

# GOOD SAM EXTENDED SERVICE PLAN

## Gold Terms and Conditions

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

### 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 failure of a defective covered part or faulty workmanship of a covered part as originally supplied by the manufacturer and under normal service. A covered part has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts or conditions. **Replacement will be made with like kind and quality to include 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 manufacturers' deductible when paid by the contract holder for a covered repair. **Coverage** includes diagnosis time up to 2 hours labor on a covered repair for Engine, Transmission and Drive axle, and up to 1 hour labor on all other components. **No** diagnosis time will be allowed for a visible failure to a covered part(s).

**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.

### **SERVICE CALLS**

In the event of a **Breakdown** of a covered part, **We** will reimburse **You** for actual (receipted) expenses for a service call, not to exceed \$50.00 per occurrence, in addition to normal parts and labor charges. This only applies if the Motorhome is disabled due to the failure of a covered "chassis" part.

### 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, chassis lube, and auxiliary generator) 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 owner's 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) expenses for meals, lodging and car rental 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** Motorhome due to a **Mechanical Breakdown** covered under this **Coverage** and **You** must be more than one hundred (100) miles from home, unless **Your** motorhome is **Your** sole domicile.

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 car rental.

## CHASSIS 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 or belt, tensioners, and retainers; eccentric shaft; oil pump; engine head(s), engine block, and cylinder barrels. Also covered are the following: Turbo Charger, water pump; mechanical fuel pump; oil pan; intake and exhaust manifolds; engine mounts and cushions; engine torque strut, timing cover; valve cover(s) harmonic balancer; flywheel (flex plate) and flywheel ring gear; vacuum pump; dipstick and tube; and all pulleys.

**All engines exclude the following: Carburetor, distributor cap, distributor rotor, drive belts, all hoses, lines and fittings, EGR valve and EGR cooler, exhaust pipes, All emissions and evaporative system items, catalytic converter, muffler, resonators, glow plugs, spark plugs, spark plug wires, engine exhaust brake, "Jake" (Jacobs) brake, thermostat, 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: Transmission case; torque converter and all internally-lubricated parts thereof; vacuum modulator; electronic shift control module, internal linkage; mounts; oil pan; cooler and cooler lines, filler tube and dipstick. **Excludes the following: All hoses, any after-market overdrive or under drive units, manual clutch assembly (includes any linkage), manual clutch hydraulics, any parts not originally supplied by the transmission manufacturer.**
3. **DRIVE AXLE ASSEMBLY** – Coverage for the front and rear drive axle assembly includes but is not limited to the following: differential housing; transaxle housing; final drive housing; and all internally-lubricated parts thereof; plus axle shafts; constant velocity joints; universal joints; drive shafts, supports, retainers, and bearings; and hub bearings. **Excludes the following: Any parts not originally supplied by the chassis manufacturer.**
4. **SUSPENSION ASSEMBLY** – Coverage for the chassis 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 the following: Rubber springs, worn or sagging coil and leaf springs, shock absorbers, struts, air dryer, any parts not originally supplied by the chassis manufacturer.**
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. **DASH AIR CONDITIONING ASSEMBLY** - Coverage for the dash 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, and lines.**
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. Air Brakes - Compressor, diaphragm, treadle, disc caliper, compensating valve, and slack adjusters. **Excludes the following: Brake pads, brake linings, brake rotors and drums, trailer brake components, air dryer, 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; dual battery paralleling switch; and thermometer, Fuel injection sensors, control module, and injectors; electronic ignition module; electronic anti detonation sensors and controller; electronic driver information display; back-up camera and monitor; electronic mixture control unit and sensors; electronic anti-lock brake system (ABS). **Excludes the following: All wiring or fiber optics, light bulbs, sealed beams, LED lights, and lenses.**
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 hoses, lines, radiator, thermostat, any parts not originally supplied by the chassis manufacturer.**
10. **FUEL DELIVERY ASSEMBLY** – Coverage for the fuel delivery 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; fuel heater and auxiliary tank switch. **Excludes the following: All rubber and metal-braided rubber fuel lines, fuel filters, and fuel.**

**MECHANICAL SEALS AND GASKETS** are covered for all of the Chassis Coverage components listed above for units with less than **70,000 miles (odometer reading) AND are 7 model years** old or less when the claim is filed **UNLESS EXTENDED SEALS AND GASKETS OPTION IS PURCHASED.**

## OPTIONAL COVERAGE

11. **MECHANICAL Extended Seals and Gaskets** - Extends seals and gaskets coverage to units with less than **150,000 miles (odometer reading) AND 18 model years old or less** when the claim is filed (if option is purchased).

## **COACH COVERAGE**

### **Coverage applies only to the component groups listed herein.**

12. **WATER HEATER/BOILER ASSEMBLY** – Coverage for the water heater/boiler assembly includes but is not limited to the following: Burner assembly; tank; thermostat; thermocouple; gas valve; electronic ignition assembly; manually operated switches; and PC board.
13. **WASTE SYSTEM ASSEMBLY** – Coverage for the waste water system assembly includes but is not limited to the following: Shower; toilet; sink(s); holding tanks; mounting brackets and hardware; gate valves; and connections **Excludes the following: Whirlpool, jetted, or spa type bath systems and related accessories.**
14. **FRESH WATER SYSTEM ASSEMBLY** – Coverage for the fresh water system assembly includes but is not limited to the following: Water pump; compressor; water tank; mounting brackets and hardware; water lines; traps; fittings; and faucets. **Excludes water filters.**
15. **ROOF OR BASEMENT AIR CONDITIONING ASSEMBLY** – Coverage for the roof or basement air conditioning assembly includes but is not limited to the following: Compressor; condenser; evaporator; accumulator; expansion valve; thermostat; receiver-dryer; blower motor; high-low cut off switches; pressure cycling switch; relays; fans; capacitors; and PC board. **Excludes A/C pans and covers, duct works.**
16. **RANGE AND OVEN ASSEMBLY** – Coverage for range and oven assembly includes but is not limited to the following: Gas, Electric, Convection, or Microwave units Burner assembly; thermostat; thermocouple; burner valves; ignition assembly; power hood; PC board.; magnetron tube; microwave touch pad; circulating fan and motor; connections and fittings. **Excludes the following: Doors, handles, racks and cabinets.**
17. **L.P. GAS SYSTEM ASSEMBLY** – Coverage for the L.P. gas system assembly includes but is not limited to the following: Regulators; gas bottles (except valves and gauges); mounting brackets; pigtails; L.P. lines; and fittings. **Excludes LP gas.**
18. **COACH HEATING SYSTEM ASSEMBLY** – Coverage for the coach heating system assembly includes but is not limited to the following: Furnace, ignitor; burner assembly; thermocouple; gas valve; thermostat; blower motor; and PC board. **Excludes the following: Hoses, lines, fittings and duct works.**
19. **REFRIGERATOR ASSEMBLY** – Coverage for the refrigerator assembly includes but is not limited to the following: Thermostat; thermocouple; refrigerator/ freezer cooling unit; refrigerator icemaker; burner assembly; ignitor; PC board; and eyebrow PC board. **Excludes the following: Doors, door seals, handles, shelves and cabinets.**
20. **AUXILIARY POWERPLANT/GENERATOR ASSEMBLY** – Coverage for the auxiliary powerplant/generator assembly includes but is not limited to the following: All internally-lubricated parts of the power plant engine; plus the starter motor; switches; generator rotor and stator assembly; voltage regulator; PC board; head and cylinder block (if damaged by the failure of an internally lubricated part); and fuel pump. **Excludes the following: Spark plugs, spark plug wires, distributor cap, ignition rotor, injectors, exhaust systems, radiators, belts, hoses, lines and fittings, carburetor, and all wiring.**
21. **ELECTRICAL ASSEMBLY** – Coverage for the electrical assembly includes but is not limited to the following: Factory installed 110/220V electrical system (except any wiring, cords and reels), including breaker box and breakers, outlets; power converter/inverter, and auxiliary generator monitor panel. **Excludes the following: All wiring, wiring harness, wiring connectors, fiber optics, light bulbs, LED lights, lenses, cable systems, telephone systems, and any after-market navigational systems.**
22. **DELUXE APPLIANCE COVERAGE** – Covers all parts of stand-alone freezer, dishwasher, washer/dryer, stand-alone icemaker, electric fireplace, electrical component of a central vacuum system, electrical awning components, electric fuel station pump, and trash compactor. **Excludes the following: Doors, door seals, handles, shelves, cabinets, awning structures and fabric, and all wiring.**
23. **FACTORY INSTALLED, OR FACTORY-APPROVED DEALER-INSTALLED, STATIONARY LEVELING JACK SYSTEM** – Coverage for stationary leveling jack system includes all mechanical, electrical and hydraulic components.
24. **SLIDE OUT ROOM UNIT(S)** – Coverage for the slide out room unit(s) includes but is not limited to the following: All mechanical, electrical and hydraulic components, mounting brackets and hardware; including generator slide out. **Excludes the following: Wooden or metal structure, slide-out room(s) weather seals, sealing boots, and awning fabric.**
25. **POWERSTEP SYSTEM** - Coverage for power step and cover system includes all mechanical, electrical and hydraulic components.
26. **ENTERTAINMENT PACKAGE** - Covers all components of built-in electronic audio/visual devices. **Excludes the following: Personal computers, flat panel display televisions larger than 50 inches. Repairs will be made in accordance with the manufacturers' guidelines.**

**MECHANICAL SEALS AND GASKETS** are covered for all of the Coach Coverage components listed above.

## General Exclusions

- Any component not originally supplied by manufacturer, or not professionally replaced or installed. Any optional components must professionally installed by a qualified RV dealer or repair facility.
- Any towing or service calls charges.
- 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, off-road use, rental use, hire or utilized in a business for profit, or delivery purposes, or by pulling a trailer weighing more than the manufacturer's recommended limits.
- **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, Cabinets, Counter Tops and Integrated Sinks, Carpet, Beds, Awning structures and fabric. (Structure materials can be either wood, metal, rubber, fiberglass, glass or any other structural product).
- Batteries, Fuses, Tires, Wheels, All wiring, wiring harness, wiring connectors, Electric cords and cables, Belts, and Hoses (except leveling jack and slide out room hoses).
- 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, any vehicle built for use in another country and any units previously owned by FEMA (Federal Emergency Management Agency).
- 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, sludge, algae, dryrot, pitting, corrosion or freezing**.
- Any damage or failure resulting from Acts of God, power surges from any source whether a covered part or a non-covered part caused the failure, 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 average retail value listed in the most recent edition of the NADA Recreation Vehicle Appraisal Guide for Your vehicle.

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.

## IN THE EVENT OF BREAKDOWN

### Follow These Claim Procedures:

1. Call Us to assist in locating a qualified repair facility in your area and for instructions prior to proceeding with repairs. **(We reserve the right to inspect all repairs to determine coverage).**
2. Present the Evidence of Insurance, Terms and Conditions, and required Maintenance Records to the Repairing Dealer.
3. Prior to proceeding with repairs, ensure the Repairing Dealer calls **Us** with an estimate of repairs and receives an authorization number from **Us**.

**NOTE:** In the event of a **Breakdown** occurring when **Our** office is closed, **You** may follow the claim procedures in these Terms and Conditions without prior authorization, and reimbursement will be made to **You** or the repair facility in accordance with policy provisions. **You** must call the Administrator's office within five (5) business days from the date of repair to determine if such repair will be covered by this **Coverage**.

**NATIONAL CLAIMS NUMBER: (888) 861-8697 - Hours: 8:00 AM to 5:00 PM Mountain Time Monday – Friday**

### **IMPORTANT!**

- **You** assume all liability for payment of unauthorized repairs and benefits.
- Liability for teardown rests with **You** on non-covered parts.
- **You** must submit each claim, with supporting documentation and proper maintenance records to the repairing facility and the Administrator, within ninety (90) days after the failure date of each claim in order for a claim to be eligible for coverage consideration pursuant to this Coverage.