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P.O. Box 12630 Pittsburgh, PA 15241

1-888-740-7111 FAX: 412-257-4612

Email: GLWC@nauticom.net

**SILVER ADVANTAGE**

## SERVICE CONTRACT APPLICATION

**#AZSA**

### IMPORTANT

In order to receive the full coverage of this limited service contract you must, at your expense, maintain your vehicle according to the manufacture's minimum service requirements, except for engine oil and filter. Engine oil and filter must be changed every three months or 3,000 miles (whichever occurs first), unless otherwise specified by Great Lakes Warranty Corporation. Maintenance records or invoices (refer to back of contract) must be submitted in the event of a claim to receive coverage. A CLAIM NUMBER MUST BE OBTAINED FROM GREAT LAKES WARRANTY CORPORATION PRIOR TO ANY WORK BEING DONE TO YOUR VEHICLE. CLAIMS WILL NOT BE HONORED THAT DO NOT HAVE A REGISTERED CLAIM NUMBER ON THE INVOICE. WE RESERVE THE RIGHT TO INSPECT THE VEHICLE PRIOR TO AND AFTER MECHANICAL WORK IS COMPLETED.

If you do not receive acknowledgement of acceptance of your service contract application within 20 days, you must call 1-888-740-7111 or E-mail glwc@nauticom.net to confirm coverage.

### THIS LIMITED SERVICE CONTRACT PROVIDES COVERAGE ONLY FOR THE ITEMS SPECIFIED IN THE FOLLOWING CATEGORIES:

- 1. ENGINE:** (Gas or Diesel) Cylinder block and cylinder head(s), including all internal parts requiring lubrication. Oil pump, timing drive gears, timing belt or chain, camshaft, intake and exhaust valves, valve springs and retainers, valve keepers, cam followers, rocker arms, tappets/lifters and hydraulic lash adjusters, intake and exhaust manifolds(s). Gas fuel injection system, vacuum pump, and primary fuel pump. Valve guides, valve seals, piston rings, front & rear main seals, harmonic balancer, tensioners, valve cover(s), O<sub>2</sub> Sensor, timing belt cover, and engine mounts.
- 2. TRANSMISSION:** (Automatic or Manual) Transmission case including all internal parts requiring lubrication; torque converter and torque converter housing. Vacuum modulator, transmission mounts, cooler lines (Metal only), external transmission cooler, external & internal control units, seals & gaskets.
- 3. DRIVE AXLE:** Rear drive axle housing including all internal parts requiring lubrication; universal joints, constant velocity joints and constant velocity boots; drive shaft(s), yokes and drive shaft carrier(s). [Four wheel drive transfer case and all internally lubricated parts]. Hubs & wheel bearings, front wheel drive actuator.
- 4. BRAKES:** All hydraulic brake system components. Parking brake cable and wheel cylinders. **ANTI-LOCK BRAKES:** Electronic control processor, accumulator, hydraulic pump/motor assembly, isolation dump valve and pressure modulator valve, wheel speed sensors.
- 5. COOLING:** Primary water pump, thermostat, primary electric radiator fan motor and blower motor.
- 6. STEERING:** Steering box, steering rack and pinion including all internal parts requiring lubrication; power steering pump; power steering cooler. Power steering hoses and couplings, pitman arm, idler arm, tie rod ends.
- 7. FLUIDS:** Covered in conjunction with a covered repair up to \$90.
- 8. ELECTRICAL:** (Factory Installed Only) Starter motor and solenoid; alternator; voltage regulator, front and rear windshield wiper motors. Power window motors & gears, convertible top power motor, sunroof motor, ignition management controls (including modules), keyless entry transmitter, keyless entry central unit, keyless entry receiver/module, door lock actuator, power seat motors and adjusting mechanisms. Horn & horn switch. Oil pressure sending unit, antenna motor & mast, cruise control, AC & heater dash control unit/temperature programmer.
- 9. AIR CONDITIONING:** (Factory Installed Only) Compressor, condenser, receiver dryer and accumulator. Compression seals, compression clutch, clutch bearing, idler pulley, evaporator. Refrigerant, evacuate and recharge.
- 10. SUSPENSION:** Front upper and lower control arms and shafts; upper and lower ball joints; spindle; coil and leaf springs only if cracked or broken.
- 11. SEALS AND GASKETS:** Head gaskets, intake manifold gaskets, cam housing gasket(s), front cam shaft seals, oil pan gasket, timing cover gasket, transmission pan gaskets, valve cover gasket. All other seals and gaskets are covered only when required in conjunction with the replacement of a covered part or component.
- 12. LABOR:** This contract covers labor charges, for approved repairs, up to \$65 per hour. Labor times are based solely on current labor guides. (Mitchell's/All Data).
- 13. DIAGNOSTIC SERVICES:** This contract covers diagnostic charges, for approved claims, up to \$90. Diagnostics are based on current labor guides (Mitchell's/All Data).
- 14. TURBO OR SUPER CHARGER:** (Factory Installed Only) Single Turbo charger or super-charger housing and including all internal parts requiring lubrication.
- 15. LIMIT OF LIABILITY:** Total cumulative claims shall not exceed the trade-in value of the vehicle as listed in the Kelly Blue Book Official Used Car Guide at the time of the present claim. Any claim within 350 miles of the contract purchase mileage may be considered a pre-existing condition at the discretion of Great Lakes Warranty Corporation.
- 16. SUBSTITUTE TRANSPORTATION:** Should a covered part or component repair take longer than eight (8) labor hours to complete, excluding parts availability & delivery time, we will reimburse you at the maximum rate of thirty-five dollars (\$35) per day for up to, but not to exceed, 4 days toward a rental vehicle. We will not reimburse you for mileage or other charges related to the rental vehicle.
- 17. TOWING:** If your vehicle becomes disabled due to the failure of a covered part or component, and needs to be towed, we will reimburse you up to a maximum of sixty dollars (\$60) for the towing of your vehicle to a repair center of your choice.

### SALES TAX IS NOT COVERED

IN SERVICE DATE \_\_\_\_\_ VIN # \_\_\_\_\_  
OWNER'S NAME \_\_\_\_\_ VEHICLE YEAR \_\_\_\_\_  
ADDRESS \_\_\_\_\_ VEHICLE MAKE \_\_\_\_\_  
CITY, STATE, ZIP \_\_\_\_\_ VEHICLE MODEL \_\_\_\_\_  
LIEN HOLDER \_\_\_\_\_ # CYLINDERS \_\_\_\_\_  
OWNER'S PHONE \_\_\_\_\_ MILEAGE \_\_\_\_\_  
DEALER'S PHONE \_\_\_\_\_

### CONTRACT TERMS AVAILABLE

(\$100 DEDUCTIBLE PER OCCURRENCE PER CATEGORY)

- 12 Months Unlimited Miles** ☐  
**24 Months Unlimited Miles** ☐  
**\* 36 Months Unlimited Miles** ☐  
**\* 48 Months Unlimited Miles** ☐  
**\*\* 60 Months Unlimited Miles** ☐  
\*\* (Only available on vehicles still under factory warranty)  
\* (Only on vehicle with less than 90K miles)

### ☐ Under Factory Warranty

(Available on vehicles with at least 30 days or 1000 miles of remaining factory warranty. Coverage begins at the expiration of the factory warranty.)

### ☐ Out of Factory Warranty

(Available on vehicles no older than 10 model years and less than 100,000 miles)

**SURCHARGE OPTIONS: ZERO DEDUCTIBLE \$150 ☐ SERVICE CONTRACT PRICE \$ \_\_\_\_\_**

I CERTIFY THAT I HAVE READ BOTH SIDES OF THIS PRE-OWNED VEHICLE LIMITED SERVICE APPLICATION AND THAT I FULLY UNDERSTAND AND ACCEPT ALL OF ITS TERMS AND CONDITIONS. I FURTHER UNDERSTAND AND ACCEPT THAT WHAT I AM PURCHASING IS AN AGREEMENT BETWEEN GREAT LAKES WARRANTY CORPORATION AND MYSELF. GREAT LAKES WARRANTY CORPORATION RESERVES THE RIGHT TO REJECT AND/OR CANCEL ANY CONTRACT DUE TO NEGLIGENCE, FRAUD, MISLEADING INFORMATION OR ANY ACTION THAT IS TAKEN TO MISLEAD THE GREAT LAKES WARRANTY CORPORATION. **GREAT LAKES WARRANTY CORPORATION RESERVES THE RIGHT TO ACCEPT OR REFUSE ANY CONTRACT APPLICATION.** GREAT LAKES WARRANTY CORPORATION RESERVES THE RIGHT TO USE REBUILT AND/OR RECYCLED PARTS FOR REPAIRS OR REPLACEMENT SOLELY AT ITS DISCRETION. GREAT LAKES WARRANTY CORPORATION RESERVES THE RIGHT TO USE THE MOST ECONOMICAL PRICE AVAILABLE FOR PARTS AND COMPONENTS. GREAT LAKES WARRANTY CORPORATION RESERVES THE RIGHT TO MOVE THE VEHICLE TO A REPAIR FACILITY OF ITS CHOICE. ANY ACTIVITY GREAT LAKES WARRANTY CORPORATION DEEMS A COMMERCIAL USE OR ANY COMMERCIAL MODIFICATION WILL NULL AND VOID ALL TERMS AND CONDITIONS OF THIS CONTRACT.

VEHICLE OWNER'S ACCEPTANCE OF LISTED TERMS (Read Both Sides Before Signing)

SELLING DEALERSHIP: \_\_\_\_\_

Print

DATE: \_\_\_\_\_

BY: \_\_\_\_\_

AZSA - 05/06

## DEFINITIONS:

1. I, you, myself, vehicle owner. The purchaser/contract holder of this limited service contract.
2. Great Lakes Warranty Corporation, we, us, or our. Great Lakes Warranty Corporation who serves as the seller and administrator of this limited service contract.

## EXCLUSIONS:

This contract provides **no** coverage or benefits, even if a covered part or component has failed, for:

- A. Any pre-existing condition including but not limited to any part or component that is worn, defected, or failing at the time of or before delivery of the vehicle to you.
- B. Any part or component that is subject to normal wear and tear and must be periodically replaced, such as, but not limited to; battery, belts, hoses, control arm bushings, brake drums, brake line, brake hose, brake shoes, brake rotors, brake pads, brake linings, shock absorbers, McPherson struts, bolts, nuts, fastener, wires, wiring connections, transmission solenoid standard transmission clutch assembly and linkages (manual or Hydraulic) and any part or component related to the air suspension.
- C. Any part or component damaged or destroyed because of a non-covered part or component damaging a covered part or component; or by fire, accident, collision, any criminal act, civil unrest, acts of terrorism, freezing, rust, corrosion, engine sludge & buildup, carbon buildup, foreign objects, water, conditions of the environment or acts of God.
- D. Any part or component damaged because of someone altering or tampering with the vehicle beyond manufacturer's specifications, misusing the vehicle, abusive driving, customer abuse or failure to protect the vehicle from further damage; using the vehicle for delivery, taxi, construction, racing, rental, for hire, or as a police or other emergency vehicle or using the vehicle as a snow plow.
- E. Any part or component damaged by making improper adjustments, improper repairs, using improper fuels, or installing parts not recommended by the vehicle manufacturer.
- F. Any part or component damaged because of improperly maintaining the vehicle or failing to follow the manufacturer's recommended maintenance schedule; operating the vehicle without sufficient lubrication, oil(s), or coolant; contamination of fluids, fluid intermix, fuels, coolants, or lubrications or rust or corrosion.
- G. Any part or component failure if the odometer has been altered, tampered with, or is inoperative, unless previously approved in writing by Great Lakes Warranty Corporation.
- H. This service contract provides no coverage for covered parts and components damaged due to an overheat of the engine. In the event an overheat occurs, the driver has an obligation to immediately pull over, in a safe manner, and discontinue use of the vehicle.
- I. Any part or component failure that is covered by a Manufacturer's Warranty, Recall, Factory bulletins, or Policy adjustments, which the manufacturer will repair or replace at it's expense or is required by law.
- J. Customer is responsible for making sure the oil temperature warning lights and or gauges are working before operating the vehicle. Customer is required to safely, but immediately pull off the road and shut off the vehicle when either of these warning lights and/or gauges come on. It is the customers responsibility to ensure that no further damage occurs to the vehicle.
- K. Liability arising out of damage to property, or for injury to or death resulting from the use, maintenance, or operation of your vehicle, whether or not related to a covered part or component.
- L. Great Lakes Warranty Corporation will not be responsible for any loss or inconvenience you might suffer including, but not limited to, loss of transportation, loss of time or income, injury or property damage, the quality of the repair performed by repair center, any action taken by the repair facility or for any & all incidental or consequential damages that you may incur. This exclusion may not apply in some states which disallow the exclusion of incidental or consequential damages.
- M. Any covered component which has not suffered a mechanical breakdown, but a repair facility recommends it to be repaired or replaced (e.g. preventative maintenance). Reduction in operating performance where a mechanical failure has not occurred.
- N. This contract cannot be altered by any dealer, employee, agent, or other person without written approval from Great Lakes Warranty Corporation.
- O. If any part of this service contract agreement or the application thereof is found to be invalid, the invalid part or application shall be severed without effecting any other part of the service contract.

## CANCELLATION

Upon receipt of a written request for cancellation a refund check will be mailed. The refund will be a pro rated amount. A service charge of \$200.00 will be subtracted for administrative costs. If a Lien Holder is named then the refund will be issued directly to said Lien Holder. GLWC will not cancel or void your service contract due to acts or omissions by us, or assignees or subcontractors for our failure to provide correct information of our failure to perform the services or repairs in a timely, competent workmanlike manner; pre-existing conditions; proper use or unlawful acts relating to the product; misrepresentation by us; ineligibility for the program including gray market, high performance and GM diesel autos.

Great Lakes Warranty Corporation is bonded by **Travelers Casualty & Surety Company of America.**

## TRANSFER PROCEDURE

At the discretion of Great Lakes Warranty Corporation this contract may be transferable for a fee of \$200 to a subsequent purchaser of the vehicle. This service contract will not be transferred to any other vehicle, for any reason.

## CLAIM FILING AND REIMBURSEMENT PROCEDURE

1. In the event of a breakdown, it is your responsibility to protect the vehicle from any further damage.
2. Upon notification to Great Lakes Warranty Corporation take your vehicle to a repair center of your choice.
3. Have the repair center call Great Lakes Warranty Corporation to verify coverage and provide us with a diagnosis and an estimate of repairs. DO NOT have any repairs performed at this time. **Note:** At any point during the claim, Great Lakes Warranty Corporation reserves the right to move the vehicle to a repair facility of its choice. Great Lakes Warranty Corporation reserves the right to request additional diagnostic services, at the contract holders expense, including proof of a mechanical failure before a claim number is issued. A claim number must be obtained from Great Lakes Warranty Corporation prior to any work being done on your vehicle.
4. When calling, the repair center MUST provide the following information. In order to receive full coverage this information must also appear on all estimates, repair invoices, service invoices, maintenance invoices and other records.
  - a. Vehicle owner's name, address, and telephone number
  - b. Vehicle year, make, and model
  - c. VIN (Vehicle Identification Number)
  - d. Current odometer reading and date
  - e. Repair center name, address, and telephone number
  - f. What part(s) are in need of repair, an itemized estimate, and time required to complete repair.
5. On approval of claim, Great Lakes Warranty Corporation will issue a claim number. This number must appear on the service invoice. **No claim will be honored without a registered claim number issued by Great Lakes Warranty Corporation. All claim numbers will be void and not honored after 90 days of issuance.**
6. Mail or fax a copy of the service invoice, signed by you or your authorized representative to Great Lakes Warranty Corporation.
7. Coverage ceases at 12:01 am on the last day of the service contract as indicated by the date listed on the application and the selected contract term or upon the indicated expiration in mileage.
8. This is not a warranty policy or an insurance policy.
9. Claim Dispute Resolution: Great Lakes Warranty Corporation is a member of the Better Business Bureau. If a dispute arises under this contract, we will agree to participate in a BBB sponsored dispute resolution. For information on dispute resolution contact the BBB at (412)456-2700 or [www.BBB.com](http://www.BBB.com)

Thank you for choosing Great Lakes Warranty Corporation for your Service Contract needs. Should you have any questions, comments, or concerns, please feel free to contact our customer service department using our toll free number 1-866-478-5257, Monday through Friday, 8:30 AM to 7:00 PM EST

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