

First _____

Last _____

College Hills Honda
4600 Cleveland Rd.
Wooster, OH 44691

Honda Care® for Honda Vehicles is administered by
American Honda Finance Corporation
Box 2225, Torrance, CA 90509-2225. 1-800-999-5901

Honda Care for Non-Honda Vehicles is administered by
Automobile Protection Corporation (APCO)
P.O. Box 88230, Atlanta, GA 30356, 1-800-661-3279

For Roadside Assistance, call 1-800-594-7400

HONDA
Care

Vehicle Information

Vehicle Retail Price \$ _____ Stock # _____

[illegible]

Make	Model	Year
------	-------	------

Current Odometer Mileage	VSC Retail Date	Vehicle Retail Date	Vehicle Original Retail Date
--------------------------	-----------------	---------------------	------------------------------

Name (First) (M.I.) (Last)

Co-Owner Name (First)	(M.I.)	(Last)
-----------------------	--------	--------

Address _____

City	State	ZIP	Phone
------	-------	-----	-------

Lienholder/Lessor (Complete only if contract is financed or leased)

Lienholder Name	Term (Mo.)	Type (C=Cash, F=Finance, L=Lease)
-----------------	------------	-----------------------------------

Address _____

City	State	ZIP	Phone
------	-------	-----	-------

IMPORTANT: Coverage for a New, Sentiner or Certified plan begins when the vehicle is originally put into service and at zero miles. Coverage for a Pre-Owned plan begins at the service contract purchase date and at the mileage on the odometer on that date. A Pre-Owned plan must be sold at time of Pre-Owned vehicle purchase if vehicle is outside of 36,000 miles or 36 months from original in-service date.

*A Pre-Owned plan for Non-Honda vehicles and a Certified plan for Honda vehicles must be purchased at the time of vehicle purchase.

Attached is an example Vehicle Service Contract that outlines the various coverages available. Refer to your personalized Vehicle Service Contract for your coverage, expiration date and miles.

This Vehicle Service Contract application is subject to approval or rejection by the administrator. If you have not received your Vehicle Service Contract within 30 days of the date of this application, please call 1-800-999-5901 or forward a copy of this application to: American Honda Finance Corp., Honda Care Customer Service, P.O. Box 2225, Torrance, CA 90509-2225. Your coverage is not subject to any verbal representations made by your dealer. The purchase of this contract does not waive any implied warranties that are available to you, and purchase of this contract is not a requirement to purchase, obtain financing or to register a motor vehicle. This is not an automobile liability insurance contract. We do not disclose information about our customers to anyone, except as permitted by law.

I have read and agree to the terms and conditions above and on the example Vehicle Service Contract.

Customer's Signature

Date _____

Dealer's Signature _____

American Honda Finance Corporation

DEALER

HFAPPGH5/07

I. KEY TERMS

- **ADMINISTRATOR** means American Honda Finance Corporation.
- **AMERICAN HONDA** means American Honda Motor Co., Inc.
- **COMMERCIAL USE** and **COMMERCIAL PURPOSE(S)** mean any use of YOUR VEHICLE for trade or business to generate, income, whether full or part time.
- **COMMERCIAL USE OPTION** means YOU have chosen to purchase and paid the appropriate Surcharge in order for YOUR VEHICLE to be eligible for coverage under this CONTRACT if it is used for a Permitted COMMERCIAL PURPOSE as specified in Article IV, section J; subject to all terms and conditions of this CONTRACT.
- **CONTRACT** means this Service Contract.
- **DEALER** means an authorized HONDA dealership.
- **FACTORY WARRANTY** means the AMERICAN HONDA New Car Limited Warranty furnished to YOU at the time YOU purchased YOUR VEHICLE.
- **FACTORY WARRANTY REPAIR SERVICE** means a repair by YOUR DEALER of YOUR VEHICLE under the FACTORY WARRANTY.
- **IDENTIFICATION PAGE** means the Application/Identification page attached to this CONTRACT.
- **MECHANICAL BREAKDOWN** means the inability of a properly maintained part covered under this CONTRACT to perform the function for which it was designed, due to defects in materials or workmanship. MECHANICAL BREAKDOWN does not mean the gradual reduction in operating performance due to wear and tear.
- **PRIOR AUTHORIZATION** means the approval of and the approval number issued by the ADMINISTRATOR. In the event of a MECHANICAL BREAKDOWN when emergency repairs must be performed by other than YOUR HONDA DEALER, YOU must notify the ADMINISTRATOR and obtain PRIOR AUTHORIZATION before any repairs are performed on YOUR VEHICLE. Some Road Service Benefits require PRIOR AUTHORIZATION. Costs incurred without PRIOR AUTHORIZATION, when PRIOR AUTHORIZATION is required, will not be covered.
- **REPAIR COST** means the part and labor expense (and taxes, if applicable) necessary to repair or replace a covered part due to MECHANICAL BREAKDOWN. REPAIR COST is determined by YOUR DEALER's regular retail parts prices up to Manufacturer's Suggested Retail Price and current HONDA Warranty Flat Rate Manual.
- **UNITED STATES** means the 50 United States and the District of Columbia, and does not include Puerto Rico, Guam or other territories and possessions.
- **VEHICLE** and **YOUR VEHICLE** mean the vehicle identified on the IDENTIFICATION PAGE.
- **WE, US** and **OUR** mean American Honda Protection Products Corporation.
- **YOU** and **YOUR** mean the CONTRACT holder named on the IDENTIFICATION PAGE, as the person(s) entitled to coverage and benefits under this CONTRACT.
- **YOUR DEALER** means the HONDA DEALER where this CONTRACT was purchased.

II. COVERAGE

- **NEW, PRE-OWNED AND CERTIFIED ADDITIONAL COVERAGE:** WE will arrange for the repair or replacement of covered parts, and any component damaged by a covered part as provided below, or pay the REPAIR COST less YOUR DEDUCTIBLE for repair or replacement due to a MECHANICAL BREAKDOWN during the CONTRACT PERIOD.

- **SENTINEL SERVICES:** YOU will be provided Rental Vehicle Reimbursement, Road Service Benefits, Road Hazard Protection and Oil Changes during the CONTRACT PERIOD.

- **SENTINEL 3/45 CONTRACT:** Provides YOU with both the SENTINEL SERVICES and the HONDA CARE NEW/PRE-OWNED VEHICLE SERVICE CONTRACT protection, including replacement of covered parts in the event of a MECHANICAL BREAKDOWN for 3 years or 45,000 miles, whichever occurs first. This means that HONDA CARE SENTINEL 3/45 SERVICE CONTRACT may provide YOU with 9,000 miles of additional HONDA CARE VSC protection beyond the 3 years/36,000 mile FACTORY WARRANTY, with no DEDUCTIBLE.

SENTINEL coverage is not a maintenance CONTRACT and does not provide coverage for the required maintenance services specified in YOUR Owner's Manual or as otherwise specified by AMERICAN HONDA. SENTINEL coverage cannot be purchased in combination with any other Honda Care Vehicle Service Contract coverage.

YOUR CONTRACT PERIOD begins on the EFFECTIVE DATE and ends on the EXPIRATION DATE or EXPIRATION MILEAGE, whichever occurs first.

OUR agreement is subject to YOUR satisfaction of all terms and conditions of this CONTRACT.

A. PARTS

NEW, PRE-OWNED, CERTIFIED ADDITIONAL COVERAGE and SENTINEL 3/45: All VEHICLE parts are covered by this CONTRACT, subject to the terms and conditions herein and **EXCEPT AS EXCLUDED BY ARTICLE IV.** Repairs and replacements will be made with new or remanufactured genuine HONDA or AMERICAN HONDA authorized parts of like kind and quality.

Examples of Systems covered:

- **ENGINE:** including the Timing Belt, if due to MECHANICAL BREAKDOWN.
- **TRANSMISSION:** including the Shift Cable.
- **FRONT, REAR AND 4WD AXLES**
- **COMPUTERS/ELECTRONICS:** including Switches, Sensors, SRS Control Unit
- **AIR CONDITIONING/HEATING/COOLING**
- **CHASSIS:** Suspension, Steering and Brake System
- **FUEL SYSTEM**
- **FLUIDS/OILS** as required for the repair of a covered part.
- **GENUINE HONDA FACTORY INSTALLED NAVIGATIONAL DEVICES**
- **AMERICAN HONDA AUTHORIZED ELECTRONIC/AUDIO ACCESSORIES:** including cellular telephones, security systems, rear entertainment and DVD systems that are factory installed, or DEALER installed according to AMERICAN HONDA factory specifications.

ALL NEW, PRE-OWNED AND CERTIFIED ADDITIONAL COVERAGE CONTRACTS INCLUDE THE FOLLOWING:

B. RENTAL VEHICLE REIMBURSEMENT

If YOU require alternate transportation due to a covered MECHANICAL BREAKDOWN or FACTORY WARRANTY REPAIR SERVICE, this CONTRACT provides reimbursement for the expense of a rental vehicle up to \$35 per day to a maximum of 6 days and \$210 per MECHANICAL BREAKDOWN or FACTORY WARRANTY REPAIR SERVICE. Rental reimbursement for repair and parts waiting time cannot exceed the maximum number of days allowable under this CONTRACT. The substitute vehicle must be rented from a licensed rental agency, a HONDA DEALER or an authorized repair facility. Reimbursement is based on the HONDA Warranty Flat Rate Time required to repair YOUR VEHICLE according to the following table:

Repair Time Required	Number of Days Allowed	Maximum Reimbursement
0.1 - 8.0 Hours	2	\$ 70
8.1 - 16.0 Hours	3	\$105
16.1 - 24.0 Hours	4	\$140
24.1 - 32.0 Hours	5	\$175
Over 32.0 Hours	6	\$210

Rental Vehicle Reimbursement is valid only for expenses actually incurred from the date of the MECHANICAL BREAKDOWN or FACTORY WARRANTY REPAIR SERVICE until the date repairs are completed, and **EXCLUDES ANY EXPENSE FOR ITEMS SUCH AS MILEAGE, GASOLINE, MAINTENANCE, INSURANCE OR COLLISION DAMAGE WAIVER CHARGES, OR OIL CHANGES.**

C. ROAD SERVICE BENEFITS

As an additional benefit under this CONTRACT, and at no cost to YOU, YOU are enrolled as a member of the Cross Country Motor Club*. YOU are entitled to the following membership benefits, among others, from Cross Country Motor Club ("CCMC"): (i) identification card and benefits schedule which will be sent to YOU by CCMC; (ii) towing to the nearest HONDA DEALER or repair facility required as a result of a MECHANICAL BREAKDOWN or VEHICLE accident/collision; (iii) flat tire change (with YOUR good spare); (iv) battery boost (jump start); (v) emergency fuel delivery; (vi) lockout assistance; and (vii) computerized trip routing and map services. See YOUR CCMC membership guidelines for details. In most instances, service will be provided on a "sign and drive" basis at no cost to YOU (up to the specified covered limit).

1. **Comprehensive Towing** - YOU will be covered up to \$100.00 per disablement (when YOUR VEHICLE is unable to safely proceed under its own power).
2. **Emergency Trip Interruption Reimbursement** - If a MECHANICAL BREAKDOWN or FACTORY WARRANTY REPAIR SERVICE disables YOUR VEHICLE more than 100 miles from YOUR residence, Cross Country Motor Club ("CCMC") will reimburse YOU for receipts expenses YOU incur for food and accommodations for the first three consecutive days while YOUR VEHICLE is being repaired. Reimbursement is limited to \$100 per day, with a maximum benefit not to exceed \$300. **THIS BENEFIT REQUIRES PRIOR AUTHORIZATION FROM CCMC by calling 1-800-594-7400 before incurring trip interruption expenses.** The telephone number is available 24 hours a day, 365 days a year.

*YOU are enrolled as a member of Cross Country Motor Club, Inc., Medford, MA 02155, except residents in Alaska, California, Hawaii, Oregon, Wisconsin, and Wyoming, who are enrolled as a member of Cross Country Motor Club of California, Inc., Medford, MA 02155. Certain CCMC services are underwritten by Old Republic/Minnehoma Insurance Company, Tulsa, Oklahoma, under policy #GAL-672-825-1280. Services may vary to conform to the laws of YOUR state.

SECTIONS D. AND E. ONLY APPLY TO SENTINEL SERVICES and SENTINEL 3/45 CONTRACTS

D. HONDA CARE SENTINEL ROAD HAZARD TIRE PROTECTION ‡

1. **Tire Repair or Replacement Service** - HONDA CARE SENTINEL Road Hazard Tire Protection provides YOU with tire protection against damage caused by roadway debris such as potholes, nails, glass, or other materials that cause damage to the tire(s), but **DOES NOT INCLUDE** protection against either i.) manufacturer defects, which may be covered by the tire manufacturer's warranty, or ii.) intentional damage to the tire(s). HONDA CARE SENTINEL Road Hazard Tire Protection covers THE FOUR ORIGINAL TIRES EQUIPPED ON THE VEHICLE AT THE TIME OF SALE (NOT INCLUDING SPARE) and provides for reimbursement of the cost of repair or replacement of a covered tire for the lesser of, i.) the CONTRACT PERIOD or ii.) when the original tires' tread depth wears below 2/32 inch for cars (or 4/32 inch for sport utility vehicles). Tire Protection **DOES NOT INCLUDE** protection against tire damage caused by collisions with other vehicles or other objects not considered to be a road hazard, and Tire Protection **DOES NOT INCLUDE** protection against tire damage covered by the collision or comprehensive section of YOUR automobile insurance policy, or tire damage resulting from intentional VEHICLE off-road use (off-road use is defined as driving a VEHICLE on unmarked roads). Tire Protection also does not include protection against theft of tires or tire damage caused by vandalism or fire.

In the event that a tire on YOUR HONDA develops a repairable leak or puncture due to a road hazard condition, this CONTRACT will cover 100% of the cost to REPAIR the tire, up to a maximum \$35 per repair. If tire REPLACEMENT becomes necessary due to damage caused by a road hazard condition, this CONTRACT will cover the prorated cost of tire REPLACEMENT, up to \$150.00 per tire (EXCLUDING THE SPARE TIRE), based on tire tread depth remaining, in accordance with the following schedule:

TIRE TREAD DEPTH REPLACEMENT COVERAGE			TIRE TREAD DEPTH REPLACEMENT COVERAGE		
Cars and	8/32" or greater	100%	Sport Utility	10/32" or greater	100%
Minivans	6/32" to 7/32"	75%	Vehicles	8/32" to 9/32"	75%
	4/32" to 5/32"	50%		6/32" to 7/32"	50%
	2/32" to 3/32"	25%		4/32" to 5/32"	25%
	less than 2/32"	(No Replacement)		less than 4/32"	(No Replacement)

2. **Customer Procedure** - Upon experiencing damage to a covered tire, YOU may return to YOUR nearest HONDA DEALER, or YOU may contact CCMC via the following 24 HOUR TOLL-FREE ASSISTANCE NUMBER: 1-800-594-7400. The HONDA DEALER will determine the eligibility of the tire condition, identify the remaining tread depth, prepare a statement of costs for the repair or replacement of the tire, and contact CCMC for authorization. In the case of an emergency, or in the event the HONDA DEALER does not offer tire services, YOU may take YOUR VEHICLE to a local tire dealer for service. Should YOU obtain tire service by other than a HONDA DEALER, YOU must submit YOUR request to CROSS COUNTRY MOTOR CLUB, INC., ATTENTION: HONDA CARE SENTINEL ROAD HAZARD TIRE PROTECTION, P.O. Box 9105, Medford, MA 02155 for reimbursement. Requests for reimbursement MUST include a copy of a valid repair or replacement invoice, include the year, make and model of the VEHICLE, and a statement indicating the cause of the failure, remaining tread depth of the failed tire(s), and the cost of the tire repair or replacement. Eligible tires which can be repaired safely will be covered in full for the cost of repair NOT TO EXCEED \$35.00. Eligible tires which need replacement will be covered up to \$150.00 per tire (EXCLUDING THE SPARE TIRE), INCLUDING THE COST OF MOUNTING AND BALANCING THE REPLACEMENT TIRE(S). YOU must replace YOUR tires with tires of the same type, size, load range, and speed rating.

3. **Customer Obligations during the CONTRACT PERIOD** - YOU must maintain YOUR VEHICLE in accordance with the requirements of YOUR HONDA OWNER'S MANUAL. This includes but is not limited to wheel balancing, tire rotation, and alignment at scheduled intervals in accordance with YOUR HONDA OWNER'S MANUAL. CCMC and the HONDA DEALER each reserve the right to inspect damaged tires to determine the cause of the damage. All Road Hazard Tire Protection services are provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin, and Wyoming where services are provided through Cross Country Motor Club of California, Inc., Medford, MA 02155.

‡ THIS BENEFIT IS NOT AVAILABLE IN THE STATE OF NEW YORK.

E. OIL CHANGES

This CONTRACT provides YOU with scheduled oil changes for the term of this CONTRACT, based on "Normal" usage conditions as described in the HONDA OWNER'S MANUAL, and according to the HONDA Factory Recommended Maintenance Schedule. This service is limited to oil changes and oil filter changes performed at authorized HONDA DEALERSHIPS for a value of up to \$25.00 per service. YOU ARE RESPONSIBLE FOR ANY CHARGES EXCEEDING \$25.00 IN CONNECTION WITH AN OIL CHANGE UNDER THIS CONTRACT.

III. YOUR OBLIGATIONS

A. YOU must perform maintenance services, at the proper intervals, according to the requirements of YOUR Owner's Manual or as otherwise specified by AMERICAN HONDA. YOU must retain all MAINTENANCE RECORDS (the original receipts or invoices confirming all maintenance has been performed during the period YOU have owned or leased YOUR VEHICLE) as they may be requested from YOU. Failure to perform any maintenance service(s) may result in the denial of coverage if a MECHANICAL BREAKDOWN is caused by YOUR failure to properly maintain YOUR VEHICLE.

B. In the event of a BREAKDOWN: Take YOUR VEHICLE to YOUR DEALER or to the nearest HONDA DEALER in the UNITED STATES or Canada. In an emergency when both of the foregoing are not possible, YOU must obtain PRIOR AUTHORIZATION from the ADMINISTRATOR by calling TOLL FREE 1-800-999-5901 BEFORE INCURRING ANY REPAIR COSTS. Give authorization to the repair facility for tear-down to diagnose a problem. If the MECHANICAL BREAKDOWN is covered by this CONTRACT, WE will pay the reasonable cost of tear-down as a part of the covered MECHANICAL BREAKDOWN. This CONTRACT does not cover the cost of tear-down if the MECHANICAL BREAKDOWN is caused by a non-covered part. WE reserve the right to inspect YOUR VEHICLE to gather necessary information regarding any claim. Pay any applicable DEDUCTIBLE to the authorized repair facility. The DEDUCTIBLE is the amount of the REPAIR COST YOU must pay for each visit for repair of one or more MECHANICAL BREAKDOWNS covered by this CONTRACT. YOUR DEDUCTIBLE is specified on the IDENTIFICATION PAGE.

IV. WHAT IS NOT COVERED

A. **NEW, PRE-OWNED, CERTIFIED ADDITIONAL COVERAGE and SENTINEL 3/45:** Parts other than genuine HONDA or AMERICAN HONDA authorized parts; wiper blades; battery (except for the nickel-metal hydride battery in hybrid VEHICLES); cables; steering wheel; belts; radiator hoses; heater hoses and vacuum hoses; spark plugs; plug wires; distributor cap and rotor; timing belt replacement when performed as routine maintenance: exhaust system, head pipes, tailpipes, catalytic converter; mufflers; hangers; heat shields; gaskets (except for the manifold block gasket and related fastening hardware); fuel tank straps; fuel hoses; brake system wear items such as drums/rotors, shoes/pads; clutch disc, clutch pressure plate; throw out bearing, external shift linkages; pilot bearing/bushing; glass, mirror glass, body parts; body structure (except for hood hinges, trunk hinges, door hinges and sliding door rollers); hood, fenders, doors, rear hatch, trunk lid, grille, panels; bright metal; sheet metal; paint (except for covered hinges painted to match the original VEHICLE color only); bumpers; moldings; lenses; bezels; bulbs (except for instrument panel illumination bulbs); High Intensity Discharge (H.I.D.) headlamps; sealed beams; fuses; body seals; weather-strips (except for window sash and window run channels); outside ornamentation; emblems; tires; valve stems; wheels; wheel covers/ornaments; rims; trim rings; caps; wheel studs; lug nuts; wheel locks; fastening/securing hardware for non-covered components; stripped or cross threaded fasteners (e.g., nuts, bolts, studs, screws, etc.); body seals; squeaks, rattles; buttons; carpet; dash pad; console; window handles; knobs; boots; pedals; pads; rearview mirror (except for electronic failure of the auto-dimming mirror); interior trim; upholstery; floor mats; electronic/audio accessories and cellular telephones other than AMERICAN HONDA AUTHORIZED ELECTRONIC/AUDIO ACCESSORIES/NAVIGATIONAL, DVD ENTERTAINMENT AND SECURITY SYSTEMS; Safety Restraint System fastening hardware; seat belts and airbag(s) deployed due to collision. If YOU believe there is a defect in these parts, please contact YOUR DEALER immediately.

SENTINEL SERVICES ONLY: Parts, except as provided in Sections II. B. through II. E.

B. NEW, PRE-OWNED, CERTIFIED ADDITIONAL COVERAGE AND SENTINEL 3/45 - Expenses for any maintenance service specified in YOUR Owner's Manual; fuels, fluids, lubricants, alignments or adjustments unless required as part of a covered MECHANICAL BREAKDOWN; or improper repairs, adjustments, or servicing by any repair facility, individual or YOU.

SENTINEL SERVICES - Expenses for any maintenance service other than normal scheduled oil changes, specified in YOUR Owner's Manual.

C. Any repair if a non-authorized part or accessory caused or contributed to the MECHANICAL BREAKDOWN (e.g., aftermarket performance parts, cold air intakes, strut tower braces, headers, adjustable fuel rails, non-factory or non-DEALER installed stereo equipment, radios, speakers, amplifiers, compact disc changers, mp3 players, satellite radio/stereo systems, etc.).

D. Repairs needed in whole or in part due to:

- failure to perform maintenance services, from the use of fuels, oils or lubricants other than those required by YOUR Owner's Manual or as otherwise specified by AMERICAN HONDA;
- failure to stop driving or protect YOUR VEHICLE from further damage after a MECHANICAL BREAKDOWN occurs (e.g., continuing to operate YOUR VEHICLE after the oil pressure warning light/gauge or temperature warning light/gauge indicates a problem. In the event a warning light/gauge indicates a problem, safely pull YOUR VEHICLE to the side of the road and contact roadside assistance.);
- negligence, misuse or abuse (e.g., overloading, racing, competitive driving activities or snow plowing), or from modification, alteration, tampering, disconnection, improper towing, improper adjustments or servicing, or using the VEHICLE in any manner not recommended by AMERICAN HONDA;
- environmental causes such as rust, corrosion, water intrusion/leaks, acid rain, fall-out (e.g., chemicals, tree sap), salt, hail, flood, lightning, fire, windstorm, corrosion, earthquakes or other acts of Nature;
- accidental loss, or external causes such as war, riot, vandalism, or other cause beyond the reasonable control of the parties;
- contaminated fluids, lubricants or sludge;
- vibration, deterioration, discoloration, distortion, deformation and/or fading;
- any failure if it is determined that the condition causing the failure existed at or prior to the time of purchase of YOUR CONTRACT.

E. Any work performed to improve compression or reduce oil or fuel consumption, or other work when a MECHANICAL BREAKDOWN has not occurred.

F. Repairs performed outside the UNITED STATES or Canada.

G. Any repair, replacement or reimbursement covered by any warranty, limited warranty, DEALER or repair facility guarantee, other service contract, or any insurance coverage.

H. Repairs prohibited by law or governmental authority.

I. Any consequential or incidental pecuniary damages, including but not limited to: loss of use of the VEHICLE, loss of time, inconvenience, lost revenue, failure to realize expected savings, or any other economic loss of any kind.

J. Any REPAIR COST:

- if YOU fail to provide all MAINTENANCE RECORDS for covered parts requiring routine maintenance that sustain a MECHANICAL BREAKDOWN;
- if the odometer is altered, disconnected or inoperable so that the miles traveled cannot be accurately determined;
- if the VEHICLE's FACTORY WARRANTY has been voided.

COMMERCIAL USE:

- If YOUR VEHICLE has been used, as determined by the ADMINISTRATOR for COMMERCIAL PURPOSE(S) whether or not YOUR VEHICLE is licensed for COMMERCIAL PURPOSE(S) or registered to a corporation, UNLESS YOU have purchased the COMMERCIAL USE OPTION and the COMMERCIAL USE is a specifically Permitted Use, and not a specifically Prohibited Use, as follows:
- **Permitted Use:** If YOU purchased the COMMERCIAL USE OPTION (surcharge required), YOUR VEHICLE may be used for COMMERCIAL PURPOSES as follows: mail delivery, bank courier, grocery delivery, pizza delivery, auto parts delivery, real estate sales, real estate appraisal, pool cleaning services, construction work, plumbing services, pharmaceutical sales, parking control, gardening services, building maintenance, auto detailing, office equipment services, vending machine services, sales calls, home insurance claims, collision estimators, painting contractors, airport luggage delivery, carpet installers, landscapers, roofing estimators, mobile auto repair, locksmith services, computer repair services, auto glass repair/replacement, escrow services, office supplies delivery, dry cleaners, mobile pet grooming, catering, floral delivery, interior designers, building materials delivery, electricians, home care service (elderly), home health/aide care services, telephone repair services, cosmetic sales/delivery, refrigeration repair/services, aquarium service, interior plant services, carpet cleaning services, auto parts pick-up/delivery, etc.
- **Prohibited Use:** If YOUR VEHICLE is used for plowing snow for hire, hauling, plowing, towing or road service operations, for hire (rental, taxi, limousine or shuttle services), law enforcement, fire, ambulance or emergency services, park ranger, rescue services and/or has non-standard equipment installed specifically to facilitate COMMERCIAL USE; (With the exception of vehicles registered to a licensed, accredited, or otherwise state approved driver's training school, and limited to the installation of instructor required dual steering, braking, or accelerator controls. Please note: Any non-standard equipment installed to facilitate use as a driver's training vehicle, or resulting damage from the installation of such parts is not eligible for coverage under this CONTRACT) it is not eligible for coverage under this CONTRACT, or any Honda Care Service Contract.

If you have questions about Commercial Use Option eligibility, please call Honda Care Customer Service at 1-800-999-5901.

K. Any service that is recommended pursuant to recall announcements by AMERICAN HONDA that apply to YOUR VEHICLE.

L. MECHANICAL BREAKDOWN of an otherwise covered part if YOU fail to have the VEHICLE repaired pursuant to a notice of recall, and such repair would have prevented the breakdown.

M. Negligence, error, or omission on the part of any servicing dealer, repair facility or CCMC, or any MECHANICAL BREAKDOWN or consequential damage to YOUR VEHICLE caused by negligence, error or omission.

V. CANCELLATION OF CONTRACT

To cancel this CONTRACT:

- A.** On or before sixty (60) days following the commencement of the CONTRACT period:
1. YOU may cancel this CONTRACT and receive a full purchase price refund, if no services have been rendered to or on behalf of YOU.
 2. If services have already been rendered to or on behalf of YOU, the refund will be the lesser amount calculated as:
 - A time pro-rata based upon the time expired; or
 - A mileage pro-rata based upon the number of miles driven.
- B.** After sixty (60) days following the commencement of the CONTRACT period, the refund will be the lesser amount calculated as:
1. A time pro-rata based upon the time expired; or
 2. A mileage pro-rata based upon the number of miles driven.

ALL CANCELLATION REFUNDS AFTER SIXTY (60) DAYS ARE SUBJECT TO A \$25 PROCESSING FEE.

C. For cancellation, return this CONTRACT to YOUR DEALER, and complete a Cancellation Request Form.

The ADMINISTRATOR will issue a refund, if any, to YOU. However, if YOU financed this CONTRACT, the refund may be payable to the LENDER or finance company (if any) that financed the purchase of this CONTRACT, unless YOU provide the ADMINISTRATOR with written verification from the LENDER or finance company that the amount financed has been repaid in full. YOU may be required to send a written cancellation notice to the LENDER under a retail installment contract or loan (if any) YOU entered to finance the purchase of this CONTRACT ("the FINANCE AGREEMENT"). This may not be the same CONTRACT, lease, or purchase plan signed by YOU to purchase or lease YOUR VEHICLE. Payment according to the FINANCE AGREEMENT constitutes payment to YOU, and YOU agree that YOU have no claim against the ADMINISTRATOR, US, or the HONDA DEALER based upon such payment. Please refer to the cancellation section of the FINANCE AGREEMENT for instructions. In the event of repossession or total loss, the LENDER may cancel this CONTRACT. The provisions of Section V. apply to all cancellation requests. No other rights or benefits under this CONTRACT transfer to the LENDER.

TRANSFERRED CONTRACTS ARE NOT ELIGIBLE FOR CANCELLATION REFUNDS.

A REFUND SHALL TERMINATE THIS CONTRACT. IF CANCELED, COVERAGE CANNOT BE REINSTATED.

VI. ARBITRATION

Any controversy or claim arising out of or relating to this CONTRACT, or a breach hereof, shall be settled by arbitration according to the Commercial Arbitration Rules of the American Arbitration Association. Judgment upon the Arbitrator's award may be entered in any court having jurisdiction thereof. YOU must notify the ADMINISTRATOR in writing of YOUR intent to seek arbitration.

VII. TRANSFER OF CONTRACT

The original CONTRACT purchaser may transfer this CONTRACT to a purchaser of the VEHICLE for the remainder of the original CONTRACT PERIOD.

TRANSFER PROCEDURE: Return to YOUR DEALER, complete the Transfer of Contract form provided by YOUR DEALER, and present the following items:

- This CONTRACT;
- A \$50.00 transfer fee payable to YOUR DEALER;
- A complete copy of YOUR MAINTENANCE RECORDS; and
- Documentation evidencing change of ownership and ODOMETER READING (the actual miles traveled, measured by an operative, unaltered odometer) on the date of transfer.

TRANSFER CONDITIONS:

- THIS CONTRACT CAN ONLY BE TRANSFERRED TO A PRIVATE OWNER, WITHIN 15 DAYS OF CHANGE OF VEHICLE OWNERSHIP. ALL REMAINING UNDERLYING WARRANTIES MUST BE TRANSFERRED TO THE NEW OWNER.
- THIS CONTRACT CANNOT BE TRANSFERRED TO ANOTHER VEHICLE, TO A VEHICLE DEALER OR TO THE CUSTOMER OF A VEHICLE DEALER, OR TO A LENDER. Cancellation rights are for the sole benefit of the original retail CONTRACT purchaser and LENDER. A transferee cannot cancel this CONTRACT.
- If YOUR MAINTENANCE RECORDS are not available, WE may require inspection of the VEHICLE to assure that the VEHICLE has been properly maintained. If the inspection discloses abnormal conditions, the transfer request may be denied.
- A transferee may not transfer this CONTRACT to a subsequent purchaser of the VEHICLE. Upon transfer of the VEHICLE by a transferee to a subsequent purchaser, this coverage is no longer in force.

VIII. NOTICE

THIS CONTRACT IS NOT MECHANICAL BREAKDOWN INSURANCE, AN EXPRESSED, IMPLIED, GENERAL, OR EXTENSION OF A WARRANTY, AND IS NOT A CONDITION OF THE SALE OF THE VEHICLE. THIS CONTRACT MAY DUPLICATE SOME WARRANTY COVERAGE.

For ALABAMA residents ONLY: A 10 percent penalty per month shall be added to a refund that is not paid or credited within 45 days after return of YOUR CONTRACT to US.

For ILLINOIS residents ONLY: If YOU cancel this CONTRACT, WE will retain a cancellation fee not to exceed the lesser of 10% of the CONTRACT price or \$50.

For residents of all states except OKLAHOMA and NORTH DAKOTA: The obligations of the provider under this service CONTRACT are backed by the full faith and credit of the provider, American Honda Protection Products Corporation, P.O. Box 2225, Torrance, CA 90509-2225.

For OKLAHOMA and NORTH DAKOTA residents ONLY: OUR obligations under this CONTRACT are insured under an insurance policy issued by GREAT AMERICAN ASSURANCE COMPANY, 580 Walnut Street, Cincinnati, OH 45202. YOU may make direct claim against the insurer upon OUR failure to pay any valid claim within 60 days after proof of loss has been filed with the ADMINISTRATOR.

For MAINE residents ONLY: Any arbitration arising out of or relating to this CONTRACT shall be conducted in Maine.

For MISSOURI residents ONLY: A ten percent penalty per month shall be added to a refund that is not paid within thirty days of return of YOUR CONTRACT to US.

For NEW HAMPSHIRE residents ONLY: in the event YOU do not receive satisfaction under this CONTRACT, YOU may contact the New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord, NH 03301, or by calling (800) 852-3416.

For NEW MEXICO residents ONLY: A ten percent penalty per month shall be added to a refund that is not paid within sixty days of return of YOUR CONTRACT to US.

If YOUR CONTRACT has been in effect for at least seventy days, WE may not cancel it before the Expiration Date or one-year after the purchase date, whichever occurs first, UNLESS:

- YOU fail to pay an amount due under the CONTRACT;
 - YOU are convicted of a crime that results in an increase in the service required under the CONTRACT;
 - YOU have acted fraudulently or have made material misrepresentation in obtaining the CONTRACT or in presenting a CLAIM for service;
 - After the PURCHASE DATE, an act, omission, or violation by YOU of any condition of the CONTRACT is discovered that substantially and materially increased the service required under the CONTRACT.
- No cancellation of the CONTRACT is effective until fifteen days after a notice of cancellation is mailed to YOU.

For SOUTH CAROLINA residents ONLY: A ten percent penalty per month shall be added to a refund that is not paid or credited within 45 days after return of YOUR CONTRACT to US. If you are unable to receive satisfaction under this CONTRACT, YOU may contact the South Carolina Department of Insurance at P.O. Box 100105, Columbia, S.C. 29202-3105, or call (800) 768-3467.

**IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT AMERICAN HONDA FINANCE CORPORATION
HONDA CARE CUSTOMER SERVICE, P.O. BOX 2225, TORRANCE, CA 90509-2225, OR CALL (800) 999-5901.
FOR ROADSIDE ASSISTANCE, PLEASE CALL (800) 594-7400.**

"TERMS AND CONDITIONS"

THIS IS AN EXAMPLE VEHICLE SERVICE **CONTRACT**, AND IS FOR INFORMATION ONLY. **YOU** WILL RECEIVE **YOUR ACTUAL CONTRACT** IN 30 DAYS.

THE **CONTRACT** IS SUBJECT TO THE FOLLOWING TERMS, CONDITIONS, LIMITATIONS, EXTENSIONS, EXCEPTIONS AND DEFINITIONS. NO PERSON HAS THE AUTHORITY TO CHANGE THE **CONTRACT** OR TO WAIVE ANY OF ITS PROVISIONS. THE **CONTRACT** IS FOR THE SOLE BENEFIT OF THE PURCHASER NAMED HEREIN AND APPLIES ONLY TO THE **VEHICLE** DESCRIBED IN THE **DECLARATION SECTION** OF THE **CONTRACT**.

I. DEFINITIONS:

The words listed in bold below have the following meaning in the **CONTRACT**:

- **ADMINISTRATOR**: means the company appointed by **US** to administer the **CONTRACT**, Automobile Protection Corporation (APCO).
- **APPLICATION FOR COVERAGE**: means the document **YOU** completed and signed when applying for the **CONTRACT**.
- **CONTRACT**: means the vehicle service contract. It is a contract between **YOU** and **US**.
- **CONTRACT PERIOD**: see section "VII. CONTRACT PERIOD."
- **DECLARATION SECTION**: means the page of the **CONTRACT** which describes the **CONTRACT** number, **DEDUCTIBLE**, expiration date, expiration mileage and other information specific to the term and plan for which **YOUR APPLICATION FOR COVERAGE** was accepted.
- **DEDUCTIBLE**: means the portion of the repair that is covered by the **CONTRACT** which **YOU** must pay PER VISIT, shown in the **DECLARATION SECTION** of the **CONTRACT**.
- **EFFECTIVE DATE**: means the date **YOU** actually purchased the **CONTRACT** (this may not be identical to the **IN-SERVICE DATE** which is the date that the **VEHICLE'S** original factory warranty went into effect).
- **IN-SERVICE DATE**: means the date the **VEHICLE** was first put into service, not the date **YOU** purchased **YOUR VEHICLE**.
- **MECHANICAL BREAKDOWN** or **FAILURE**: means the inability of any covered part(s) to perform the function(s) for which it was designed due to defects in material or workmanship. **MECHANICAL BREAKDOWN** does not include the gradual reduction in operating performance due to normal wear and tear, where a **FAILURE** has not occurred. The manufacturer has established tolerances for the express purpose of defining **FAILURE** and serviceability. When specifications exceed these manufacturer's tolerances, a **FAILURE** will be considered to have occurred.
- **PRIOR AUTHORIZATION**: means the approval of a repair and the approval number issued by the **ADMINISTRATOR** in the event of a **MECHANICAL BREAKDOWN**. **PRIOR AUTHORIZATION** MUST BE OBTAINED PRIOR TO ANY REPAIR UNDER THE **CONTRACT**.
- **SELLING DEALER**: means the Dealer from whom **YOU** purchased the **CONTRACT**.
- **VEHICLE**: means the vehicle described in the **DECLARATION SECTION** of the **CONTRACT**.
- **WE, US, OUR**: means the Issuing Provider of the **CONTRACT**.
- **YOU, YOUR**: means the purchaser of the **CONTRACT**.

II. OUR RESPONSIBILITIES:

WE agree to repair, replace or reimburse **YOU** for the reasonable cost to repair or replace any of the parts covered, if required due to a **MECHANICAL BREAKDOWN** or **FAILURE**. At **OUR** election, **WE** will repair or pay the cost of repair for any **MECHANICAL BREAKDOWN** or **FAILURE** of a covered part. Replacement parts may be of like kind and quality, when available. For additional information see section "IX. LIMITS OF LIABILITY."

III. YOUR RESPONSIBILITIES:

To keep the **CONTRACT** valid, **YOU** must have **YOUR VEHICLE** serviced as recommended by the **VEHICLE** manufacturer. When maintenance relates to the specific **FAILURE**, **YOU** may be required to supply the **ADMINISTRATOR** with receipts for that maintenance. If requested, proof of required service, including verifiable receipts showing date and mileage of the **VEHICLE** at the time of service, must be presented in order to have repairs begun on **YOUR VEHICLE**. Service within 1,000 miles and/or 30 days of the recommended interval shall be considered compliance under the terms of the **CONTRACT**.

Upon customary and reasonable notice of the occurrence of a **MECHANICAL BREAKDOWN** or **FAILURE**, **YOU** shall protect the **VEHICLE** from further damage, whether or not such **MECHANICAL BREAKDOWN** or **FAILURE** is covered by the **CONTRACT**. Any operation of the **VEHICLE** that results in further damage, related to the original **MECHANICAL BREAKDOWN** or **FAILURE**, shall be considered **YOUR** failure to protect the **VEHICLE** and shall not be covered under the **CONTRACT**. **YOU** are responsible for making sure the oil warning light/gauge and the temperature warning light/gauge are functioning before driving the **VEHICLE**. **YOU** are required to safely pull **YOUR VEHICLE** off the road and shut off the engine immediately when either of these lights/gauges indicates a problem.

YOU must give **YOUR** authorization to the repair facility for teardown to diagnose a problem. If the **FAILURE** is determined to be covered by the **CONTRACT**, **WE** will pay the reasonable cost of teardown as a part of the covered **FAILURE**.

IN CASE OF **MECHANICAL BREAKDOWN** OR **FAILURE**, IT IS **YOUR** RESPONSIBILITY TO FOLLOW THE PROCEDURE BELOW:

1. In the event of **MECHANICAL BREAKDOWN** or **FAILURE**, **YOU** may take **YOUR VEHICLE** to the **SELLING DEALER**, or if that is not practical, to ANY LICENSED REPAIR FACILITY. **PRIOR AUTHORIZATION** from the **ADMINISTRATOR**, verified by issuance of an authorization code, must be received before any repairs are performed under the **CONTRACT**. Once authorization has been received and upon the **ADMINISTRATOR'S** receipt of a copy of the repair order signed by **YOU**, the **ADMINISTRATOR** will pay the authorized amount of the claim, less **YOUR DEDUCTIBLE**, directly to the repair facility using the **ADMINISTRATOR'S** MASTERCARD.
 - a. Have **YOUR CONTRACT** number, mileage and date of **FAILURE** ready for the **ADMINISTRATOR**.
 - b. Have the service representative contact the **ADMINISTRATOR**.

Upon **OUR** request, **YOU** must allow the **ADMINISTRATOR** to inspect **YOUR VEHICLE** to gather necessary information regarding any claim. Under certain conditions when a **MECHANICAL BREAKDOWN** or **FAILURE** occurs, **YOU** may be required to have the **VEHICLE** returned to the **SELLING DEALER**.
2. Submitting A Claim:

Once the claim has been authorized, **YOU** are responsible for payment of the **DEDUCTIBLE** and any items not covered by the **CONTRACT**. Submit the following to the **ADMINISTRATOR**:

 - a. A legible, itemized and signed repair order.
 - b. All sublet bills, towing, rental, lodging and meal receipts, when applicable.

YOU may be required to supply the **ADMINISTRATOR** with all maintenance records for service performed on the **VEHICLE**, when the maintenance involved relates to the specific **FAILURE**.

IV. ONE-TIME DEDUCTIBLE GUARANTEE

Once a part is repaired or replaced under terms and conditions of the **CONTRACT**, any **DEDUCTIBLE** amount for future repair or replacement of that part will be waived, for the term of the **CONTRACT**.

V. WHAT IS COVERED

A. PARTS

The **CONTRACT** COVERS ALL COMPONENTS AND PARTS, except for items in section "VI. WHAT IS NOT COVERED."

B. ADDITIONAL BENEFITS (Benefits may vary. See the actual **CONTRACT**):

MANUFACTURER'S DEDUCTIBLE REIMBURSEMENT: In the event a part is repaired/replaced under the manufacturer's warranty and not otherwise excluded by the **CONTRACT**, **YOU** will be reimbursed for any required manufacturer's warranty deductible up to \$100, less **YOUR DEDUCTIBLE**.

RENTAL CAR REIMBURSEMENT: If **YOU** must rent a car due to the **FAILURE** of a part covered by the **CONTRACT**, **YOU** will be reimbursed for actual expenses incurred (excluding fuel, collision damage waiver and optional insurance charges) for substitute transportation up to the maximum daily rate of \$35 per day. The total number of days of reimbursement for each occurrence cannot exceed 6. The number of days of rental reimbursement will be determined by the **FAILURE** and the reasonable time to repair that **FAILURE**. Reimbursement is only applicable when substitute transportation has been rented through a licensed rental agency. Rental Car Reimbursement is not subject to a **DEDUCTIBLE**. In addition, Rental Car Reimbursement will be made for all **FAILURES** covered by the manufacturer's warranty and not otherwise excluded by the **CONTRACT**.

TOWING REIMBURSEMENT: If **YOUR VEHICLE** must be towed due to the **FAILURE** of a part covered by the **CONTRACT**, **YOU** will be reimbursed for reasonable towing charges to have **YOUR VEHICLE** towed to the nearest Honda dealer or other licensed repair facility, not to exceed \$100 per **BREAKDOWN**. Any reimbursement shall be for actual towing charges which exceed any payment that **YOU** receive from a manufacturer, insurance company or motor club. Reimbursement is only applicable when **YOUR VEHICLE** has been towed by a licensed towing service. Towing Reimbursement is not subject to a **DEDUCTIBLE**. In addition, Towing Reimbursement will be made for all **FAILURES** covered by the manufacturer's warranty and not otherwise excluded by the **CONTRACT**.

NO PAYMENT FOR REPAIRS WILL BE MADE WITHOUT PRIOR AUTHORIZATION FROM THE ADMINISTRATOR, SEE SECTION III.1.

Call (800) 661-3279 in any State for **CLAIMS SERVICE** and **CUSTOMER INFORMATION**.

ISSUING PROVIDER: WARRANTY SUPPORT SERVICES LLC • P.O. Box 88230 • Atlanta, GA 30356

ADMINISTRATIVE OFFICES: AUTOMOBILE PROTECTION CORPORATION (APCO) • P.O. Box 88230 • Atlanta, GA 30356

B. ADDITIONAL BENEFITS (CONTINUED):

TRIP INTERRUPTION REIMBURSEMENT*: If a **BREAKDOWN** to a covered part, or if a **FAILURE** which is covered under a manufacturer's warranty and is not otherwise excluded by the **CONTRACT**, disables **YOUR VEHICLE** and **YOU** are required to remain overnight more than 100 miles from **YOUR** street address while repairs are completed, **WE** will reimburse **YOU** up to \$300, not to exceed \$100 per day, for the first 3 consecutive days, for costs incurred by **YOU** for meals and lodging between the date of **BREAKDOWN** and the date repairs are completed. **YOU** must provide **US** with valid lodging and meal receipts in order to be reimbursed.

*Provided by Cross Country Motor Club.

VI. WHAT IS NOT COVERED:

THE FOLLOWING ITEMS ARE NOT COVERED UNDER THE **CONTRACT**:

A. MECHANICAL BREAKDOWN or FAILURE:

- When repairs are performed without **PRIOR AUTHORIZATION**;
 - Caused by negligence, misuse or abuse;
 - Caused by a lack of maintenance, such as maintenance of the constant velocity joint boot, timing belt and brake pads (see maintenance requirements in section "III. YOUR RESPONSIBILITIES");
 - Caused by any external cause such as collision, fire, theft, freezing, vandalism, riot or explosion, lightning, earthquake, windstorm, hail, volcanic eruption, water or flood;
 - Of any part damaged by fire;
 - Tires;
 - Arising out of the **FAILURE** of an otherwise covered part that does not meet manufacturer's specifications, including modifications and/or alterations to the **VEHICLE** not approved by the manufacturer's authorized representative. (Some examples: oversized tires, lift kits, lowering of suspension, headers, altered ignition system, free flow exhaust system and aftermarket alarm systems);
 - Covered by warranty, repairer's guarantee, other service contract, or insurance policy;
 - Of any part(s), component(s), or repair(s) described as covered by the manufacturer's warranty for the term and mileage of such coverage at the time of first retail sale, whether collectible or not;
 - If **YOUR VEHICLE** is used for commercial purposes, which includes, but is not limited to pick-up and delivery service, company pool use or business travel when the **VEHICLE** is used by more than one driver;
 - If **YOUR VEHICLE** is used for racing on or off road, competition or speed contest or towing a trailer in excess of 2,000 lbs., unless equipped with a factory-approved towing kit and the weight of the trailer does not exceed manufacturer's specifications;
 - If **YOUR VEHICLE** is used as a police car or other emergency vehicle, or for livery, rental, taxi or snow plowing;
 - Where it is determined that for more than 1 month or 1,000 miles the odometer has been inaccurate, inoperative or altered so that the **VEHICLE'S** true mileage cannot be verified;
 - 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 defect;
 - Due to continued operation and failure to protect the **VEHICLE** from further damage caused by lack of necessary coolants or lubricants;
 - Of a covered part damaged by a non-covered part;
 - Of a covered part which is damaged by fuel or lubricant contamination, rust or corrosion;
 - Any damage resulting from pre-ignition or detonation, regardless of cause;
 - That occurs prior to the **CONTRACT'S** effective date or is reported after the **CONTRACT'S** expiration.
- B. Loss of time, inconvenience, bodily injury and property damage, or other incidental or consequential damage that results from **MECHANICAL BREAKDOWN** or **FAILURE**.
- C. Storage and freight charges.
- D. Repairs to any non-covered parts.
- E. The cost of teardown, disassembly or assembly if coverage cannot be applied.
- F. Adjustments necessary to correct squeaks, rattles, water leaks or wind noise.
- G. Maintenance/Parts:

1. Unless required as part of a covered repair: Normal maintenance items/procedures such as, engine tune-ups, spark plugs, spark plug wires, glow plugs, filters, brake pads, brake shoes, brake linings, suspension alignment, wheel balancing, hoses, air conditioning lines and hoses, belts and wiper blades, fastening hardware (e.g., nuts, bolts, brackets, etc.), wheels.
 2. Unless required as part of a covered repair: Adjustments, lubricants, coolants and fluids.
 3. Other maintenance services and parts described in the manufacturer's maintenance schedule for the covered **VEHICLE**.
- H. Other Parts not covered:
1. Graphic equalizers, telephones, radar detectors, C.B. radios; non-factory installed AM/FM radios/cassette players/C.D. players and speakers.
 2. Bright metal, sheet metal, bumpers, ornamentation moldings, carpet, upholstery, paint, exhaust system, brake rotor, brake drums, MacPherson strut cartridge insert or shock absorbers, batteries, battery cables, lenses, light bulbs, sealed beams, glass, wheel covers, wheels, interior trim, carburetor, throttle body assembly, manual clutch components, body seals and gaskets (e.g., weather stripping).
 3. Convertible tops: glass, plastic, or framing.
- I. The repair of valves and/or rings for the purpose of raising the engine's compression when a **MECHANICAL BREAKDOWN** or **FAILURE** has not occurred.
- J. Additional loss or damage which is occasioned by the **CONTRACT** holder or operator's failure to use all reasonable precautions to protect the **VEHICLE** from any further loss or damage after a **MECHANICAL BREAKDOWN** or **FAILURE** has occurred.
- K. Any costs if verifiable receipts as required in section "III. YOUR RESPONSIBILITIES", are not furnished on request.

VII. CONTRACT PERIOD

1. **NEW VEHICLE COVERAGE:** The time and mileage limits of the term selected start the day the **VEHICLE** is first put **IN-SERVICE** and at zero (0) miles. Coverage expires when the length of time or accumulated mileage (whichever comes first) of the term selected is reached.
2. **PRE-OWNED COVERAGE:** The time and mileage limits of the term selected start on the **VEHICLE** purchase date and from the mileage on the odometer on that date. Coverage expires when the length of time of the term, shown in the **DECLARATION SECTION** of the **CONTRACT**, is reached or total mileage on the **VEHICLE** is equal to the sum of the selected mileage plus the stated odometer mileage at the **VEHICLE** purchase date, whichever comes first.

VIII. TERRITORY

The **CONTRACT** applies only to a **MECHANICAL BREAKDOWN** or **FAILURE** occurring within the United States and Canada.

IX. LIMITS OF LIABILITY

Liability shall be limited to the reasonable price for repair or replacement of any covered part, not to exceed the manufacturer's suggested retail price. The "Reasonable Price" for repair or replacement is based upon nationally recognized flat rate and/or factory manuals. Replacement may be made with parts of like kind and quality, when available. In no event will the liability for each **MECHANICAL BREAKDOWN** or **FAILURE**, under the **CONTRACT**, exceed the average retail value of the **VEHICLE** established by NADA (Official Used Car Guide) at the time immediately preceding the **MECHANICAL BREAKDOWN** or **FAILURE**. Additionally, the total of all benefits payable shall never exceed the price **YOU** paid for **YOUR VEHICLE**.

X. SUBROGATION

YOU are entitled to complete reimbursement for **YOUR** loss before the **ADMINISTRATOR** is entitled to subrogation proceeds. **YOU** agree that **WE**, after honoring a claim on **YOUR CONTRACT**, have all rights of subrogation against those who may be responsible for **YOUR MECHANICAL BREAKDOWN**. **YOU** shall do whatever is necessary to secure such rights. **YOU** shall do nothing to prejudice such rights, and **YOU** shall execute and deliver to **US** instruments and papers required to either secure or maintain such rights. All amounts recovered by **YOU** for which **YOU** were previously reimbursed under the **CONTRACT** shall become **OUR** property or the property of **OUR** designee and shall be forwarded to same by **YOU**, up to the total amount paid by **US** under the **CONTRACT**, except that **YOU** must be made whole before **WE** may retain any amounts **WE** have recovered.

XI. ARBITRATION

All claims, disputes, and controversies of whatever kind between **YOU** and **US** arising from or relating to the **CONTRACT** shall be resolved by binding arbitration under the Arbitration Rules For The Resolution Of Consumer-Related Disputes of the American Arbitration Association. If the controversy relates to repair or reimbursement under the **CONTRACT**, **YOU** must initiate a consumer arbitration within sixty (60) days of the date on which the repair or reimbursement was denied. For all other controversies, **YOU** must first notify the **ADMINISTRATOR**, in writing, of your intention to initiate a consumer arbitration, and must initiate the consumer arbitration within sixty (60) days after receiving written notice from the **ADMINISTRATOR** that the controversy cannot be resolved. Each party to the arbitration shall bear the expense of that party's attorneys, experts, and witnesses, regardless of which party prevails in the arbitration. This arbitration agreement is made pursuant to a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act. **YOU** may initiate a consumer arbitration by contacting the American Arbitration Association through its website at <http://www.adr.org>, or at its Dallas Case Management Center at 13455 Noel Road, Suite 1750, Dallas, Texas, 75240, (972) 702-8222. See section "XV. ADDITIONAL STATE INFORMATION."

XII. TRANSFER OF THE CONTRACT:

To transfer the **CONTRACT**, **YOU** must contact the **SELLING DEALER**. If **YOU** have moved out of the area where **YOU** originally purchased the **CONTRACT**, please contact the **ADMINISTRATOR** and submit the following:

1. \$50.00 transfer fee.
2. The **CONTRACT**.
3. Written evidence verifying all maintenance requirements have been met.

XII. TRANSFER OF THE CONTRACT (CONTINUED):

4. A copy of documentation evidencing change of ownership and mileage at date of sale.
5. Photocopies of documents sent to the manufacturer verifying transference of factory warranty, if applicable.

CONDITIONS TO QUALIFY FOR TRANSFER:

1. The **CONTRACT** cannot be transferred to another vehicle. It can only be transferred to a different private owner of the same **VEHICLE**.
2. The **VEHICLE** is subject to inspection.
3. Transfer must take place within 15 days of change of ownership.
4. **YOU** may not transfer the **CONTRACT** to a vehicle dealer or to the customer of a vehicle dealer.
5. **CONTRACTS** on leased **VEHICLES** cannot be transferred, unless original lessee is purchasing the **VEHICLE**.
6. **ALL REMAINING UNDERLYING WARRANTIES MUST BE TRANSFERRED TO THE NEW OWNER.**

XIII. CANCELLATION

To cancel the **CONTRACT**, **YOU** must bring the **CONTRACT** to the **SELLING DEALER**, along with a notarized affidavit that states the mileage on **YOUR VEHICLE** at the date of **YOUR** cancellation request. American Honda Finance Corporation (AHFC) will contact the **ADMINISTRATOR** to determine the refund amount, if any. If there is a refund, AHFC will issue the refund check. If the **CONTRACT** names a lienholder, AHFC will make the lienholder the co-payee of any refund, except AHFC will make the lienholder the sole payee, if **YOUR VEHICLE** has been repossessed or is a total loss, unless **YOU** provide **US** with proof that the lienholder has been paid. In the case of a repossession or total loss, then the lienholder shall have the right to cancel and shall be the sole payee of any refund check.

In the event of cancellation of the **CONTRACT** within the first 60 days, **YOU** are entitled to a full refund. After 60 days, or if a claim has been authorized or paid, **YOU** will receive a pro rata refund based on the greater of days in force or the miles driven related to the term of the **CONTRACT**, minus a \$25 cancellation fee. See section "XVI. STATE SPECIFIC CANCELLATION CLAUSES."

The **CONTRACT** cannot be cancelled by **US** except for fraud or material misrepresentation on **YOUR** part or for **YOUR** failure to pay for the **CONTRACT**.

XIV. INSURANCE

OUR obligations under the **CONTRACT** are guaranteed under a service contract reimbursement insurance policy issued by Greenwich Insurance Company, Seaview House, 70 Seaview Avenue, Stamford, CT 06902-6040. In the event **WE** do not pay any valid claim within 60 days after proof of loss has been filed or in the event of bankruptcy, **YOU** may make a direct claim to the insurer. The phone number is 1-800-661-3279.

WARNING: Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or application containing false, incomplete, or misleading information will be prosecuted to the full extent of the law.

XV. ADDITIONAL STATE INFORMATION

- **ALASKA:** Should either party request an in-person hearing, it will take place in **YOUR** state of residence. If there is a conflict between the state statutes and the rules of the American Arbitration Association or the Federal Arbitration Act, arbitration under the **CONTRACT** will be governed by the Alaska Revised Uniform Arbitration Act (AS 09.43.300 - 09.43.595). See section "XI. ARBITRATION" for details. Upon receipt of a properly executed statement of claim, for a prior authorized repair, any claim not in dispute shall be paid within 30 working days.
- **CONNECTICUT:** If **YOUR** vehicle service **CONTRACT** term expires while **YOUR VEHICLE** is in the repair facility for an authorized repair, **YOUR CONTRACT** will be automatically extended while any authorized repairs covered under **YOUR CONTRACT** are being done and **YOUR VEHICLE** is in the custody of the repair shop. For resolution of disputes, a written complaint may be mailed to the Connecticut Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase or lease price of the **VEHICLE**, the cost of repair of the **VEHICLE** and a copy of the **CONTRACT**.
- **GEORGIA:** Under section "VI. WHAT IS NOT COVERED" part A, the 7th bullet is amended to read as follows: "Arising out of the **FAILURE** of an otherwise covered part that does not meet manufacturer's specifications, including modifications and/or alterations to the **VEHICLE** made by **YOU** or with **YOUR** knowledge not approved by the manufacturer's authorized representative." The 13th bullet is amended to read as follows: "Where it is determined that for more than 1 month or 1,000 miles the odometer has been inaccurate, inoperative or altered so that the **VEHICLE'S** true mileage cannot be verified while the **VEHICLE** has been owned by **YOU**." Section "XI. ARBITRATION" is not applicable and is considered removed, for residents of the State of Georgia.
- **IDAHO:** Coverage afforded under the **CONTRACT** is not guaranteed by the Property and Casualty Guarantee Association.
- **IOWA:** If **YOU** have problems or questions pertaining to the **CONTRACT**, **YOU** may contact the Iowa Commissioner at the Iowa Insurance Department, 330 Maple Street, Des Moines, Iowa 50319-0065, (515) 281-6348.
- **KENTUCKY:** Transfer fee is not applicable.
- **MAINE:** Should either party request an in-person hearing, it will take place in **YOUR** state of residence. See section "XI. ARBITRATION" for details.
- **MISSISSIPPI:** Section "XI. ARBITRATION" is not applicable and is considered removed, for residents of the State of Mississippi.
- **NEVADA:** The **CONTRACT** cannot be renewed.
- **NEW HAMPSHIRE:** In the event **YOU** do not receive satisfaction under the **CONTRACT**, **YOU** may contact the New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord, NH 03301, or by calling (800) 852-3416.
- **OKLAHOMA:** The **CONTRACT** is not issued by the manufacturer or wholesale company marketing this product. The **CONTRACT** will not be honored by such manufacturer or wholesale company.
- **SOUTH CAROLINA:** If the service contract provider does not resolve a disputed claim within sixty (60) days of proof of loss, **YOU** may contact the South Carolina Department of Insurance, P.O. Box 100105, Columbia, SC 29202-3105 or by calling (800) 768-3467.
- **TEXAS:** Any unresolved complaints concerning a registrant or questions concerning the service contract provider may be addressed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711 or by calling (800) 803-9202 or (512) 463-2906.
- **UTAH:** Section "III. YOUR RESPONSIBILITIES", #1 is amended to include the following language: In the event of a **MECHANICAL BREAKDOWN** or **FAILURE** after the **ADMINISTRATOR'S** office hours, contact the **ADMINISTRATOR** as soon as reasonably possible to report the **FAILURE**. Section "XI. ARBITRATION" is amended to read as follows: Any matter in dispute between **YOU** and **US** may be subject to arbitration as an alternative to court action pursuant to the rules 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**. Each party to the arbitration shall bear the expense of that party's attorneys, experts, and witnesses, regardless of which party prevails in the arbitration. This arbitration agreement is made pursuant to a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act. **YOU** may initiate a consumer arbitration by contacting the American Arbitration Association through its website at <http://www.adr.org>, or at its Dallas Case Management Center at 13455 Noel Road, Suite 1750, Dallas, Texas, 75240, (972) 702-8222. For section "XIV. INSURANCE", coverage afforded under the **CONTRACT** is not guaranteed by the Property and Casualty Guarantee Association. **DISCLOSURE:** Terms under which the **CONTRACT** Purchase Price is to be paid is one of three methods as follows: (1) the purchase of the vehicle service **CONTRACT** is included in the total sale price financing, (2) if the car has already been purchased, **YOU** will pay the Contract Purchase Price in full in cash or by credit card or (3) **YOU** will contract with a recommended payment plan company that will handle the monthly collections. Terms will vary based on each customer.
- **WYOMING:** All claims, disputes and controversies of whatever kind between **YOU** and **US** arising from or relating to the **CONTRACT** will be resolved in accordance with the Wyoming Arbitration Act.

XVI. STATE SPECIFIC CANCELLATION CLAUSES

For information on how **YOU** may cancel the **CONTRACT**, see section "XIII. CANCELLATION". In addition, the **CONTRACT** cannot be cancelled by **US** except for fraud or material misrepresentation on **YOUR** part or for **YOUR** failure to pay for the **CONTRACT**.

ALABAMA

YOU may return the service **CONTRACT** within 60 days of the date of **OUR** mailing of the service **CONTRACT** to **YOU**. If no claim has been made under the service **CONTRACT**, the **CONTRACT** shall be void and **WE** shall refund **YOU** the full purchase price of the service **CONTRACT**. A ten (10%) percent penalty per month shall be added to a refund that is not made within forty-five (45) days of return of the **CONTRACT** to **US**. The full refund applies only to the original purchaser of the service **CONTRACT** under the above provisions. In the event **YOU** make a written demand for cancellation of the service **CONTRACT** pursuant to the terms of the service **CONTRACT**, **WE** shall refund to **YOU** the pro rata amount of the service **CONTRACT** purchase price. Any refund may be credited to any outstanding balance of the account of the service **CONTRACT** holder, and the excess, if any, shall be refunded to the service **CONTRACT** holder. If the original service **CONTRACT** purchaser or **CONTRACT** holder elects cancellation, **WE** may retain a \$25 cancellation fee, unless such cancellation was made within 60 days from the date of **OUR** mailing of the service **CONTRACT** to the original **CONTRACT** holder.

XVI. STATE SPECIFIC CANCELLATION CLAUSES (CONTINUED)

ALASKA

In the event of cancellation of the **CONTRACT** within the first 60-days and during such time a claim has not been made, **YOU** are entitled to a full refund. After 60-days, or if a claim has been authorized or paid, **WE** will retain a cancellation fee of 7.5% of the unearned pro rata **CONTRACT** purchase price, not to exceed \$25.00; to be based on the greater of days in force or the miles driven, as related to **YOUR CONTRACT'S** term. If **WE** cancel the **CONTRACT**, the unearned **CONTRACT** price will be returned or credited within 45-days after notice of cancellation is given.

CONNECTICUT

YOU have the right to cancel the **CONTRACT** if **YOUR VEHICLE** is returned, sold, lost, stolen or destroyed.

GEORGIA

Cancellation fee is not applicable. **YOU** may cancel the **CONTRACT** at anytime by sending **US** the **CONTRACT** and a notarized affidavit which verifies the mileage on **YOUR VEHICLE** at the date **YOU** requested cancellation. If **YOU** cancel the **CONTRACT** within the first 60 days, **YOU** are entitled to a full refund. After the **CONTRACT** has been in effect for more than 60 days, **YOUR** refund will be calculated on a pro rata basis, and **YOU** will receive the lesser of the unused portion of the days or mileage that the **CONTRACT** has been in effect compared to the term shown on **YOUR APPLICATION FOR COVERAGE** page.

In the event **WE** cancel the **CONTRACT** within the first 60 days, **YOU** are entitled to a full refund. After 60 days, or if a claim has been authorized or paid, **YOU** will be refunded a pro-rata amount, based on the greater number of days in force or the miles driven as related to the term of the **CONTRACT**. The cancellation of the **CONTRACT** for nonpayment is effective no sooner than ten (10) days after delivery or first class mailing of a written notice to the **CONTRACT** holder. Cancellation for any other reason is effective no sooner than thirty (30) days after delivery or first class mailing of a written notice to the **CONTRACT** holder.

HAWAII

A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within 45 days after return of the service **CONTRACT** to the provider.

ILLINOIS

In the event **YOU** request a cancellation of the **CONTRACT** within the first 60 days after its purchase and if no service has been provided as authorized by the **ADMINISTRATOR**, **YOU** will be paid a full refund. After 60 days, or if a claim has been authorized by the **ADMINISTRATOR**, **YOU** will receive a pro rata refund of the service **CONTRACT** price, based upon the greater of days in force or the miles driven, as related to the term of the **CONTRACT**, minus a cancellation fee not to exceed the lesser of 10% of the service **CONTRACT** price or \$25.

IOWA

A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within 30 days after return of the service **CONTRACT** to the service company.

KENTUCKY

Cancellation fee is not applicable.

MARYLAND

A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within 45 days after return of the service **CONTRACT** to the provider.

NEVADA

In the event **WE** cancel the **CONTRACT** within the first 60 days, **YOU** are entitled to a full refund. After 60 days, or if a claim has been authorized or paid, **WE** will retain an amount based on the greater of days in force or the miles driven related to the term of the **CONTRACT**.

Cancellation of the **CONTRACT** will not become effective until at least 15 days after the notice of cancellation is mailed to **YOU**. A ten percent (10%) penalty shall be added each 30 days to a refund that is not paid or credited within 45 days after return of the service **CONTRACT** to the provider.

NEW MEXICO

Cancellation of the **CONTRACT** by **US** will not become effective until at least 15 days after the notice of cancellation is mailed to **YOU**. A ten percent (10%) penalty shall be added each 30 days to a refund that is not paid or credited within 60 days after return of the service **CONTRACT** to the provider.

NEWYORK

YOU may return the service **CONTRACT** to the **SELLING DEALER** within 60 days of the date of **OUR** mailing of the service **CONTRACT** to **YOU**. If no claim has been made under the service **CONTRACT**, the **CONTRACT** shall be void and **YOU** shall be refunded the full purchase price of the service **CONTRACT**. A ten percent penalty per month shall be added to a refund that is not made within 30 days of return of the **CONTRACT** to the original **SELLING DEALER**. The full refund applies only to the original purchaser of the service **CONTRACT** under the above provisions. After 60 days, or if a claim has been authorized or paid, **WE** shall refund to **YOU** a pro rata amount based on the greater of days in force or the miles driven related to the term of the **CONTRACT**, minus a \$25 cancellation fee.

OKLAHOMA

The following language replaces the second paragraph of Section XIII. Cancellation: In the event the **CONTRACT** is cancelled by **YOU**, **WE** shall retain ten percent (10%) of the unearned pro rata **CONTRACT** purchase price or \$25, whichever is less. In the event the **CONTRACT** is cancelled by **US**, **YOUR** refund shall be based upon one hundred percent (100%) of the unearned pro rata **CONTRACT** purchase price.

After coverage has been in effect for more than forty-five (45) business days, a notice of cancellation shall not be issued unless it is based on one of the following reasons:

1. **YOUR** nonpayment; or
2. Discovery of fraud or material misrepresentation in the procurement of the **CONTRACT** or with respect to any claims submitted thereunder; or
3. Fraudulent use of a private passenger automobile; or
4. A determination by the Commissioner that the continuation of the reimbursement insurance policy, which covers **OUR** obligations under the **CONTRACT**, issued by Greenwich Insurance Company would place the insurer in violation of the insurance laws of this state; or
5. **YOUR** conviction of a crime, having as one of its necessary elements an act increasing a loss covered under the **CONTRACT**.

Proof of mailing of notice of cancellation to **YOU** at the address shown on the **CONTRACT** shall be sufficient proof of notice.

SOUTH CAROLINA

A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within 45 days after return of the service **CONTRACT** to the provider.

TEXAS

A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within 45 days after return of the service **CONTRACT** to the provider.

UTAH

The cancellation of the **CONTRACT** is effective no sooner than thirty (30) days after the delivery or first-class mailing of a written notice to the policyholder. Cancellation for nonpayment of premium is effective no sooner than ten (10) days after delivery of first class mailing of a written notice to the policyholder. Notice of cancellation for nonpayment of premium shall include a statement of the reason for cancellation.

VERMONT

YOU may return the service **CONTRACT** within 60 days of the date of **OUR** mailing of the **CONTRACT** to **YOU**. In the event of cancellation within 60 days of the date of **OUR** mailing of the **CONTRACT** to **YOU**, if no claim is made under the **CONTRACT**, the **CONTRACT** shall be void and **WE** shall refund **YOU** the full purchase price of the service **CONTRACT**. After 60 days from the date of **OUR** mailing the **CONTRACT**, or if a claim has been authorized or paid, **YOU** shall receive a pro rata refund based on the greater of days in force or the miles driven related to the term of the **CONTRACT**, minus a \$25 cancellation fee. In the event the cost of the **CONTRACT** is part of a retail sales contract, any lender shall be additionally named on any refund check (unless the cancellation is accompanied by a discharge of lien). In the case of a repossession or total loss, then the lender shall have the right to cancel and shall be the sole payee of any refund check.

WYOMING

To cancel the **CONTRACT**, **YOU** must mail the **CONTRACT** to the **ADMINISTRATOR**, along with a notarized affidavit that states the mileage on **YOUR VEHICLE** at the date of **YOUR** cancellation request. The **ADMINISTRATOR** will determine the refund amount, if any. If there is a refund due, **WE** will issue the refund check to the **CONTRACT** holder. If the **CONTRACT** names a lienholder, the check will be made payable to the lienholder as the co-payee of any refund, except, **WE** will make the lienholder the sole payee, if **YOUR VEHICLE** has been repossessed or is a total loss, unless **YOU** provide **US** with proof that the lienholder has been paid. In the case of a repossession or total loss, then the lienholder shall have the right to cancel and shall be the sole payee of any refund check.

In the event of cancellation of the **CONTRACT** within the first 60 days, **YOU** are entitled to a full refund. After 60 days, or if a claim has been authorized or paid, **YOU** will receive a pro rata refund based on the greater of days in force or the miles driven related to the term of the **CONTRACT**, minus a \$25 cancellation fee. A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within 45 days after return of the service **CONTRACT** to the provider.

NO PAYMENT FOR REPAIRS WILL BE MADE WITHOUT PRIOR AUTHORIZATION FROM THE ADMINISTRATOR, SEE SECTION III.1.

Call (800) 661-3279 in any State for **CLAIMS SERVICE** and **CUSTOMER INFORMATION**.

ISSUING PROVIDER: WARRANTY SUPPORT SERVICES LLC • P.O. Box 88230 • Atlanta, GA 30356

ADMINISTRATIVE OFFICES: AUTOMOBILE PROTECTION CORPORATION (APCO) • P.O. Box 88230 • Atlanta, GA 30356