaks, -Brake components, -General cooling system, -General interior condition, -All mirrors condition, -Open recalls, -Windows, Wipers and Sunroof, -Tire conditions, -Transmission fluid, -Sound system. Performed the following: -Oil Change, -Road test for noise and anomalies, -Topped off all fluids. Mileage out: 0.00. PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B NO OPEN RECALLS FOUND NOR NO OPEN RECALLS FOUND 3050145 IC (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

Table with columns: Original Estimate (Parts & Labor), Authorized/Requested Add'l Repairs, Approved By, Date & Time, Telephone # Called, Description, Totals. Includes a 'PLEASE PAY THIS AMOUNT' section.

CUSTOMER #:



3466 Route 1, West Windsor, NJ 08540 Service Direct (609) 524-9020 Main (609) 524-9010

PAGE 2

HOME: CONT:N/A BUS: CELL: SERVICE ADVISOR: 3048253 CHRISTINA LOCASTO COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG BLACK 18 CHEVROLET VOLT 27619/27623 116370 DEL. DATE PROD. DATE WARR. EXP. PROMISE RATE PAYMENT INV. DATE DD 17:00 28JAN21 0.00 CASH 29JAN21 R.O. OPENED READY OPTIONS: STK:JUL16370 ENG:1.5\_Liter\_Hybrid

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

C DOES THIS VEHICLE NEED A FACTORY BRACKET OR WOULD A UNIVERSAL TAG BRACKET WORK. \*\*\*\*\*DO NOT INSTALL\*\*\*\*\* TAG DOES THIS VEHICLE NEED A FACTORY BRACKET OR WOULD A UNIVERSAL TAG BRACKET WORK. \*\*\*\*\*DO NOT INSTALL\*\*\*\*\* 3050145 IC (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 vehicle has plate bracket installed

D\*\* PERFORM OIL AND FILTER CHANGE, TOP UP FLUIDS AND SET TIRE PRESSURES OIL PERFORM OIL AND FILTER CHANGE, TOP UP FLUIDS AND SET TIRE PRESSURES 3050145 IC (N/C) 1 95140 OIL FILTER (N/C) 43 0W20FS-55 0W20 FULL SYNTHETIC BULK (N/C) ADDOIL Additional oil needed above 5 quarts to perform oil change. Billed by the tenth of a quart. 3050145 IC (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E\*\* REPLACE FRONT WIPER BLADES WIPER REPLACE FRONT WIPER BLADES 3050145 IC (N/C) 2 XC26 26" XTRACLEAR 1 EA XTCLR (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 replaced front wiper blades

F\*\* REPLACE 4 TIRES AND SET TIRE PRESSURES 4TIRES REPLACE 4 TIRES AND SET TIRE PRESSURES 3050145 IC (N/C) TD4 TIRE DISPOSAL X4 (N/C) (N/C) (N/C) 4 ASP58T SUMITOMO 215/50/17 (N/C)

Table with columns: Original Estimate (Parts & Labor), Authorized/Requested Add'l Repairs, Approved By, Date & Time, Telephone # Called, ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED., DESCRIPTION, TOTALS

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE...

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

CUSTOMER #:



INVOICE



3466 Route 1, West Windsor, NJ 08540 Service Direct (609) 524-9020 Main (609) 524-9010

PAGE 3

HOME: CONT:N/A SERVICE ADVISOR: 3048253 CHRISTINA LOCASTO
BUS: CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a 2018 Chevrolet Volt and payment information (CASH, 29JAN21).

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes entry for 4 TT STATE FEE - TIRE.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
mount and balanced 4 tires

G\*\* RESURFACE FRONT ROTORS
BRAKE RESURFACED FRONT ROTORS
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

Completed brake parts inspection.
Mileage out:

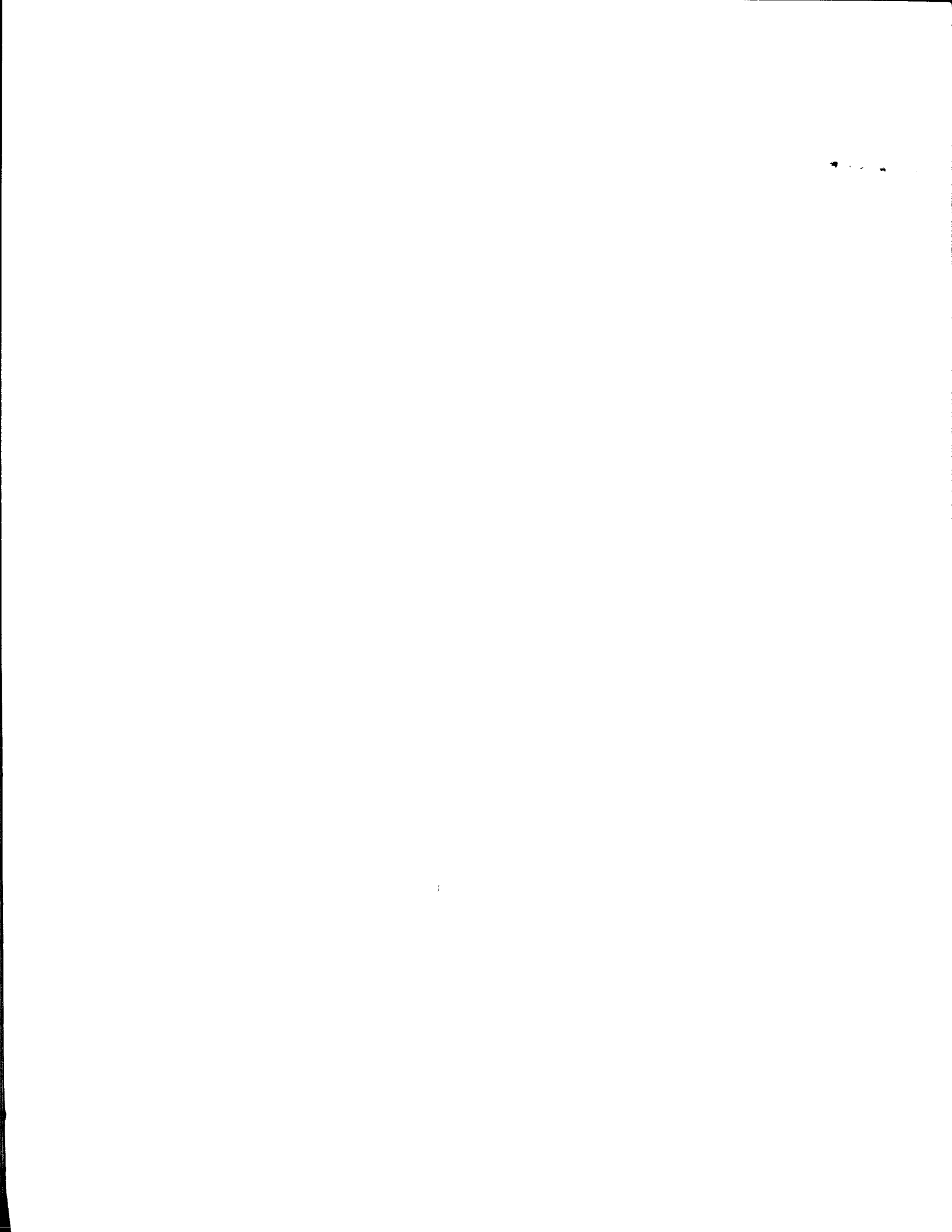
H\*\* REPLACE REAR PADS AND ROTORS
BRAKE REPLACED REAR PADS AND ROTORS
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

Completed brake parts inspection.
Mileage out:

I\*\* REPLACE WASHER NOZZLE ON PASSENGER SIDE
00 REPLACED PS WASHER NOZZLE
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

Table with columns: Original Estimate, Authorized/Requested, Approved By, Date & Time, Telephone # Called, DESCRIPTION, TOTALS. Includes a 'PLEASE PAY THIS AMOUNT' row with a total of 0.00.

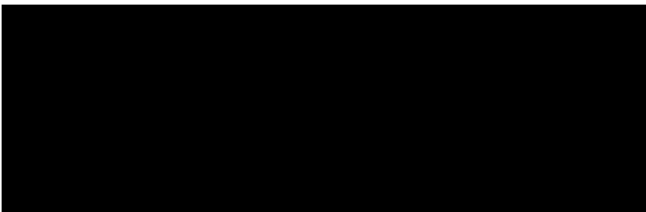
WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED...





3466 Route 1,  
West Windsor, NJ 08540  
Main (609) 524-9010

AMOUNT	PAID BY	COMMENT
1,400.00	CASH	DOWN PAYMENT DEAL



TOTAL RECEIVED: \$1,400.00

DATE-TIME: 20FEB2021 14:35  
CASHIER: JOEG  
LOCATION:  
CASH DRAWER:

A

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
40	560	40	10202	1,400.00	504714	
		40	20700	-1,400.00	820795	

CASH  
RECEIPT

APPLICATION FOR REGISTRATION

Attach Proof of Ownership - Type or Print Make check payable to Commonwealth of Pennsylvania

No. [redacted] SD 2018 14548.00

MV-1 (7-19)			H. TAX/FEES			
A. VEHICLE DESCRIPTION	Make of Vehicle	Vehicle Identification Number (VIN). If tracing required, tape securely to reverse side of this copy.	Body Type (SDN, TK, Bus, etc.)	Model Year	Purchase Price (See Note on Reverse.)	N/A
	Gross Vehicle Wt Rating	Fuel Type: <input type="checkbox"/> Gasoline <input type="checkbox"/> Diesel <input type="checkbox"/> Propane <input type="checkbox"/> Electric <input type="checkbox"/> Natural Gas <input type="checkbox"/> Hybrid	DIN/Bus. Part. ID#Mechanic #	Authorized Notary Public or Certified Inspection Mechanic (Print Name)	Less Trade-In	14548.00
B. APPLICANT INFORMATION	Check the appropriate block if the vehicle is to be used or was formerly used as a <input type="checkbox"/> Taxi or a <input type="checkbox"/> Police Vehicle				Exemption Amount	N/A
	Last Name (or E.F. Business Name)				Excise Tax (0.06, X 7% (.07) or 0.03) (Note on Reverse.)	N/A
	[redacted]				Excise Tax Credit	N/A
	[redacted]				Excise Tax Due	
C. MILEAGE INFORMATION	<input type="checkbox"/> Reflects the amount of mileage in excess of its mechanical limits.		<input type="checkbox"/> is NOT the actual mileage.		Exemption No.	
	WARNING: Federal and state laws require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.		WARNING: Odometer discrepancy.		PTA No.	N/A
D. LIEN INFORMATION	If no lien, CHECK <input checked="" type="checkbox"/> Is this an ELT? (If yes, FIN required) <input type="checkbox"/> YES <input type="checkbox"/> NO		If no 2nd lien, CHECK <input type="checkbox"/> Is this an ELT? (If yes, FIN required) <input type="checkbox"/> YES <input type="checkbox"/> NO		2. Title Fee	45.00
	1st Lienholder Financial Institution Number		2nd Lienholder Financial Institution Number		3. Lien Fee	
	1st Lienholder Name		2nd Lienholder Name		4. Registration Or Processing Fee	N/A
	Street		Street		Fee Exempt Number as Assigned by the Department	N/A
E. VEHICLE TRADED	Make of Vehicle	Vehicle Identification Number (VIN)	Model Year		5. County Fee (See Note on Reverse)	N/A
	Body Type (SDN, BUS, TK, etc.)	Condition of Vehicle <input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR			6. Duplicate Reg. Fee No. of Dup. Reg. Cards:	N/A
F. ADDITIONAL VEHICLE INFORMATION	Passenger, Taxi/Bus	<input type="checkbox"/> Passenger <input type="checkbox"/> Taxi <input type="checkbox"/> Limousine <input type="checkbox"/> School Bus <input type="checkbox"/> Mass Transit <input type="checkbox"/> Other Bus		Seating Capacity	7. Transfer Fee	N/A
	Motorcycle, Motor Driven Cycle, Moped	Cylinder Capacity 500cc or Less	<input type="checkbox"/> YES <input type="checkbox"/> NO	Brake Horsepower <input type="checkbox"/> 1.5 or Less <input type="checkbox"/> 1.6 to 5.0 <input type="checkbox"/> Over 5.0	8. Increase Fee	N/A
		Operable Pedals	<input type="checkbox"/> YES <input type="checkbox"/> NO	Max Design Speed 25 MPH or Less	<input type="checkbox"/> YES <input type="checkbox"/> NO	9. Replacement Fee
	Motor Home	Automatic Transmission	<input type="checkbox"/> YES <input type="checkbox"/> NO	Designed/Altered for Road Use	<input type="checkbox"/> YES <input type="checkbox"/> NO	10. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount
G. APPLICATION FOR REGISTRATION	Trailer & Vehicles Below		Number of Axles:	Req. Registered Gross Wt. (Including Load)		
	Truck, Truck Tractor		Sum of GAWR's:	Unladen Wt. (Empty)		
			Req. Registered Gross Combination Wt.	Gross Combination Wt. Rating		
Original Registration Plate - CHECK ONE		<input type="checkbox"/> Transfer of Previously Issued Registration Plate		<input type="checkbox"/> Transfer & Replacement of Registration Plate		
<input type="checkbox"/> Registration Plate to be issued by Department (Proof of Insurance must be attached.)		<input type="checkbox"/> Transfer & Renewal of Registration Plate		Reason for Replacement		
<input type="checkbox"/> Exchange Registration Plate to be issued by Department		Registration Plate No.		<input type="checkbox"/> Lost <input type="checkbox"/> Defaced <input type="checkbox"/> Stolen <input type="checkbox"/> Never Received (Lost in Mail)		
<input type="checkbox"/> Temporary Registration Plate issued by Full Agent (NOTE: This registration plate will expire 90 days from date of issuance.)		Expires Month Year		NOTE: If "Never Received" block is checked, applicant must complete Form MV-44.		
Transferred From Title No.		Signature of Person From Whom Registration Plate is Being Transferred (If Other Than Applicant)		VIN		
Insurance Company Name		NAIC No.				
ISSUING AGENT INFORMATION		I certify that on month _____ day _____ year _____ I have checked to determine that the vehicle is insured and issued temporary registration to the above applicant, in compliance with all applicable provisions of the Vehicle Code and Department regulations.				
I. NOTARIZATION	Subscribed And Sworn To Before Me: Month Day Year					
	SIGNATURE OF PERSON ADMINISTERING OATH					

ST-10

(6-06, R-12)

STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY
DIVISION OF TAXATION

MOTOR VEHICLE SALES AND USE TAX EXEMPTION REPORT

(See Reverse Side for Instructions and Definitions)

Motor Vehicle Dealer
Address
Telephone Number
Taxpayer ID Number

I PURCHASE INFORMATION

(a) Purchaser/Lessee (please print or type)
(b) FID # or last three (3) digits of your SSN
(c) Date of Purchase/Lease 02/20/2021
(d) New Jersey Address
(e) Out-of-State Address
(f) Telephone Number
(h) Employer
(j) Driver's License issued by State of: PA Number Expiration Date 04/30/2025
(k) Other Driver's License Issued by State of: Number Expiration Date

II VEHICLE IDENTIFICATION DATA

Make of Vehicle CHEVROLET Model VOLT Year 2018
Full Serial number Body Type SD Color BLACK

III COMPUTATION OF PRICE

(a) Enter Full Purchase Price/Lease Payment & Number of Payments \$ 15047.00
(b) Enter Trade-In Allowance or Discount, if any \$ N/A
(c) Adjusted Purchase Price/Lease (Item A Less Item B) \$ 15047.00

Table with 4 columns: Make of Vehicle, Model, Year, State of Registration; Full Serial Number, Body Type, Color, Plate Number.

The purchaser/lessee certifies he/she is a non-resident of New Jersey, is not engaged in business in New Jersey, and the vehicle will be used in New Jersey.
Sign Here
02/20/2021 (Date)

I certify that I have examined the above form and believe the information is true and correct to the best of my knowledge.
Sign Here
02/20/2021 (Date)

PRIVACY ACT NOTIFICATION

The Federal Privacy Act of 1974 requires all agencies requesting information to inform individuals from whom it seeks information why the request is being made and how the information is being used.
Your social security number is used primarily to account for and give credit for tax payments. It is also used in the administration and enforcement of all tax laws for which the Division of Taxation has statutory responsibility.



## INSTRUCTIONS FOR DEALER

- A) Fill out report in duplicate.
  - B) Print or type report.
  - C) Complete all information.
  - D) Retain copy for your files.
  - E) Send original to: **New Jersey Division of Taxation**  
**PO Box 267**  
**Trenton, NJ 08695-0267**
- 

The ST-10 as revised must be used to support a sales tax exemption claimed by the purchaser/lessee of a motor vehicle in this State on and after June 1, 1988.

Subsection N.J.S.A. 54:32B-10(a) of the New Jersey Sales and Use Tax Act provides as follows:

"Receipts from any sale of a motor vehicle shall not be subject to the retail sales tax imposed under subsection (a) of section 3, despite the taking of physical possession by the purchaser within this State, provided that the purchaser, at the time of taking delivery:

- (1) is a nonresident of this State,
- (2) has no permanent place of abode in this State,
- (3) is not engaged in carrying on in this State any employment, trade, business or profession in which the motor vehicle will be used in this State. . . ."

For the purposes of this subsection, any person who maintains a place of abode in New Jersey is a resident individual.

A place of abode is a dwelling place maintained by a person, or by another for them, whether or not owned by such person, on other than a temporary or transient basis. The dwelling may be a house, apartment or flat; a room including a room at a hotel, motel, boarding house or club, or at a residence hall operated by an educational or charitable or other institution, or a trailer, mobile home, houseboat or any other premises.

### **Corporations:**

Any corporation incorporated under the laws of New Jersey, and any corporation, association, partnership or other entity doing business in this State, or operating a hotel, place of amusement or social or athletic club in the state is a resident.

### **Trade or Business:**

Any person while engaged in any manner in carrying on in this State any employment, trade, business or profession shall be deemed a resident with respect to the use in this State of tangible personal property or services in such employment, trade, business or profession.

### **Military Personnel:**

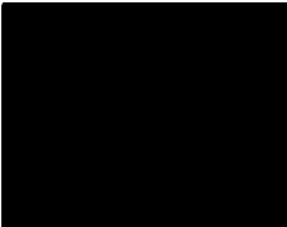
Any person serving in the Armed Forces of the United States whose home or record is a state other than New Jersey is a resident of this State whether his place of abode is located on or off a military reservation and within the territorial limits of New Jersey.


Any person serving in the Armed Forces of the United States whose home of record is the State of New Jersey is a resident of this State whether his place of abode is located on or off a military reservation situated in this State or another state of the United States or a foreign nation.

### **VOIDANCE OF NONRESIDENT EXEMPTION:**

Where a nonresident exemption is claimed by the purchaser/lessee, sales tax plus penalty and interest will be imposed on the purchase price of the motor vehicle, if the purchaser/lessee is in fact a resident of New Jersey at the time of purchase or lease. Payment of tax to another state does not release you of this obligation.

**WRITINGS AND IMAGES RELEASE**



I, , hereby consent and authorize Holman Automotive Group, Inc. and its respective divisions, subsidiaries, affiliates and distributors, (the "Company") to use and reproduce letters, emails, texts, comments, and/or writings of any kind, testimonials, whether written or oral ("Writings"), and photograph(s), digital image(s), and video ("Images") from me or of me taken by the Company or on the Company's behalf and to reproduce my name ( or any fictional name), Writings, and/or Images in any and all forms and media including video, for any and all purposes including publication and advertising of every description. This shall include promotional, advertising and marketing purposes on the company's websites, in newsletters or other promotional and informational materials. No claim of any kind will be made by me against the Company or its agents with regard to such material or its use by the Company. No representations have been made to me.

In addition, I acknowledge that the Company may use or have its contractors use recording equipment to record and monitor telephone calls for the purpose of job training and quality control and I consent to such practice.

I hereby warrant that I am of legal age and have every right to consent and contract in my own name or on the behalf of the minor named below, that I have read the above authorization and release prior to its execution, and that I am fully familiar with its contents.

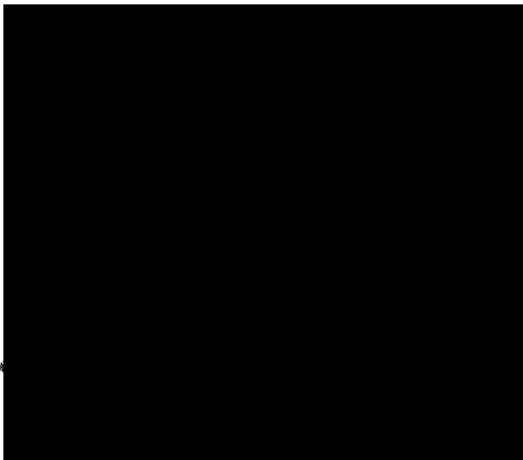
Name:

Address:

Phone:

Signature:

Date:



\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

On behalf of a minor:

N/A

Name of Minor (printed)

N/A

Parent or Guardian



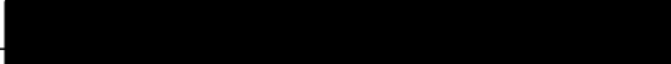
02/20/2021 01:45 pm




Give your insurance a tune-up. Get a FREE evaluation!

# CUSTOMER EVALUATION FORM

Name: 

Address: 

Work:  Home:  Mobile: 

Email: 

Date of Birth: 04/29/1983

Current Insurance Company: PROGRESSIVE INS CO Policy 

Insurance Renewal Date: 06/17/2021

*I agree that Holman Insurance Services may contact me to discuss its products and services.*

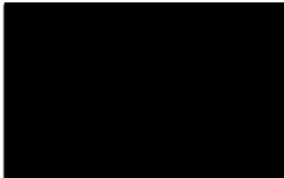
*I do not want to be quoted insurance at this time.*

CUSTOMER SIGNATURE  DATE: 02/20/2021

**HolmanInsures.com**  
**(800) 200-7475**

Holman Insurance Services represents many of the top insurance carriers in the industry.  
We custom fit the right policy for you at the right price.

HOLMAN GO  
3466 ROUTE 1  
WEST WINDSOR, NJ 08540  
609/524-9010  
www.holmango.com



## ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete this statement or providing a false statement may result in fines and/or imprisonment.

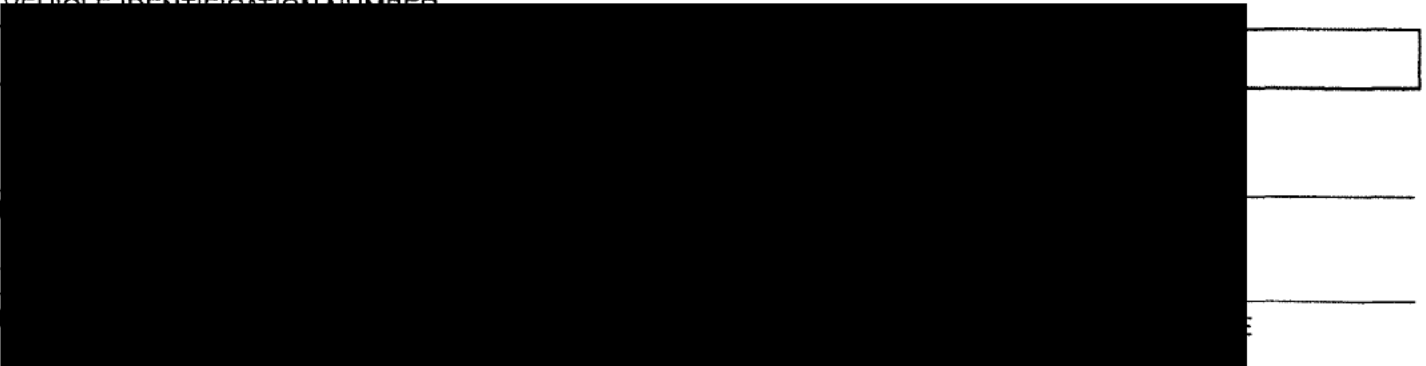
I, HOLMAN GO state that the  
(Transferor's Name - Print)

odometer now reads 27629 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked:

- I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limit.
- I hereby certify that the odometer reading is NOT the actual mileage.  
WARNING •• ODOMETER DISCREPANCY

YEAR	MAKE	MODEL	BODY TYPE	COLOR
2018	CHEVROLET	VOLT	SD	BLACK

VEHICLE IDENTIFICATION NUMBER



3466 ROUTE 1  
STREET ADDRESS

WEST WINDSOR, NJ 08540  
CITY STATE ZIP

02/20/2021  
DATE OF STATEMENT

HOLMAN GO  
3466 ROUTE 1  
WEST WINDSOR, NJ 08540  
609/524-9010  
www.holmango.com



## ODOMETER DISCLOSURE STATEMENT

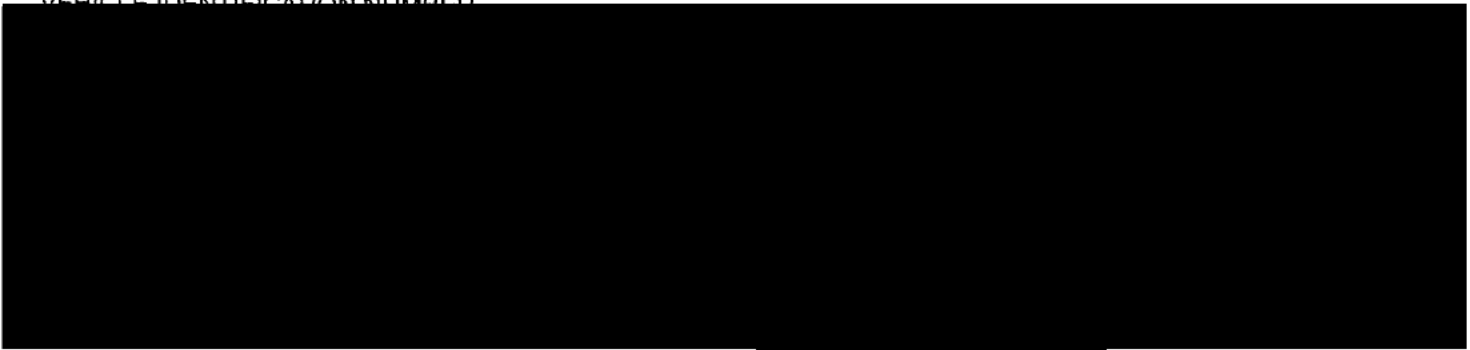
Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete this statement or providing a false statement may result in fines and/or imprisonment.

I, HOLMAN GO state that the  
(Transferor's Name - Print)  
odometer now reads 27629 (no tenths) miles and to  
the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless  
one of the following statements is checked:

- I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limit.
- I hereby certify that the odometer reading is NOT the actual mileage.  
WARNING •• ODOMETER DISCREPANCY

YEAR	MAKE	MODEL	BODY TYPE	COLOR
2018	CHEVROLET	VOLT	SD	BLACK

VEHICLE IDENTIFICATION NUMBER

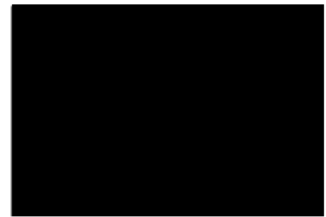


3466 ROUTE 1  
STREET ADDRESS

WEST WINDSOR, NJ 08540  
CITY STATE ZIP

02/20/2021  
DATE OF STATEMENT


HOLMAN GO  
3466 ROUTE 1  
WEST WINDSOR, NJ 08540  
609/524-9010  
www.holmango.com



Customer 

Customer \_\_\_\_\_

Address 


City BETHLEHEM State PA Zip 

### POWER OF ATTORNEY - AUTOMOBILE TITLE

The undersigned individual(s) does hereby appoint \_\_\_\_\_

as my attorney-in-fact to sign all papers and documents required to secure the title and further grant the authority to endorse and transfer title thereto, on the following vehicle:

2018 (year)	CHEVROLET (make)	VOLT (model)
----------------	---------------------	-----------------

		
--	--	--

	
--	--

Owner (print)	N/A
	Owner's Signature

Dealership Rep	02/20/2021
	Date





**APPLICATION FOR CORRECTION OF VEHICLE RECORD OR VERIFICATION OF VEHICLE IDENTIFICATION NUMBER**

For Department Use Only  
Bureau of Motor Vehicles • Harrisburg, PA 17106-8283

**SEE INFORMATION ON REVERSE**

Title Number	Registration Plate Number	Is lienholder an ELT Participant? <input type="checkbox"/> YES <input type="checkbox"/> NO	Financial Institution Number
--------------	---------------------------	---	------------------------------

**CHECK (✓) APPLICABLE BLOCK BELOW**

- Correction or Verification of Vehicle Identification Number - Complete Sections A, B and F.
- Application for State Replacement Vehicle Identification Number Plate/Decal - Complete Sections A, C (MUST be completed by a Police Officer) and F.
- Correction of Body Type, Number of Axles, or Other Corrections to the Vehicle Title or Registration Data - Complete Sections A, D and F. (If the vehicle has been modified, such as the addition or removal of axles, or you are requesting a change to the manufacturer weight specifications, Form MV-426B must be completed.)
- Verification of Gross Vehicle Weight Rating (GVWR) or Gross Combination Weight Rating (GCWR) by Inspection Mechanic Only - Complete Sections A, E and F.

**A VEHICLE OWNER INFORMATION**

Last Name (or Full Business Name)	Middle Name	PA Driver's License or Business License Number
City	State	Zip Code
Please use the "County Codes" listing found on the back of this application and list the numerical code for the county of your residence.		County Code

<b>B CORRECTION OR VERIFICATION OF VEHICLE IDENTIFICATION NUMBER</b>	<b>C APPLICATION FOR STATE REPLACEMENT VIN PLATE</b>
To be used only to correct typographical error of one digit, transposition of two digits, or if engine number has been erroneously recorded as the VIN OR for the purpose of VIN verification. <b>ATTACH TRACING HERE OR HAVE AUTHORIZED NOTARY PUBLIC EMPLOYED BY A FULL AGENT OR MOTOR VEHICLE DEALER, OR INSPECTION MECHANIC COMPLETE THE VERIFICATION INFORMATION BELOW</b>	Original Vehicle Identification Number (if known)
Record Correct VIN	Reason for Replacement of VIN Plate: <input type="checkbox"/> Lost <input type="checkbox"/> Stolen <input type="checkbox"/> Defaced <input type="checkbox"/> Never Received <input type="checkbox"/> Other (Please Explain)
Signature of Notary Public	<b>VERIFICATION BY POLICE OFFICER (Local or State Police)</b>
DIN/Mechanic #	Signature of Police Officer
	Badge Number
	Department Name
	Telephone Number

**D VEHICLE DATA THAT REQUIRES CORRECTION - Check only the block(s) and list the information that needs correcting due to an error in the title application or to a change in the use of the vehicle.**

<input type="checkbox"/> Make of Vehicle Correct to:	<input type="checkbox"/> Body Type Correct to:	<input type="checkbox"/> Year Correct to:	<input type="checkbox"/> Seating Capacity Correct to:	<input type="checkbox"/> Unladen Weight Correct to:
<input type="checkbox"/> Odometer - See instructions on Reverse side Correct to:	<input type="checkbox"/> Registered Gross Vehicle Weight Correct to:	<input type="checkbox"/> Registered Gross Combination Weight Correct to:	<input type="checkbox"/> Other Correct to:	

**E VERIFICATION OF WEIGHT RATING (Inspection Mechanic Only)**

Signature of Inspection Mechanic	GVWR	GCWR
	Inspection Mechanic Number	

<input type="checkbox"/> No. of Axles Correct to:	Was additional axle installed? <input type="checkbox"/> YES <input type="checkbox"/> NO	<b>NOTE: If additional axle was added, Form MV-426B must be completed.</b>
--	--	--

**F CERTIFICATION**

I/We hereby certify under penalty of law that ALL information is TRUE and CORRECT and that I/we understand that any misstatement of fact is a misdemeanor of the third degree punishable by a fine up to \$2,500 and/or imprisonment up to one year (18 Pa.C.S. Section 4904[b]).

Date
02/20/2021

## INFORMATION

**NOTE:** To correct or change the name listed on a Pennsylvania Certificate of Title, use Form MV-41A. In addition, if the vehicle has been modified in any manner, Form MV-426B must be used.

If the title is being held by a lienholder that participates in the Electronic Lien and Titling Program (ELT), there will be no title attached.

### GENERAL

- Individuals should list their PA Driver's License (PA DL) or Photo ID# in the space provided. Businesses should list their Business ID# (Bus. ID) where indicated (i.e. E.I.N.).
- If this application is processed, and the requested title, registration, or both are not received due to loss in the mail, the vehicle owner may apply for a free duplicate title on Form MV-38O, and free replacement of registration by completing Form MV-44 within 90 days of the date of original issuance. The lienholder, if applicable, must use Form MV-38L and a Pennsylvania Motor Vehicle Dealer must use Form MV-38D.
- Fee for issuance of a corrected title: \$53. **DO NOT SEND CASH.** Make check or money order payable to the Commonwealth of Pennsylvania and mail the completed application to: PA Department of Transportation, Bureau of Motor Vehicles, P.O. Box 68593 Harrisburg, PA 17106-8593.

**IF THE 1ST BLOCK IS CHECKED ON REVERSE - Certificate of title and \$53 title fee must be attached. NOTE: Certificate of title and fee are not required when used for verification of VIN only.**

- This application can only be used to correct typographical error of one digit, transposition of two digits, or if the vehicle's engine number has been erroneously recorded as the Vehicle Identification Number (VIN).
- Verification of the VIN can be done by authorized vehicle safety inspection mechanics and notaries public employed by a full agent or motor vehicle dealer.

**IF THE 2ND BLOCK IS CHECKED ON REVERSE - Certificate of title and \$53 title fee MUST be attached.**

- Original Vehicle Identification Number (VIN) will be used on state replacement VIN plate unless original number cannot be determined. A corrected title and registration card will be issued indicating that a VIN plate has been replaced.
- Section C on the front of this application must be completed by a police officer. The police officer verifying the original Vehicle Identification Number (VIN) must sign his/her name and list the badge number, department name, and telephone number.

**IF THE 3RD BLOCK IS CHECKED ON REVERSE**

- Current certificate of title is not required when applying for a correction of the registered gross weight and there have been no alterations to the vehicle. Certificate of title and \$53 title fee MUST be attached for all other corrections.
- In addition to the title fee (if applicable), appropriate increase fee for the difference in registration weight and seating capacity must also be attached if registration is desired.
- Current certificate of title must be attached when applying for a correction of the odometer reading. Notarized statements from the previous owner and the applicant listed in Section A on this application are required. In addition, copies of past 2 years inspection records or repair bills that cover the time of the odometer discrepancy must be attached. In many instances, the inspection records or repair bills include the vehicle odometer reading at the time of vehicle safety inspection or repair, which will help substantiate the actual mileage being requested.

**NOTE:** When changing the body type from off road vehicle (ORV)/low speed vehicle (LSV) to neighborhood electric vehicle (NEV), the vehicle must meet the equipment requirements and standards as set forth in 49 CFR 571.500 and shall be equipped with the following: (1) brakes adequate to control the movement of and to stop the vehicle; (2) an odometer; (3) a speedometer; (4) the original manufacturer's Vehicle Identification Number (VIN); (5) a windshield wiper; (6) a horn and (7) a battery charge indicator.

For more information regarding NEVs, please refer to the Neighborhood Electric Vehicle Fact Sheet found on our website at [www.dmv.pa.gov](http://www.dmv.pa.gov).

**IF THE 4TH BLOCK IS CHECKED ON REVERSE**

- Verification of Gross Vehicle Weight Rating (GVWR) and Gross Combination Weight Rating (GCWR) must be completed by authorized inspection mechanics only in the spaces provided in Section E.

### COUNTY CODES

01 - Adams	13 - Carbon	25 - Erie	37 - Lawrence	49 - Northumberland	61 - Venango
02 - Allegheny	14 - Centre	26 - Fayette	38 - Lebanon	50 - Perry	62 - Warren
03 - Armstrong	15 - Chester	27 - Forest	39 - Lehigh	51 - Philadelphia	63 - Washington
04 - Beaver	16 - Clarion	28 - Franklin	40 - Luzerne	52 - Pike	64 - Wayne
05 - Bedford	17 - Clearfield	29 - Fulton	41 - Lycoming	53 - Potter	65 - Westmoreland
06 - Berks	18 - Clinton	30 - Greene	42 - McKean	54 - Schuylkill	66 - Wyoming
07 - Blair	19 - Columbia	31 - Huntingdon	43 - Mercer	55 - Snyder	67 - York
08 - Bradford	20 - Crawford	32 - Indiana	44 - Mifflin	56 - Somerset	
09 - Bucks	21 - Cumberland	33 - Jefferson	45 - Monroe	57 - Sullivan	
10 - Butler	22 - Dauphin	34 - Juniata	46 - Montgomery	58 - Susquehanna	
11 - Cambria	23 - Delaware	35 - Lackawanna	47 - Montour	59 - Tioga	
12 - Cameron	24 - Elk	36 - Lancaster	48 - Northampton	60 - Union	

**Visit us at [www.dmv.pa.gov](http://www.dmv.pa.gov) or call us at:**

In state: 1-800-932-4600 ♦ TDD: 1-800-228-0676 ♦ Out-of-State: 1-717-412-5300 ♦ TDD Out-of-State: 1-717-412-5380

VEHICLE HISTORY DISCLOSURES AND CONTRACT

Buyer Name(s):

Year 18 Make Chevy Model Volt VIN

The undersigned buyer(s) of the above-described motor vehicle ("Vehicle") acknowledge(s) the following disclosure of Vehicle's prior history, damage, and/or use, as known by Dealer at the time of delivery.

The following disclosures apply only if checked, if written explanation is provided, or as otherwise marked below.

Damage and Repair History

- Hail Damage REPAIRED (Description):
Hail Damage UNREPAIRED (Description):
Dealer Repair Order(s) attached
Prior Damage Known to Dealer at Time of Sale (Description):

- For Sales in Pennsylvania Only: The above disclosed damage or repaired damage is on a New Vehicle that is (check one) covered not covered by the manufacturer's warranty. The above disclosed damage or repaired damage has (check one):
No effect on the manufacturer's warranty
The following effect on the manufacturer's warranty (specify):

Third-Party Provided Vehicle History Report(s)

If marked below, a vehicle history report ("Report") concerning the Vehicle was provided to Buyer. Buyer understands that Dealer obtained this Report from an unaffiliated, third-party service provider. Dealer is not responsible for any errors or omissions in this Report, and makes no representations about its accuracy. This Report is provided as a courtesy and is for Buyer's information only.

- CarFax and Autocheck
According to the Report, Vehicle HAS been in an accident
According to the Report, Vehicle HAS sustained damage.
Prior Usage:
SaferCar.gov
Open Recalls:
National Motor Vehicle Title Information System (NMVTIS)

Prior Usage History

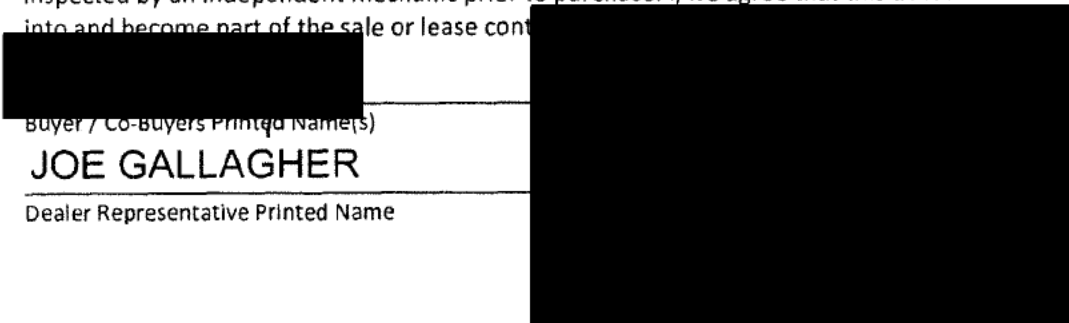
(Check all that apply)

- Dealer Loaner
Prior Rental Vehicle
Factory Buyback
Rollback
Rebuilt
Stolen
Driver Training Vehicle
Gross Polluter
Other (Provide Description):
Demonstrator
Vehicle for Hire
Lemon Law Repurchase
Unwind
Salvage
Water Damage
Registered Vehicle
Commercial / Fleet
Warranty Return

VEHICLE HISTORY DISCLOSURES AND CONTRACT

This form supersedes all verbal comments regarding Vehicle's prior history, damage, and/or use.

I/we hereby acknowledge receipt of this Vehicle History Disclosures and Contract Addendum form and any attached Reports prior to the sale or lease of Vehicle. I/we acknowledge that I/we have the right to have Vehicle inspected by an independent mechanic prior to purchase. I/we agree that this document shall be incorporated into and become part of the sale or lease contract.



Buyer / Co-Buyers Printed Name(s)

JOE GALLAGHER

Dealer Representative Printed Name

2/20/21  
Date

2/20/21  
Date

<sup>i</sup> This vehicle has sustained hail damage and was repaired by a PDR (Paintless Dent Repair), conventional means, or a combination of the two.

<sup>ii</sup> The following disclosures may apply:

This vehicle was repurchased by its manufacturer due to a defect in the vehicle pursuant to consumer warranty laws. The title to this vehicle has been permanently branded with the notation "Lemon Law Buyback."

**Kansas:** This vehicle was a factory buyback vehicle or returned to a vehicle dealer. In Kansas, this return was under the provisions of K.S.A. 50-645, and amendments thereto.

**New Jersey:** Based upon the selling price, model year, mileage and price negotiations of a used motor vehicle purchased from a New Jersey dealer, you may be entitled to a limited warranty on such vehicle. If within the duration of such warranty, there is a repeated defeat of a "covered" system, you may be entitled to a refund of the purchase price paid for your vehicle, less a deduction for personal use. If a used motor vehicle is sold "as-is," it means that the vehicle is being sold by the dealer to you without any warranty, either express or implied, and that you will be solely responsible for the cost of any repairs to the used motor vehicle. For complete information regarding your rights and remedies under the relevant laws, contact the New Jersey Department of Law and Public Safety, Division of Consumer Affairs, Lemon Law Unit, at PO Box 45026, 124 Halsey St., Newark, New Jersey 07102, telephone number (973) 504-6226.

<sup>iii</sup> This vehicle has been previously sold, delivered to a different customer, and then returned as a result of a sale cancellation, and is therefore being sold to you as "USED."

<sup>iv</sup> In Kansas, as defined in K.S.A. 72-5015M and amendments thereto.

<sup>v</sup> In California, this Vehicle has been classified as a "Gross Polluter." The emissions system has been repaired and currently meets acceptable emission standards. State law requires the "Gross Polluter" designation to remain on the Vehicle's DMV record. State law also requires that this Vehicle's emissions be tested annually for up to five years by a California "Test-Only" facility. Annual test cost and the cost of necessary repairs to the emissions system are the responsibility of the Vehicle owner.



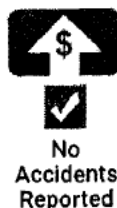
This report provided free of charge by:  
 Holman Go  
 3466 US Highway 1, Princeton, NJ 08540  
 609-745-1652

★ 3.9 out of 5.0  
 10 Verified Reviews

**CARFAX** History-Based Value Report



History events affecting this vehicle's value



No Accidents Reported



Service History

\$16,540 CARFAX Value  
 \$15,484 Dealer Price \*  
 \$1,056 Savings

\*As reported to CARFAX as of 2/19/2021, 21:40 PM EST



Vehicle History Report™

US \$35.95

2018 CHEVROLET VOLT LT

VIN [REDACTED]  
 HAT [REDACTED]  
 1.5L I4 F DOHC 16V  
 HYBRID  
 FRONT WHEEL DRIVE

- No accidents or damage reported to CARFAX
- 2 Previous owners
- 7 Service history records
- Types of owners: Commercial, Personal lease
- Last owned in New Jersey
- 27,623 Last reported odometer reading

This CARFAX Report Provided by:  
 Holman Go  
 3.9 / 5.0 10 Verified Reviews



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/20/21 at 12:24:18 PM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

**CARFAX** Ownership History

	Owner 1	Owner 2
Year purchased	2018	2018
Type of owner	Commercial	Personal lease
Estimated length of ownership	4 months	2 yrs. 4 mo.
Owned in the following states/provinces	New York	New York, New Jersey
Estimated miles driven per year	—	8,811/yr

Last reported odometer reading



**Title History**

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Not Actual Mileage | Exceeds Mechanical Limits

Owner 1

Owner 2

Guaranteed No Problem

Guaranteed No Problem

Guaranteed No Problem

Guaranteed No Problem



**GUARANTEED** - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.  
[Register](#) | [View Terms](#) | [View Certificate](#)



**Additional History**

Not all accidents / issues are reported to CARFAX

**Total Loss**  
 No total loss reported to CARFAX.

No Issues Reported

No Issues Reported

**Structural Damage**  
 No structural damage reported to CARFAX.

No Issues Reported

No Issues Reported

**Airbag Deployment**  
 No airbag deployment reported to CARFAX.

No Issues Reported

No Issues Reported

**Odometer Check**  
 No indication of an odometer rollback.

No Issues Indicated

No Issues Indicated

**Accident / Damage**  
 No accidents or damage reported to CARFAX.

No Issues Reported

No Issues Reported

**Manufacturer Recall**  
 No open recalls reported to CARFAX. Check for open recalls on GM vehicles at [recalls.gm.com](http://recalls.gm.com).

No Recalls Reported

No Recalls Reported

**Basic Warranty**  
[Original warranty](#) Estimated to have 2 months or 8,377 miles remaining.

Warranty Active

Warranty Active



**Detailed History**

**Owner 1**

Purchased: 2018

Commercial Vehicle

Date	Mileage	Source	Comments
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button <a href="#">Learn more</a>
10/09/2017		Dealer Inventory	Vehicle offered for sale
10/12/2017	4	Hoselton Auto Mall East Rochester, NY 585-267-5893 hoselton.com ★ 4.7 / 5.0 <a href="#">75 Verified Reviews</a> ✓ ♥ 79 Customer Favorites	Vehicle serviced - Pre-delivery inspection completed
03/29/2018		New York Motor Vehicle Dept. East Rochester, NY	Registration issued or renewed - Titled or registered as commercial vehicle - Passed safety inspection
04/10/2018	35	Hoselton Auto Mall East Rochester, NY 585-267-5893 hoselton.com ★ 4.7 / 5.0 <a href="#">75 Verified Reviews</a> ✓ ♥ 79 Customer Favorites	Vehicle serviced - Safety inspection performed - Emissions or safety inspection performed
04/11/2018		New York Inspection Station	Passed safety inspection - Emissions inspection performed  <a href="#">View what was inspected</a>

2/20/2021  
05/11/2018

CARFAX Vehicle History Report for this 2018 CHEVROLET VOLT LT

New York  
Motor Vehicle Dept.  
East Rochester, NY

Title issued or updated  
- First owner reported  
- Loan or lien reported  
- Titled or registered as commercial vehicle

07/16/2018 4,327

Hoselton Auto Mall  
East Rochester, NY  
585-267-5893  
hoselton.com

★ 4.7 / 5.0 [75 Verified Reviews](#) ✓

♥ 79 Customer Favorites



Vehicle serviced  
- Maintenance inspection completed  
- Oil and filter changed  
- Safety inspection performed  
- Emissions or safety inspection performed

07/17/2018

New York  
Inspection Station

Passed safety inspection  
- Emissions inspection performed

View what was inspected

07/18/2018

New York  
Motor Vehicle Dept.  
Rochester, NY

Registration issued or renewed  
- Passed safety inspection

Owner 2

Purchased: 2018



Low mileage! This owner drove less than the industry average of 15,000 miles per year.

Personal Lease Vehicle  
8,811 mi/yr

Date Mileage Source Comments

08/27/2018

New York  
Motor Vehicle Dept.  
Lutherville Timonium, MD

Title issued or updated  
- New owner reported  
- Titled or registered as personal lease vehicle  
- Loan or lien reported



Two states? Vehicle leasing companies often title a car in one state but register it to be driven in another.

04/20/2019

12,072

Hoselton Auto Mall  
East Rochester, NY  
585-267-5893  
hoselton.com

★ 4.7 / 5.0 [75 Verified Reviews](#) ✓

♥ 79 Customer Favorites



Vehicle serviced  
- Maintenance inspection completed  
- Recommended maintenance performed  
- Oil and filter changed  
- Tires rotated

07/27/2019

15,005

Hoselton Auto Mall  
East Rochester, NY  
585-267-5893  
hoselton.com

★ 4.7 / 5.0 [75 Verified Reviews](#) ✓

♥ 79 Customer Favorites



Vehicle serviced  
- Maintenance inspection completed  
- Safety inspection performed  
- Emissions or safety inspection performed

07/27/2019

New York  
Inspection Station

Passed safety inspection  
- Emissions inspection performed

View what was inspected

08/25/2019

New York  
Motor Vehicle Dept.  
Rochester, NY

Registration issued or renewed  
- Titled or registered as personal lease vehicle  
- Passed safety inspection

07/24/2020

23,873

Hoselton Auto Mall  
East Rochester, NY  
585-267-5893  
hoselton.com

★ 4.7 / 5.0 [75 Verified Reviews](#) ✓

♥ 79 Customer Favorites



Vehicle serviced  
- Maintenance inspection completed  
- Fluids checked  
- Oil and filter changed  
- Tires rotated  
- Emissions inspection performed

07/24/2020

New York  
Inspection Station

Passed safety inspection  
- Passed emissions inspection

View what was inspected

01/23/2021

27,619

Holman Go  
Princeton, NJ

Vehicle offered for sale

01/29/2021

27,623

Holman Go  
Princeton, NJ  
609-651-4064  
holmango.com

★ 3.9 / 5.0 [10 Verified Reviews](#) ✓



Vehicle serviced  
- Pre-delivery inspection completed  
- Oil and filter changed  
- Vehicle washed/detailed  
- Tire condition and pressure checked  
- Four tires replaced

2/20/2021

CARFAX Vehicle History Report for this 2018 CHEVROLET VOLT LT [REDACTED]

- Front wiper blades/refills replaced
- Rear brake pads replaced
- Rear brake rotor(s) replaced
- Brake rotor(s) replaced
- Front brake rotor(s) resurfaced
- Tire(s) replaced

02/11/2021

New Jersey  
Motor Vehicle Dept.  
Ma [REDACTED]  
Tit [REDACTED]

**Title issued or updated**

- Dealer took title of this vehicle while it was in inventory
- Vehicle color noted as Black

Have Questions? Consumers, please visit our Help Center at [www.carfax.com](http://www.carfax.com). Dealers or Subscribers, please visit our Help Center at [www.carfaxonline.com](http://www.carfaxonline.com).



Glossary

**Commercial**

Vehicle was registered for business purposes.

**First Owner**

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

**New Owner Reported**

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

**Ownership History**

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

**Title Issued**

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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2/20/21 12:24:18 PM (CST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2018 CHEVROLET VOLT vehicle (V [REDACTED]) which is based on information supplied to CARFAX and available as of 2/20/21 at 1:24 PM (EST).

2/20/21  
Date

# CARFAX VEHICLE HIGHLIGHTS

2018 CHEVROLET VOLT LT

VI  
Body Style: HATCHBACK 4 DR  
Engine Size: 1.5L I4 F DOHC 16V  
Drivetrain: FRONT WHEEL DRIVE

**Original Manufacturer's Warranty:**  
Basic Warranty Active  
Please confirm remaining factory warranty and extended warranty options with your dealer!  
The original manufacturer's warranty includes:  
**36 months or 36,000 miles**

Courtesy of  
Holman Go  
3466 US Highway 1  
Princeton, NJ 08540  
609-745-1652  
<https://www.holmango.com/>

Information excerpted from the CARFAX  
Vehicle History Report and/or Safety &  
Reliability Ratings; see full reports for  
additional information, glossary of terms,  
source attributions, disclaimers & limitations.  
Go to [carfax.com](http://carfax.com) for complete Buyback  
Guarantee terms and conditions.

## OWNERSHIP HISTORY:

Number of Owners: 2  
Last owned in the following state/province: New Jersey  
Annual average mileage: 9,722  
**LOW MILEAGE**  
\*Below industry annual average of 15,000 miles

## STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems were reported by a state Department of Motor Vehicles:



Salvage, Junk, Rebuilt, Fire, Flood, Hail, Lemon: **Guaranteed No Problem**  
Not Actual Mileage, Exceeds Mechanical Limits: **Guaranteed No Problem**

## ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss	<input checked="" type="checkbox"/> No Issues Reported
Structural Damage	<input checked="" type="checkbox"/> No Issues Reported
Airbag Deployment	<input checked="" type="checkbox"/> No Issues Reported
Odometer Rollback	<input checked="" type="checkbox"/> No Issues Reported
Other Accidents / Damage	<input checked="" type="checkbox"/> No Issues Reported

**Ask your dealer  
for the full CARFAX®  
Vehicle History Report™**

# SHOW ME THE CARFAX



Warranty Check™

CARFAX has estimated the remaining original manufacturer warranty coverage based on information reported to us on this 2018 CHEVROLET VOLT LT

2018 CHEVROLET VOLT LT

VIN:

Estimated start date of warranty: 03/29/2018

Last CARFAX reading reported on 01/29/2021: 27,623 miles

Today's Date: 02/20/2021



Enter the current mileage and click 'Recalculate Warranty' to update the remaining warranty coverage.

Enter current mileage:

mi

Recalculate Warranty button

Type of Coverage	Original Warranty	Estimated Remaining Coverage
Basic	36 months or 36,000 miles	2 months or 8,377 miles
Drivetrain	60 months or 60,000 miles	26 months or 32,377 miles
Emissions	96 months or 80,000 miles	62 months or 52,377 miles
Corrosion	72 months or 100,000 miles	38 months or 72,377 miles
Transferable	No cost, unlimited owners covered	Same
Roadside Assistance	No data reported to CARFAX	
Safety belt & inflatable restraint	No data reported to CARFAX	
Specific Components	No data reported to CARFAX	

Notes

Emissions: Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. Transferable: No cost, unlimited owners covered. Specific Components: See notes below. Maintenance: Alignment and wheel balancing are considered maintenance after 7,500 miles. 2/24,000 scheduled maintenance 2016-18 models receive two service visits. 2019 and newer model year vehicles receive one maintenance visit during the first year of ownership. Notes: Includes surface

corrosion, batteries, adjustments, alternate transportation, roadside assistance, tire prorated.  
Includes courtesy transportation, roadside assistance, transferable, no deductible.

**i** CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the CHEVROLET web site.



# CARFAX BUYBACK GUARANTEE

## CARFAX Buyback Coverage for:

Guarantee Coverage: 02/20/2021 - 02/20/2022

CARFAX Vehicle Description: 2018 CHEVROLET VOLT LT

VIN: [REDACTED]

Body Style: HATCHBACK 4 DR

Driveline: FRONT WHEEL DRIVE

Engine: 1.5L I4 F DOHC 16V

**CARFAX will buy this vehicle back if**  
you find that any of these severe problems were reported by a  
Department of Motor Vehicles and were not included in this report.



**SEVERE DAMAGE**  
Salvage/Junk  
Rebuilt/Reconstructed  
Dismantled  
Fire/Flood/Hail



**ODOMETER PROBLEMS**  
Exceeds Mechanical Limits  
Not Actual Mileage



**LEMON HISTORY**  
Manufacturer Buyback

**Terms and Conditions Apply**

View Terms and Conditions for CARFAX Buyback Guarantee coverage

# BUYERS GUIDE

**IMPORTANT:** Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form

**CHEVROLET**  
VEHICLE MAKE

**VOLT**  
MODEL

**2018**  
YEAR

## WARRANTIES FOR THIS VEHICLE:



## AS IS-NO DEALER WARRANTY

THE DEALER DOES NOT PROVIDE A WARRANTY FOR ANY REPAIRS AFTER SALE.



## DEALER WARRANTY

FULL

**LIMITED WARRANTY.** The dealer will pay 100 of the labor and 100 of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty, and for any documents that explain warranty coverage, exclusions, and the dealer's repair obligations. *Implied warranties under your state's law may give you additional rights.*

### SYSTEMS COVERED:

Engine - all internal lubricated parts, timing chains, gears and cover, timing belt, pulleys and cover, oil pump and gears, water pump, valve covers, oil pan, manifolds, fly wheel, harmonic balancer, engine mounts, seals and gaskets, and turbocharger housing; however, housing, engine block and cylinder heads are covered items only if damaged by the failure of an internal lubricated part. **Transmission Automatic/Transfer Case** - all internal lubricated parts, torque converter, vacuum modulator, transmission mounts, seals and gaskets. **Transmission Manual/Transfer Case** - all internal lubricated parts, transmission mounts, seals and gaskets, but excluding a manual clutch, pressure plate, throw-out bearings, clutch master or slave cylinders. **Front-Wheel Drive** - all internal lubricated parts, axle shafts, constant velocity joints, front hub bearings, seals and gaskets, **Rear-Wheel Drive** - all internal lubricated parts, propeller shafts, supports and U-joints, axle shafts and bearings, seals and gaskets.

### DURATION:

24,000 MILES OR LESS, THE WARRANTY IS 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST.

24,001 TO 60,000 MILES, THE WARRANTY IS 60 DAYS OR 2,000 MILES, WHICHEVER COMES FIRST.

60,001 TO 100,000 MILES, THE WARRANTY IS 30 DAYS OR 1,000 MILES, WHICHEVER COMES FIRST.

- \* \$50.00 DEDUCTIBLE PER REPAIR.
- \* ALL REPAIRS MUST BE PERFORMED BY THE SELLING DEALER.

### NON-DEALER WARRANTIES FOR THIS VEHICLE:

**MANUFACTURER'S WARRANTY STILL APPLIES.** The manufacturer's original warranty has not expired on some components of this vehicle.

**MANUFACTURER'S USED VEHICLE WARRANTY APPLIES.**

**OTHER USED VEHICLE WARRANTY APPLIES.**

Ask the dealer for a copy of the warranty document and an explanation of warranty coverage, exclusions and repair obligations.

**SERVICE CONTRACT.** A service contract is available at an extra charge. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of your purchase of this vehicle, implied warranties under your state's laws may give you additional rights.

**ASK THE DEALER IF YOUR MECHANIC CAN INSPECT THE VEHICLE ON OR OFF THE LOT.**

**OBTAIN A VEHICLE HISTORY REPORT AND CHECK FOR OPEN SAFETY RECALLS.** For information on how to obtain a vehicle history report, visit [ftc.gov/usedcars](http://ftc.gov/usedcars). To check for open safety recalls, visit [safecar.gov](http://safecar.gov). You will need the vehicle identification number (VIN) shown above to make the best use of the resources on these sites.

**SEE OTHER SIDE for important additional information, including a list of major defects that may occur in used motor vehicles.**

Si el concesionario gestiona la venta en español, pídale una copia de la Guía del Comprador en español.

Here is a list of some major defects that may occur in used vehicles.

**Frame & Body**

Frame-cracks, corrective welds, or rusted through  
Dog tracks-bent or twisted frame

**Engine**

Oil leakage, excluding normal seepage  
Cracked block or head  
Belts missing or inoperable  
Knocks or misses related to camshaft lifters and push rods  
Abnormal exhaust discharge

**Transmission & Drive Shaft**

Improper fluid level or leakage, excluding normal seepage  
Cracked or damaged case which is visible  
Abnormal noise or vibration caused by faulty transmission or drive shaft  
Improper shifting or functioning in any gear  
Manual clutch slips or chatters

**Differential**

Improper fluid level or leakage, excluding normal seepage  
Cracked or damaged housing which is visible  
Abnormal noise or vibration caused by faulty differential

**Cooling System**

Leakage including radiator  
Improperly functioning water pump

**Electrical System**

Battery leakage  
Improperly functioning alternator, generator, battery, or starter

**Fuel System**

Visible leakage

**Inoperable Accessories**

Gauges or warning devices  
Air conditioner  
Heater & Defroster

**Brake System**

Failure warning light broken  
Pedal not firm under pressure (DOT spec.)  
Not enough pedal reserve (DOT spec.)  
Does not stop vehicle in straight line (DOT spec.)  
Hoses damaged  
Drum or rotor too thin (Mfr. Specs)  
Lining or pad thickness less than 1/32 inch  
Power unit not operating or leaking  
Structural or mechanical parts damaged

**Air Bags**

**Steering System**

Too much free play at steering wheel (DOT specs.)  
Free play in linkage more than 1/4 inch  
Steering gear binds or jams  
Front wheels aligned improperly (DOT specs.)  
Power unit belts cracked or slipping  
Power unit fluid level improper

**Suspension System**

Ball joint seals damaged  
Structural parts bent or damaged  
Stabilizer bar disconnected  
Spring broken  
Shock absorber mounting loose  
Rubber bushings damaged or missing  
Radius rod damaged or missing  
Shock absorber leaking or functioning improperly

**Tires**

Tread depth less than 2/32 inch  
Sizes mismatched  
Visible damage

**Wheels**

Visible cracks, damage or repairs  
Mounting bolts loose or missing

**Exhaust System**

Leakage  
Catalytic Converter

DEALER NAME

**HOLMAN GO**

ADDRESS

**3466 ROUTE 1 WEST WINDSOR, NJ 08540**

TELEPHONE

**609-524-9010**

EMAIL

**JGALLAGHER@HOLMANAUTO.COM**

FOR COMPLAINTS AFTER SALE, CONTACT:

**JOE GALLAGHER**

I hereby



[Redacted Signature]

Guide at the closing of this sale.

**02/20/2021**

Vehicle Buyers Signature

Date

**IMPORTANT:** The information on this form is part of any contract to buy this vehicle. Removing this label before consumer purchase (except for purpose of test-driving) violates federal law (16 C.F.R. 455).

# Agreement to Provide Insurance

## 1. Buyer / Lessee:

Buyer / Lessee Name:	Home Phone #:
[REDACTED]	[REDACTED]
Address, City, State, Zip:	
[REDACTED]	

## 2. Vehicle Purchase / Lease (circle one)

Year:	Make:	Model:	Vehicle Identification Number:
2018	CHEVROLET	VOLT	[REDACTED]

## 3. Insurance Agent:

Insurance Agent / Agency Name:	Insurance Company:	
PROGRESSIVE INS CO DIRECT	PROGRESSIVE INS CO	
Agent Address, City, State, Zip:	Policy #:	
PO BOX 6807 CLEVELAND OH 44101	[REDACTED]	
Agent Phone #:	Effective Date:	Expiration Date:
800/766-4737	12/17/2020	06/17/2021

## 4. Insurance Coverage / Requirements:

Coverage:	Coverage Limits:	Loss Payee / Additional Insured:
<input type="checkbox"/> Collision <input type="checkbox"/> Comprehensive Deductible \$ <u>N/A</u>	Bodily Injury: \$ _____ Property Damage: \$ _____ Combined Single Limit: \$ _____	Name: <u>CASH DEAL</u> Address: _____ City, State, Zip: _____

## 5. Dealer Acknowledgement:

Dealer has verified that the leased vehicle is insured as required by state law.

Authorized Dealer: \_\_\_\_\_ Date: 02/20/2021

## 6. Buyer / Lessee Acknowledgement:

I, \_\_\_\_\_, Buyer / Lessee, agree to maintain insurance on the purchased / leased vehicle that meets minimum requirements of the underlying lease agreement or retail installment contract. I understand that the required coverage must be maintained until the termination of the contract. I acknowledge that if I fail to maintain the required insurance, the financial institution listed on the contract may obtain insurance on my behalf at my expense, except where prohibited by state or other applicable law.

I further agree to assume any and all responsibility for damage to the vehicle and agree to hold seller / lessor free of any loss, claim, or liability resulting from use, maintenance, or operation.

Buyer / Lessee Signature: \_\_\_\_\_  
Co-Buyer / Co-Lessee Signature: \_\_\_\_\_

Date: 02/20/2021

**FACTS** WHAT DOES HOLMAN GO DO WITH YOUR PERSONAL INFORMATION?

**Why?** Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing of their nonpublic personal information (which is defined at 15 U.S.C section 6809(4)), and referred to throughout this notice as 'personal information.' Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

**What?** The types of personal information we collect and share depend on the product or service you have with us. This information can include:


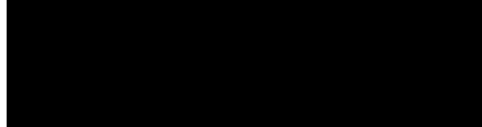
- Social Security number and income
- Account balances and payment history
- Credit history and employment information

When you are *no longer* our customer, we continue to share your information as described in this notice.

**How?** All financial companies need to share customer's personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customer's personal information; the reasons HOLMAN GO chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does share?	Can you limit this sharing?
<b>For our everyday business purposes –</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus.	Yes	No
<b>For our marketing purposes –</b> to offer our products and services to you	Yes	No
<b>For joint marketing with other financial companies</b>	Yes	No
<b>For our affiliates' everyday business purposes –</b> Information about your transactions and experiences	Yes	No
<b>For our affiliates' everyday business purposes –</b> Information about your creditworthiness	No	We don't share
<b>For our affiliates to market to you</b>	No	We don't share
<b>For nonaffiliates to market to you</b>	No	We don't share

**Questions?** Call (609) 524-9010

<b>Who we are</b>			
<b>Who is providing this notice?</b>		<b>HOLMAN GO</b>	
<b>What we do</b>			
<b>How does HOLMAN GO protect my personal information?</b>		To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.	
<b>How does HOLMAN GO collect my personal information?</b>		<p>We collect your personal information, for example, when you:</p> <ul style="list-style-type: none"> <li>■ Apply for financing</li> <li>■ Give us your income information or provide employment information</li> <li>■ Provide account information or give us your contact information</li> </ul> <p>We also collect your personal information from others, such as credit bureaus, affiliates or other companies.</p>	
<b>Why can't I limit all sharing?</b>		<p>Federal law gives you the right to limit only</p> <ul style="list-style-type: none"> <li>■ Sharing for affiliates' everyday business purposes—information about your creditworthiness</li> <li>■ Affiliates from using your information to market to you</li> <li>■ Sharing for nonaffiliates to market to you</li> </ul> <p>State laws and individual companies may give you additional rights to limit sharing.</p>	
<b>Definitions</b>			
<b>Affiliates</b>		<p>Companies related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> <li>■ <i>Our affiliates include companies with a Holman Automotive name and financial companies such as dealerships.</i></li> </ul>	
<b>Nonaffiliates</b>		<p>Companies not related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> <li>■ <b>HOLMAN GO</b> <i>does not share with nonaffiliates so they can market to you.</i></li> </ul>	
<b>Joint Marketing</b>		<p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> <li>■ Our joint marketing partners include finance companies.</li> </ul>	
<b>Other important information</b>			
I/WE ACKNOWLEDGE THAT I/WE HAVE RECEIVED A COPY OF THIS NOTICE.			
			
02/20/2021 Date		02/20/2021 Date	
N/A Print Customer Name		N/A Customer Signature	
N/A Date		N/A Date	

www.holmango.com

### USED VEHICLE LIMITED WARRANTY

Customer \_\_\_\_\_ Date \_\_\_\_\_  
Address \_\_\_\_\_ Phone \_\_\_\_\_  
City \_\_\_\_\_ State PA Zip \_\_\_\_\_ Phone \_\_\_\_\_  
Year 2018 Make CHEVROLET Model VOLT Color BLACK  
VIN \_\_\_\_\_ Stock # \_\_\_\_\_ Mileage 27629

Warranty: If a used motor vehicle has:

- 24,000 miles or less, the warranty is 90 days or 3,000 miles, whichever comes first.
- 24,001 to 60,000 miles, the warranty is 60 days or 2,000 miles, whichever comes first.
- 60,001 miles to 100,000, the warranty is 30 days or 1,000 miles, whichever comes first.

#### Terms

Dealer agrees to repair or replace any covered part of the above vehicle upon failure or malfunction of a Covered Item specified in 2 below, subject to the following terms, conditions, exclusions and limitations.

1. **WHO IS COVERED BY THE LIMITED WARRANTY?** Only the purchaser named above. The warranty is not transferrable to, nor enforceable by any other person.
2. **WHAT PARTS OF THE VEHICLE ARE COVERED BY THIS LIMITED WARRANTY?** Under the law only "Covered Item" which include the following components of a used motor vehicle:
  - (a) **Engine** - all internal lubricated parts, timing chains, gears and cover, timing belt, pulleys and cover, oil pump and gears, water pump, valve covers, oil pans, manifolds, flywheel, harmonic balancer, engine mounts, seals and gaskets, and turbocharger housing; however, housing, engine block and cylinder heads are covered items only if damaged by the failure of an internal lubricated part.
  - (b) **Transmission Automatic/Transfer Case** - all internal lubricated parts, torque converter, vacuum modulator, transmission mounts, seals and gaskets.
  - (c) **Transmission Manual/Transfer Case** - all internal lubricated parts, transmission mounts, seals and gaskets, but excluding a manual clutch, pressure plate, throw-out bearings, clutch master or slave cylinders.
  - (d) **Front-Wheel Drive** - all internal lubricated parts, axle shafts, constant velocity joints, front hub bearings, seals and gaskets.
  - (e) **Rear-Wheel Drive** - all internal lubricated parts, propeller shafts, supports and U-joints, axle shafts and bearings, seals and gaskets.
3. **WHAT IS EXCLUDED FROM THIS LIMITED WARRANTY?**
  - (a) Any and all parts not expressly specified in Part 2 above;
- (b) This written warranty shall exclude repairs covered by any manufacturer's warranty, or recall program, as well as repairs of a covered item required because of collision, abuse, or the purchaser's failure to properly maintain the used motor vehicle in accordance with the manufacturer's recommended maintenance schedule. This limited warranty also excludes damage of a covered item caused as a result of any commercial use of the used motor vehicle, or operation of such vehicle without proper lubrication or coolant, or as a result of any misuse, negligence or alteration of such vehicle by someone other than the dealer.
4. **WHAT IS THE DEALER'S OBLIGATION DURING THE TERM OF THIS LIMITED WARRANTY?** The dealer or its agent, upon failure or malfunction of a covered item during the term of this warranty, shall correct the malfunction or defect, provided the used motor vehicle is delivered to the dealer at his regular place of business and subject to a deductible amount of \$50 to be paid by the purchaser for each repair of a covered item. If, within the specific warranty period, the dealer or its agent fails to correct a material defect of the used motor vehicle after a reasonable opportunity to repair it, the dealer shall repurchase the used motor vehicle and refund to the consumer the full purchase price, excluding all sales tax, title and registration fees or any similar government charges, and less a deduction for personal use of the vehicle. "A reasonable opportunity to repair" is defined as: (a) The same material defect has been repaired three or more times by the dealer or their agent within the warranty period, but the material defect continues to exist; or (b) The used motor vehicle is out of service by reason of waiting for the dealer to begin or complete repair of material defect for a cumulative total of 20 or more days during the warranty period.
5. **EXTENSION OF DURATION OF WARRANTY.** The duration of this warranty shall be extended by any time period during which the used motor vehicle is waiting for the dealer or its agent to begin or complete repairs of a material defect of the used motor vehicle.
6. **WHAT ARE THE PURCHASER'S OBLIGATIONS?** To obtain repairs or replacements under this Limited Warranty, Purchaser must: (a) Deliver the used motor vehicle to the dealer at its regular place of business; (b) Pay \$50 to the dealer for each repair of a covered item.

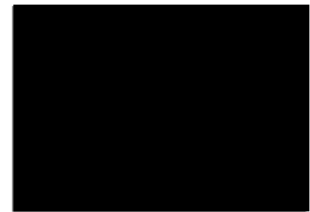
02/20/2021

Date

I acknowledge that I have read all of the provisions of this limited warranty and fully understand and accept it. I further acknowledge receipt of a copy of this limited warranty.

# Holtman

AUTOMOTIVE



Customer Name: \_\_\_\_\_  
Customer Phone: \_\_\_\_\_ Customer Email: \_\_\_\_\_  
VIN: \_\_\_\_\_  
Year: 2018 Make: CHEVROLET Model: VOLT

Expected Delivery Date	Expected Delivery Time
02/20/2021	02/20/2021

## WE OWE YOU

All items listed below are valid for thirty (30) days after date of issuance and nothing else is owed or promised. The following items are due to the customer:

1. EXCEPTIONAL SERVICE
2. 1 FREE OIL CHANGE
3. N/A
4. N/A
5. N/A



**Please contact the Service Department to schedule an appointment for any items listed above that need to be installed.**

## YOU OWE US

I agree to provide the dealership with the following items in a timely manner:

1. N/A
2. N/A
3. N/A
4. N/A
5. N/A

I agree that this document shall become part of the sale or lease contract:

Customer Signature: \_\_\_\_\_ Date: 02/20/2021  
Dealer Signature: \_\_\_\_\_ Date: 02/20/2021

# 7 DAYS / 500 MILE PRE-OWNED VEHICLE RETURN POLICY

DATE/TIME:

Your satisfaction is our dealership's goal. That is why we have taken the initiative to provide you with a 7 days/500 Mile Pre-Owned Vehicle Return Policy. If you are dissatisfied with the purchase of your pre-owned vehicle for any reason, simply return it to us in accordance with and subject to the guidelines below.

(Customer  
Initials)

1. This policy applies only to a pre-owned vehicle where the customer has taken delivery at the dealership.
2. This offer only applies to pre-owned vehicles priced under \$40,000.
3. This policy does not apply to any leased vehicle that is purchased by the lessee at the end of a lease term or in connection with an early-buyout.
4. The 7 day return period begins on the date and at the time this policy is signed, and expires exactly 7 days later. The vehicle may not be driven more than 500 miles within the 7 day period.
5. Returns will be inspected and are limited to one return per customer per vehicle purchase. The vehicle must be returned to the dealership with no damage other than normal wear and tear.\*
6. In the event the customer elects to return the vehicle, the customer will receive a refund of the purchase price paid as described in the sales contract.
7. At the time of signing the sales contract, buyer accepts title to, and ownership responsibility for, the vehicle, subject to buyer's return right under this policy.
8. If payoff on trade was made, the customer agrees to pay any trade-in equity to Holman. The customer agrees to put auto insurance on their trade-in upon its return.
9. In order to take advantage of the 7 day / 500 mile return policy, the vehicle must (i) meet all of the above mentioned requirements, and (ii) be physically returned to the dealership during regular business hours, and the vehicle keys delivered to an authorized dealership representative, prior to expiration of the 7 day return period. Buyer acknowledges that he/she will be required to sign additional documentation to unwind the transaction.

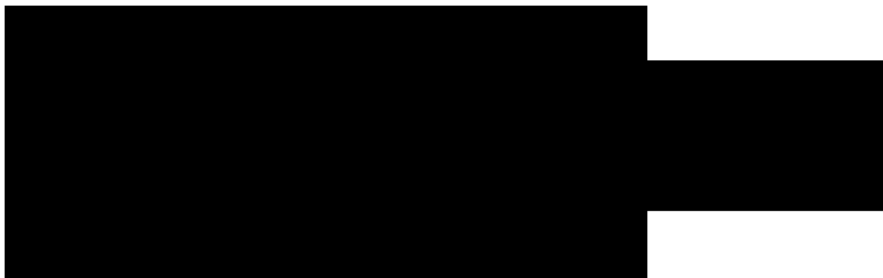
Buyer agrees that he/she has read the above provisions and agrees to the terms of the policy.

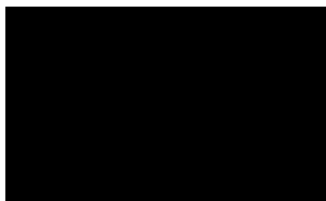
Buyer's Name (Printed Name) \_\_\_\_\_ Date 02/20/2021 Time 01:45 pm

\* Damage will be considered more than "Normal Wear and Tear" if the damage exceeds \$150 in repair costs; to include excessive cleaning, detailing costs, paint, body and mechanical damage, all as determined by the dealership.

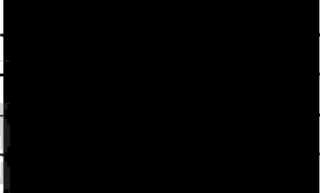
## Buyer's eSign Consent Document

**ELECTRONIC SIGNATURE CONSENT TO DO BUSINESS** Please read this information carefully and retain this information for future reference. **Electronic Signatures.** You are purchasing a vehicle which requires you to sign a series of forms which may include but are not limited to a buyer's order, a service contract, an insurance form and an odometer statement. This dealership is utilizing electronic signature technology to help make this transaction more convenient and secure. As a result, one or more of the forms required to purchase your vehicle may be eligible for electronic signature execution. **Consent.** By signing this consent form, you understand and agree that you intend to conduct business electronically and have your signature captured electronically to execute certain forms for this vehicle purchase only. For those forms that are eligible for electronic signature, you acknowledge that by signing your name on the electronic signature pad, you are indicating your intent to sign the applicable forms or documents and this constitutes your signature. For other forms that are not eligible for electronic signature, you will still be required to execute hard copy documents in pen. You will receive copies of all forms signed both electronically and signed in pen. **Withdrawal of Consent.** You have the right to withdraw your consent to do business electronically at any time during this vehicle purchase transaction. However, if you withdraw such consent during the purchase process, all electronic signatures and consents provided will be considered void and you may elect to proceed with the vehicle purchase using pen and paper signatures for all required documents.





**PENNSYLVANIA Title Worksheet-Car & Truck**  
Prices Effective: July 23, 2019

Customer  \_\_\_\_\_  
Address \_\_\_\_\_  
Serial # \_\_\_\_\_  
Color \_\_\_\_\_

Salesperson RAWLE COX  
Finance Co. CASH DEAL  
Address \_\_\_\_\_

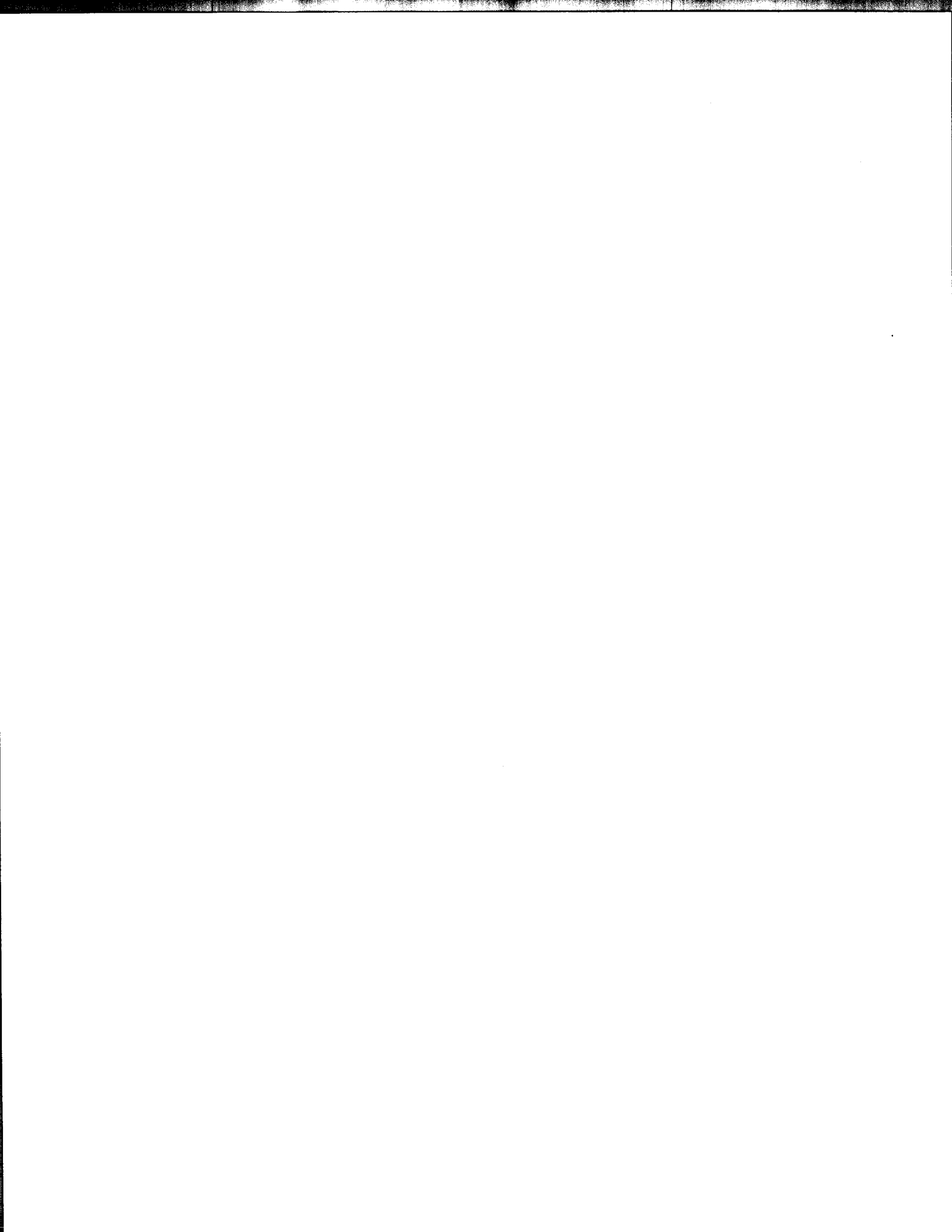
Trade Title (Out of State)	\$ 10.00
Temp Tag Out-of-state	\$ 7.00
Title	\$ 55.00
Title with Lien	\$ 81.00
New Car Tags ( <i>MV1-leave pink attached</i> )	\$ 38.00
Vehicle Transfer (Car/Car or Truck/Truck)	\$ 9.00
Transfer & Renew (reg expires within 2 mns-Cars Only/Trk Rates Below)	\$ 46.00
NOTE:	\$ 5.00
Add'l Registrations	\$ 2.00
<b>New Truck Tags</b> (up to 5000 lbs)	\$ 64.00
(5001-7000 lbs)	\$ 89.00
(7001-9000 lbs)	\$ 170.00
(9001-11000 lbs)	\$ 220.00
(11001-14000 lbs)	\$ 335.00
(14001-17000 lbs)	\$ 397.00
(17001-21000 lbs)	\$ 490.00
PA Duplicate Title	\$ 53.00
PROCESSING FEE-NEW TAGS	\$ 45.00
PROCESSING FEE-TRANSFERS	\$ 17.00
<b>TOTAL=</b>	<b>\$ <u>126.00</u></b>

**\*\*NOTE: BUSINESS(NEW TAG) MUST HAVE "AUTHORIZATION FOR SIGNER" LETTER ON COMPANY LETTERHEAD SIGNED BY CO OFFICIAL. COPY OF SIGNERS FRONT/BACK DL**

I understand that the motor vehicle charges listed above are a good faith estimate of the actual fees that will be charged to title and register the vehicle. Determination of exact fees prior to actual processing on the NJMVC data base is difficult due to the variety of factors that influence the total. Fees include the cost for transferring the title of any trade-in vehicle to the dealership as well as the cost of issuance of a temporary registration. I understand that any overpayment will be refunded to me. In the event that the total estimated motor vehicle fees are less than the actual charges, I understand that I am responsible for paying the difference to the dealership.



Date: 02/20/2021

Customer Signature:   
77237\*1'HGO-FI



## Buyer's Final Signature Document

Deal Number : 1761  
Store Name : HOLMAN GO  
F&I Manager : JOSEPH GALLAGHER  
Date : 02/20/2021

Name :   
Role : Buyer  
Vehicle Make : CHEVROLET  
VIN : 

Please sign below to acknowledge that you have electronically signed the following documents:

1. Buyer's eSign Consent Document
2. Buyers Guide
3. ATPI
4. Privacy Notice
5. NJ Used Vehicle Warranty 9/20
6. Holman We Owe
7. 7 Days/500 Mile Return Policy
8. PA TITLE WORKSHEET
9. Retail & Lease Buyers Order

