

GOOD SAM EXTENDED SERVICE PLAN

Gold Terms and Conditions

Terms & Conditions of the Master Policy of Insurance Issued to the Good Sam Club for Autos

COVERAGE SECTION

These Terms and Conditions of the Master Policy issued to the Good Sam Club and **Your** Evidence of Insurance (hereinafter referred to as **Coverage**) are between the Good Sam Club (hereinafter referred to as **We, Us and Our**), our insurance company, and the Purchaser (hereinafter referred to as **You and Your**), and provides **Coverage** recorded for the time and mileage, whichever occurs first, as stated in the Evidence of Insurance. This **Coverage** constitutes **Your** entire agreement and supersedes any and all previous agreements whether written or oral and any other representations made by anyone in any form.

The limits, terms, and conditions of Your Coverage are important. You should read and understand the terms and conditions below.

MECHANICAL BREAKDOWN COVERAGE

We will provide payment to **Your** Repair Facility or reimburse **You** for reasonable costs of labor and materials (approved and receipted) to repair or replace any of the covered parts under this **Coverage** if required due to **Mechanical Breakdown**. A "**Mechanical Breakdown or Breakdown**" is defined as the failure of a **covered part** to perform its intended function due to defects in materials or faulty workmanship in its manufacturing of the covered part. This may include **Breakdowns** that are caused by wear tolerances of parts that are outside the manufacturer's specifications that prevent the part from operating as designed. **A seal or gasket failure will be considered a Breakdown if the parts exhibit an active leak to a drip. Seepage or build up on or around a seal or gaskets is considered normal. Replacement or repair parts will be made with like kind and quality which includes rebuilt or remanufactured parts. Parts may be upgraded to "new" at owner's expense.** **Coverage** includes manufacturer recommended fluids and filters (**excludes fuels**) when required as part of a covered repair. **Coverage** includes manufacturer's deductible when paid by the contract holder for a covered repair. Labor and diagnosis time that will be allowed for a covered repair will be determined using a nationally recognized labor guide. **No** diagnosis time will be allowed for a visible failure to a covered part(s) or when a national labor guide doesn't have a diagnosis time listed.

You must maintain Your Vehicle in accordance with the service requirements set forth in these Terms and Conditions to keep this Coverage in force. Evidence of proper service, from the effective date of this policy and from any prior policies for which this is a renewal, will be required in the event of a claim. (See "Your Responsibilities" section.) In the event of a **Breakdown**, **You** must pay the deductible as stated in the Evidence of Insurance for each visit and pay any non-covered expenses. Freight and shop supplies are covered in conjunction with a covered repair to a combined maximum of \$50.00.

HOW TO MAKE A CLAIM

1. If Your vehicle is inoperable, and to prevent any further damage, immediately stop the vehicle and call for towing or roadside assistance. It is Your responsibility to use all reasonable means and precautions to protect the vehicle from further damage. Continued operation of the vehicle after any **Mechanical Breakdown** can effect coverage and may result in a denial of coverage (Please refer to the **General Exclusions**) and repair cost may not be recoverable;
2. Prior to starting repairs, please have Your chosen state licensed repair facility contact the **Administrator's** claims office at **1(888) 861-8697 - Hours: 8:00 AM to 5:00 PM Mountain Time, Monday through Friday**, with diagnosis and estimate of repairs. If You experience an **Emergency Repair** when a covered **Mechanical Breakdown** occurs when the Administrator's office is closed, **You** must have the repair facility contact the **Administrator** during the next business day.
3. You must authorize Your chosen state licensed repair facility to inspect and diagnose the mechanical breakdown, as necessary, to determine the cause of failure and the cost of parts and labor to repair. **IMPORTANT:** You must call the Administrator prior to any engine or transmission disassembly. You are responsible for the cost of disassembly in the event the mechanical breakdown is NOT covered under this policy;
4. If requested, permit inspection of the vehicle by the **Administrator** BEFORE repairs are performed;
5. Upon request, provide proof of maintenance;
6. You must pay the Deductible and any other non-covered expenses as applicable;
7. Payment for covered Mechanical Breakdowns will be made to either the repair facility or You in accordance with Contract provisions within thirty (30) days after receipt of the repair order. Repair orders must be received by the Administrator within ninety (90) days of completion of repairs and the repair order must be signed by You. Failure to sign repair order may cause delays in processing Your claim. If reimbursement of the claim will be made to You, the **Administrator** will make arrangement with You for direct electronic payment.

Claims mailed in without prior authorization from the Administrator may be denied.

YOUR RESPONSIBILITIES

To receive the full benefits of this Coverage, You must at Your expense:

1. Have the vehicle serviced (including, but not limited to, engine, transmission, drive axle, and chassis lube.) as recommended by the manufacturer. **Failure to perform the aforementioned maintenance will result in claim denial.**
2. For all maintenance performed after the effective date of this policy, keep a record of maintenance validated (signed and stamped) by the licensed repair facility, and keep receipts and work orders showing date, mileage and service performed. For services done by **You**, keep a personal maintenance record with date, mileage and service performed including any receipts for products purchased to carry out that aforementioned maintenance. **Failure to retain receipts and supply them to the claims office, when requested, will result in claim denial.**

TRANSFERRING / CANCELLATION OF COVERAGE

Transfers: In the event this **Coverage** is not canceled, it may be transferred to an individual for non-commercial use to whom **You** sell the vehicle while this **Coverage** is in force. Prior to the transfer of coverage the following information must be received by Extended Service Plan: New owners name, address, phone number and Good Sam Club membership number within 30 days of the change in ownership. **You** must provide the new owner with all maintenance and repair records and the policy must be paid to date or paid in full for the transfer to occur. After the transfer if any portion of the premium remains unpaid, the new Purchaser will assume the responsibility for payment of the balance of the premium.

Cancellation: This **Coverage** applies only to **You** and the unit described in the Evidence of Insurance. In the event of cancellation of this **Coverage** within 30 days of the purchase of the **Coverage**, We agree to refund the full purchase price to **You**, less any claims paid or approved. If this **Coverage** is canceled beyond 30 days from the date of purchase of the **Coverage**, We will calculate and make a pro rata refund based on time, less an administrative fee of \$50.00. Requests for cancellations may be received by phone or in writing. We may cancel this **Coverage** for: 1) Non-payment of the premium or 2) Material or Verbal misrepresentation or fraud in obtaining this **Coverage** or in the submission of a claim.

TRIP INTERRUPTION

You will be reimbursed for up to five (5) days of (receipted) costs for meals, lodging and rental car expense incurred by **You** and **Your** family while staying at a hotel/motel or campground in case a **Mechanical Breakdown** causes a delay en route. To qualify for this benefit, **You** must not be able to utilize **Your** Vehicle due to a **Mechanical Breakdown** covered under this **Coverage**.

The covered period will begin on the date of the **Mechanical Breakdown**. Up to two (2) additional days will be included in the event an inspection by an outside source is required to determine if repairs are covered under this policy. No travel benefits will be paid for delays beyond the control of the repair facility, such as waiting for parts shipments. Expenses will be reimbursed up to \$100.00 per day for meals and lodging and up to \$60.00 per day for rental car costs

COVERAGE

Coverage applies only to the component groups listed herein.

- 1. ENGINE ASSEMBLY** – Coverage for the engine assembly includes but is not limited to the following: All internally-lubricated parts, including: pistons, pins, and rings; connecting rods and bearings; crankshaft and main bearings; camshaft, followers and cam bearings; push rods, valves, springs, guides, seats and lifters; rocker arms, shafts, and bushings; timing gear, chain tensioners, and retainers; eccentric shaft; oil pump; engine head(s), engine block, and cylinder barrels. Also covered is the valve timing belt and turbo charger. **Excludes the following: Turbo charger oil cooler and lines, Carburetor, distributor cap, distributor rotor, drive belts, all hoses, lines and fittings, EGR valve and EGR Cooler, exhaust pipes, All emission and evaporative system items, catalytic converter, muffler, resonators, glow plugs, spark plugs, spark plug wires, ignition coils, thermostat, oil cooler and lines, any parts not originally supplied by the engine manufacturer.**
- 2. TRANSMISSION ASSEMBLY** – Coverage for the transmission assembly includes but is not limited to the following: All internally lubricated parts of the Transmission case and Transfer case (if 4WD option is purchased) including for example; bearings, bushes, oil pump, torque converter, gears, bands, synchronizers, vacuum modulator; internal linkage and valve body. **Excludes the following: Oil coolers and lines, all hoses, manual and automatically shifted manual transmission clutch assemblies (includes any linkage), manual clutch hydraulics, transmission oil cooler and lines, any parts not originally supplied by the transmission manufacturer.**
- 3. DRIVE AXLE ASSEMBLY** - Coverage for front and rear drive axle assembly includes but it not limited to the following: All internally lubricated parts of the Differential housing; transaxle housing; final drive housing including for example; Ring and Pinion, gears, shafts, bearings, bushes, thrust washers and spacers.
- 4. SUSPENSION ASSEMBLY** – Coverage for the suspension assembly includes but is not limited to the following: Strut bar and bushings; upper and lower control arms, shafts, and bushings; upper and lower ball joints; steering knuckles; wheel bearings; stabilizer shaft, linkage and bushings; kingpin and bushings; torsion bars; spindle supports; compressor, lines, and bags. **Excludes shock absorbers and suspension struts.**
- 5. STEERING ASSEMBLY** – Coverage for the steering assembly includes but is not limited to the following: Gear housing, and all internally-lubricated parts of the steering gear box; the rack and pinion gear; power steering pump; main and intermediate steering column shafts and couplings; cooler and cooler lines; power cylinder; Pitman arm; idler arm; tie rod and tie rod ends; drag link; control valve and cylinder. **Excludes the following: All hoses, belts, fittings, and lines.**
- 6. AIR CONDITIONING ASSEMBLY** – Coverage for the air conditioning assembly includes but is not limited to the following: Compressor; clutch; clutch pulley; clutch coils; condenser; evaporator; expansion valve; accumulator; orifice tube; temperature control programmer; power module; idler pulley and bearing; receiver-dryer; blower motor; high/low cut off switches, pressure cycling switch; and ducts. **Excludes the following: All hoses, belts, fittings, lines and Schrader valves.**
- 7. BRAKING ASSEMBLY** – Coverage for the braking assembly includes but is not limited to the following: Master cylinder; power assist booster; wheel cylinders; combination valves; hydraulic lines and fittings; disc calipers; power brake cylinder; backing plates; clips, springs and retainers, self-adjusters; parking brake linkage and cables; and rear actuators. **Excludes the following: Brake pads, brake linings, brake rotors and drums, overheated components due to excessive braking.**
- 8. ELECTRICAL ASSEMBLY** – Coverage for the electrical assembly includes but is not limited to the following: Starter; starter drive; alternator; voltage regulator; distributor; solenoid, relays; manually operated switches; wiper motors; gauges; window motors and controls; radio power antenna and motors; seat motors and controls; power door locks; cruise control transducers, engagement switch and servo; turn signal switch; dashboard clock; and thermometer. **Excludes the following: fiber optics, all light bulbs, sealed beams, LED lights, complete headlight assemblies, taillight assemblies, or other lamp or lense assembly.**
- 9. HEATING/COOLING ASSEMBLY** – Coverage for the heating/cooling assembly includes but is not limited to the following: Water pump, including impeller shaft, bearings and bushings; heater core; fan; fan clutch; fan motor and controller module; coolant recovery unit; fan shroud; and electric block heater; heater ducts and cabins. **Excludes the following: All drive belts, hoses, lines and fittings**
- 10. FUEL DELIVERY ASSEMBLY** – Coverage for the fuel deliver assembly includes but is not limited to the following: Fuel pump; fuel tanks; metal fuel lines; fuel distributor; fuel injection pump; fuel injectors; booster pump; and auxiliary tank switch. **Excludes the following: All rubber and metal-braided rubber fuel lines, fuel filters, and fuel.**

SEALS AND GASKETS are covered for all parts covered under the listed components above.

GENERAL EXCLUSIONS

- Any component not originally supplied by manufacturer.
- Any pre-existing problems that are present prior to the purchase of this **Coverage** whether known or unknown. The condition of the covered part(s) in question will be assessed to determine time of initial breakdown.
- **Mechanical Breakdowns** outside the United States and Canada.
- Any loss resulting from inadequate amounts of coolant, lubricant, or fluids.
- Any breakdown on a vehicle used for racing, snowplowing, off-road use, rental use, delivery purposes, hire or utilized in a business for profit, or by pulling a trailer.
- **Mechanical Breakdowns** covered by manufacturer's warranty, manufacturer's recall, or factory bulletins, (regardless of whether or not the manufacturer is doing business as an ongoing enterprise), any other Service Agreement, repairer's warranty, written warranty, or any valid and collectable insurance policy.
- Any damage to, or caused by, a non-covered part(s) or conditions.
- Any covered part which is not broken down but which a repair facility recommends or requires be repaired or replaced. Suggested or necessary upgrades or replacements are not covered.
- Any loss or damage to the overall structure both internal and external, including but not limited to Frames, Bumpers, Walls, Floor, Roof, Siding, Doors, Remote or manually actuated panels or covers, Windows, Glass, Weather stripping and moldings, Batteries, All wiring, Wiring harness and wiring connectors, Cables, Fuses, Tires, Wheels, Belts, and Hoses. (Structure materials can be either wood, metal, rubber, fiberglass, glass or any other structural product).
- Any loss caused by improper or contaminated fuel or other fluids.
- Any loss due to continued operation in a failed condition.
- Any loss caused by negligence, misuse, abuse, impact or collision damage or from any other cause whatsoever, except as provided under this **Coverage**.
- Any loss or expense if the odometer has been tampered with, altered, or is inoperative.
- Any repair for the purpose of correcting the engine compression or correcting oil consumption when a **Mechanical Breakdown** has not occurred. Valve grinding and/or worn rings are not covered. De-carbonization is not covered.
- Any replacement costs of filters, fluids, sealing boots, and seals or gaskets, except as provided under this **Coverage**.
- Any loss caused by **any** alterations not meeting manufacturer's specifications.
- Any unit with a "branded" title including but not limited to, salvage, rebuilt, refurbished, totaled, and any vehicle built for use in another country.
- The replacement of an entire system due to obsolescence or unavailability of the failed covered part(s).
- Alignments, adjustments, tune-ups, fuels, and any Hybrid drive components.
- Any damage or failure resulting from **rust, corrosion, sludge, algae, dry rot, pitting or freezing**.
- Any damage or failure resulting from Acts of God, power surges, collision, impact, upset, road damage.
- Any Software updates on any system when a mechanical breakdown hasn't occurred.

LIMIT OF LIABILITY

The total of benefits payable to You and the liability of Our insurance company under the Terms and Conditions of the Master Policy of Insurance issued to The Good Sam Club shall in no event exceed the clean retail value as listed on NADA Guides website (<https://www.nadaguides.com/cars>) for Your vehicle at the time of claim.

OUR LIABILITY TO YOU AND THE LIABILITY OF OUR INSURANCE COMPANY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, DAMAGE TO A NON-COVERED PART (S), LOSS OF USE TO DESCRIBED VEHICLE, LOSS OF TIME, INCONVENIENCE, AND COMMERCIAL LOSS RESULTING FROM THE OPERATION, MAINTENANCE, OR USE OF THE DESCRIBED VEHICLE OR FROM THE BREACH OF ANY IMPLIED WARRANTIES ARISING BY OPERATION OF LAW, IS EXPRESSLY EXCLUDED.