



MECHANICAL BREAKDOWN LIMITED WARRANTY AGREEMENT MEDIUM TO HEAVY DUTY TRUCK PROGRAM APPLICATION

Pg. 1

321 North Spring Street • Winston-Salem, NC 27101

This Limited Warranty Agreement is between the Customer listed below and Gateway Management Services, Ltd., (Gateway) Authorized Administrator for Premium 2000 Plus™ programs. The Customer must obtain prior authorization from Gateway before beginning any repairs covered by this agreement. The Gateway claim phone number is **1-888-883-2632**. The Customer agrees that they have read and understand the entire terms and conditions of this Limited Warranty Agreement as selected.

WHITE – GATEWAY

YELLOW – DEALER

PINK – WARRANTY OWNER (3 Pages)

A. (Must be completed in full – Please print or type using black ink)			
CUSTOMER INFORMATION	NAME		
	STREET ADDRESS		
	CITY	STATE	ZIP
	PHONE (HOME) ()	(WORK) ()	
VEHICLE INFORMATION	YEAR	MAKE	MODEL
	VIN		
	ODOMETER AT SALE:	ECM:	AGREEMENT DATE:
ENGINE SERIAL #:		TRANSMISSION SERIAL #:	
B. AVAILABLE TERMS (BASED ON TRUCK CLASS): Class 8 Mileage Limit capped at one million (1,000,000) miles. When the time indicated or when either the odometer or the ECM reaches the selected limit, whichever occurs first the warranty is expired.			
CLASS 3-4 <input type="checkbox"/> 12 Months/35,000 Miles OR <input type="checkbox"/> 24 Months/70,000 Miles <input type="checkbox"/> Automatic Transmission			
CLASS 5-7 <input type="checkbox"/> 12 Months/50,000 Miles OR <input type="checkbox"/> 24 Months/100,000 Miles <input type="checkbox"/> Automatic Transmission			
CLASS 8 <input type="checkbox"/> 12 Months/100,000 Miles OR <input type="checkbox"/> 18 Months/150,000 Miles OR <input type="checkbox"/> 24 Months/200,000 Miles			
<input type="checkbox"/> PREMIUM 2000 PLUS™ PINNACLE OPTION 36 MONTHS/CAPPED AT ONE MILLION MILES (whichever occurs first)			
WRAP <input type="checkbox"/> I have selected one of the above coverage options and understand that the selected coverage begins upon expiration of the previous warranty coverage by the component manufacturer. (Not available with Pinnacle Option.)			
C. COVERAGE INFORMATION Mechanical Breakdown Limited Warranty Coverage For The Selected Term Is Subject To A \$100 Deductible Per Covered Repair. Only Those Components Listed As Covered Are Protected Under This Agreement. See Schedule of Covered Components on Page 2 for Details.			
<input type="checkbox"/> ENGINE ONLY <input type="checkbox"/> ENGINE/TRANSMISSION ONLY <input type="checkbox"/> ENGINE/TRANSMISSION/DIFFERENTIAL			
D. DEALER INFORMATION			
DEALER NAME			
STREET ADDRESS			
CITY		STATE	ZIP
LIENHOLDER INFORMATION: The Undersigned Holder of this Agreement Authorizes the following Lender to:			
1. Receive any refund for credit to my account in the event this Agreement is properly cancelled; or to,			
2. Cancel this Agreement in the event that I default on my Obligation to such Lender.			
LIENHOLDER NAME			
STREET ADDRESS			
CITY		STATE	ZIP
I understand that the purchase of this Agreement is not required to obtain financing for the stated vehicle. I have read and understand my rights and responsibilities outlined in this three (3) page Warranty Agreement.			
CUSTOMER SIGNATURE		DATE	
DEALER SIGNATURE		DATE	

COVERED COMPONENT BREAKDOWN AGREEMENT

KEY TERMS

“VEHICLE” means the covered vehicle described in Section A of the Agreement.

“YOU” and “YOUR” means the customer shown in Section A of the Agreement.

“WE”, “US” AND “OUR” means the Authorized Administrator shown on the Agreement.

“BREAKDOWN” OR “MECHANICAL BREAKDOWN” means the failure of any original or like replacement part covered by this Agreement to work as it was originally designed to work in normal service, providing that it has received customary maintenance as recommended by the manufacturer in the Owner's Manual. It does not mean the gradual reduction in operating performance due to normal wear and use when the component is within manufacturer's tolerance or specifications. A component will be deemed failed when wear exceeds manufacturer's tolerances.

“MILES” OR “ODOMETER MILES” means the actual miles your vehicle has traveled as recorded by an unaltered odometer.

INFORMATION	STREET ADDRESS		
	CITY	STATE	ZIP
	PHONE (HOME) ()	(WORK) ()	
VEHICLE INFORMATION	YEAR	MAKE	MODEL
	VIN		
	ODOMETER AT SALE:	ECM:	AGREEMENT DATE:

ENGINE SERIAL #:

TRANSMISSION SERIAL #:

B. AVAILABLE TERMS (BASED ON TRUCK CLASS): Class 8 Mileage Limit capped at one million (1,000,000) miles.

When the time indicated or when either the odometer or the ECM reaches the selected limit, whichever occurs first the warranty is expired.

CLASS 3-4 ☐ 12 Months/35,000 Miles OR ☐ 24 Months/70,000 Miles ☐ Automatic TransmissionCLASS 5-7 ☐ 12 Months/50,000 Miles OR ☐ 24 Months/100,000 Miles ☐ Automatic TransmissionCLASS 8 ☐ 12 Months/100,000 Miles OR ☐ 18 Months/150,000 Miles OR ☐ 24 Months/200,000 Miles☐ **PREMIUM 2000 PLUS™ PINNACLE OPTION 36 MONTHS/CAPPED AT ONE MILLION MILES** (whichever occurs first)WRAP ☐ I have selected one of the above coverage options and understand that the selected coverage begins upon expiration of the previous warranty coverage by the component manufacturer. (Not available with Pinnacle Option.)**C. COVERAGE INFORMATION**

Mechanical Breakdown Limited Warranty Coverage For The Selected Term Is Subject To A \$100 Deductible Per Covered Repair. Only Those Components Listed As Covered Are Protected Under This Agreement. See Schedule of Covered Components on Page 2 for Details.

☐ ENGINE ONLY☐ ENGINE/TRANSMISSION ONLY☐ ENGINE/TRANSMISSION/DIFFERENTIAL**D. DEALER INFORMATION**

DEALER NAME

STREET ADDRESS

CITY

STATE

ZIP

LIENHOLDER INFORMATION: The Undersigned Holder of this Agreement Authorizes the following Lender to:

1. Receive any refund for credit to my account in the event this Agreement is properly cancelled; or to,
2. Cancel this Agreement in the event that I default on my Obligation to such Lender.

LIENHOLDER NAME

STREET ADDRESS

CITY

STATE

ZIP

I understand that the purchase of this Agreement is not required to obtain financing for the stated vehicle. I have read and understand my rights and responsibilities outlined in this three (3) page Warranty Agreement.

CUSTOMER SIGNATURE

DATE

DEALER SIGNATURE

DATE

COVERED COMPONENT BREAKDOWN AGREEMENT**KEY TERMS**

"VEHICLE" means the covered vehicle described in Section A of the Agreement.

"YOU" and "YOUR" means the customer shown in Section A of the Agreement.

"WE", "US" AND "OUR" means the Authorized Administrator shown on the Agreement.

"BREAKDOWN" OR "MECHANICAL BREAKDOWN" means the failure of any original or like replacement part covered by this Agreement to work as it was originally designed to work in normal service, providing that it has received customary maintenance as recommended by the manufacturer in the Owner's Manual. It does not mean the gradual reduction in operating performance due to normal wear and use when the component is within manufacturer's tolerance or specifications. A component will be deemed failed when wear exceeds manufacturer's tolerances.

"MILES" OR "ODOMETER MILES" means the actual miles your vehicle has traveled as recorded by an unaltered odometer.

"COSTS" means the usual and fair charges for parts and labor necessary to repair or replace the parts covered. These charges shall not exceed the manufacturer's suggested retail (list) price for parts and labor allowances derived from nationally recognized labor time at a maximum of \$80 per hour (subject to regional adjustment). Replacement parts will be of the same quality as the covered parts and may include new, remanufactured or used parts at our discretion.

"DEDUCTIBLE" means the amount that you must pay for covered repairs per component as described in Section E of the General Provisions.

"WARRANTY" means any warranty of the manufacturer, state required dealer warranty or repairer's guarantee.

"AGREEMENT DATE" means the date you purchased your vehicle and this Agreement.

"REPAIRER" means a franchised dealer or repair facility with ASE or manufacturer recognized certification that provides a written parts and labor guarantee for repairs to covered components of not less than 180 days or 6,000 miles. Any repairs must receive authorization in advance from Gateway Management Services, Ltd., prior to beginning repairs.

"NORMAL WEAR" means the gradual diminishing performance of a component due to normal usage when the component is within the manufacturer's tolerance or specifications.

"AGREEMENT" OR "CONTRACT" means the Premium 2000 Plus™ Limited Warranty Agreement that you have purchased to protect your vehicle. We will pay the Repairer for reasonable costs to repair or replace any breakdown of the components as listed in Schedule of Covered Components, less your deductible and in accordance with the provisions contained within this Agreement. We reserve the right to inspect your vehicle to evaluate covered repairs.

continued on reverse

ENGINE: Internally lubricated hard parts limited to pistons, piston rings, wrist pins, connecting rods, connecting rod bearings, crankshaft, main bearings, camshaft and cam bearings, cam followers, rocker arms shafts, pushrods, hydraulic lifters, intake and exhaust valves, valve springs, valve guides, oil pump and pick up screen, timing chain and gears, timing chain tensioner(s). The engine block, cylinder head(s), timing case cover, oil pan, valve covers and intake manifold are covered only if damaged by the failure of a covered component. Damage resulting from failures by related components but not limited to: Seals and Gaskets, radiators, coolers and cooler lines, water pump, thermostat, motor mounts, fuel pump, fuel injectors, fuel injection pump and nozzles or electronic control devices are not covered.

TRANSMISSION: Internally lubricated hard parts of the Manual or Automatic transmission including shaft(s), gear sets, shift forks, synchronizers, blockers, bearings, bushings, oil pump, valve body, torque converter, governor, bands, drums, gear sets, bearings, bushings. The transmission case is covered only if damaged by a covered component. Required Seals and Gaskets to complete covered repairs. Damage resulting from the failures of related components but not limited to: Seals and Gaskets, electronic controls, shift levers, linkage, radiators, mounts, external oil coolers and lines, manual transmission clutch-disc, pressure plate, throwout bearing, pilot bearing, hydraulic clutch master and slave cylinder(s) are not covered.

DIFFERENTIAL: Internally lubricated hard parts including carrier case, gear sets, bearings, bushings, axle shafts, limited slip clutchpack, axle shafts. Required Seals and Gaskets to complete covered repairs. The differential housing is covered only if damaged by a covered component. Damage resulting from the failures of related components but not limited to: Seals and Gaskets, electronic controls, shift levers, linkage, radiators, mounts, external oil coolers and lines are not covered.

Taxes & Fluids: State and local taxes where applicable and fluids that are required to complete covered repairs.

The Components Listed Above are the Only Parts that are Protected by this Warranty.

EXCLUDED COMPONENTS: Fuel Injectors, Turbochargers and Engine Brakes are not engine block internally lubricated components and therefore are not covered.

YOU ARE REQUIRED TO OBTAIN REPAIR AUTHORIZATION FROM US PRIOR TO BEGINNING ANY REPAIRS COVERED BY THIS AGREEMENT.

GENERAL PROVISIONS

A. Agreement Period

The term of this **Agreement** varies based upon time and mileage for which it is issued in Section B-Available Terms. The term expires when its time or mileage limit is reached, **whichever occurs first**. This **Agreement** will terminate when **you sell your vehicle** unless it is **voided or cancelled** previously as described in Section H in these General Provisions.

B. Limits of Liability

Truck Class 3-4 Vehicles - Per covered **vehicle**: our limit of liability shall in no event exceed \$5,000 per Engine(s) (Aggregate), \$3,000 per Transmission(s) (Aggregate), \$3,000 per Differential(s) (Aggregate) with a Total Aggregate Limit of Liability Per **Vehicle** of \$7,500 or the Actual Cash Value (ACV) of **your vehicle** at time of repair.*

Truck Class 5, 6 & 7 Vehicles - Per covered **vehicle**: our limit of liability shall in no event exceed \$10,000 per Engine(s) (Aggregate), \$6,000 per Transmission(s) (Aggregate), \$6,000 per Differential(s) (Aggregate) with a Total Aggregate Limit of Liability Per **Vehicle** of \$15,000 or the Actual Cash Value (ACV) of **your vehicle** at time of repair.*

Truck Class 8 Vehicles - Per covered **vehicle**: our limit of liability shall in no event exceed \$15,000 per Engine (Aggregate), \$7,500 per Transmission (Aggregate), \$7,500 per Differential (Aggregate) with a Total Aggregate Limit of Liability of \$20,000 or limited to the Actual Cash Value (ACV) or **your vehicle** at time of repair.*

*The Actual Cash Value (ACV) will be determined via use of the **Black Book Official Used Truck Guide**.

C. Maintenance Requirements

Unless required maintenance is performed according to these requirements we have the right to deny coverage. Documented and verifiable proof that maintenance requirements were performed will be requested prior to any authorization for repairs:

Assure that **your vehicle** has fluids and filters serviced according to the required maintenance as follows:

- **Class 3 through Class 7** requires the engine oil and filter to be replaced by a **licensed service facility** every six (6) months or ten (10) thousand miles, whichever occurs first, unless the manufacturer requires more frequent intervals. Transmission and differential assemblies must be serviced according to manufacturer recommended service intervals with a ten (10) day and 2,500 mile tolerance.
- **Class 8** requires the engine oil and filters to be replaced, by a **licensed service facility** every six (6) months or 15,000 miles with a ten (10) day 2500 mile tolerance, unless the manufacturer requires more frequent intervals. Transmission and differential assemblies must be serviced according to manufacturer recommended service intervals with a ten (10) day and 2,500 mile tolerance.

You must keep receipts and work orders that verify the services performed.

Your vehicle identification number, the mileage and date of service must appear on these receipts.

D. If You Have Other Coverage

If the manufacturer or **repairer** agrees to cover all or part of the **costs** of a **breakdown** we are responsible only for any additional costs. If **you** have a right to recover against another party for anything **we** have paid under this **Agreement** **your** rights shall become **our** rights. We shall recover only the excess after **you** are fully compensated for **your** loss by the other party.

E. The Standard Deductible per covered claim is \$100.00.

F. Your Assistance and Cooperation

If we request, you agree to assist us to enforce your rights against any manufacturer or repairer who may be responsible to you for the costs of repair we provided.

linkage, radiators, mounts, external oil coolers and lines, manual transmission clutch-disc, pressure plate, throwout bearing, pilot bearing, hydraulic clutch master and slave cylinder(s) are not covered.

DIFFERENTIAL: Internally lubricated hard parts including carrier case, gear sets, bearings, bushings, axle shafts, limited slip clutchpack, axle shafts. Required Seals and Gaskets to complete covered repairs. The differential housing is covered only if damaged by a covered component. Damage resulting from the failures of related components but not limited to: Seals and Gaskets, electronic controls, shift levers, linkage, radiators, mounts, external oil coolers and lines are not covered.

Taxes & Fluids: State and local taxes where applicable and fluids that are required to complete covered repairs.

The Components Listed Above are the Only Parts that are Protected by this Warranty.

EXCLUDED COMPONENTS: Fuel Injectors, Turbochargers and Engine Brakes are not engine block internally lubricated components and therefore are not covered.

YOU ARE REQUIRED TO OBTAIN REPAIR AUTHORIZATION FROM US PRIOR TO BEGINNING ANY REPAIRS COVERED BY THIS AGREEMENT.

GENERAL PROVISIONS

A. Agreement Period

The term of this **Agreement** varies based upon time and mileage for which it is issued in Section B-Available Terms. The term expires when its time or mileage limit is reached, **whichever occurs first**. This **Agreement** will terminate when you sell your vehicle unless it is **voided or cancelled** previously as described in Section H in these General Provisions.

B. Limits of Liability

Truck Class 3-4 Vehicles - Per covered vehicle: our limit of liability shall in no event exceed \$5,000 per Engine(s) (Aggregate), \$3,000 per Transmission(s) (Aggregate), \$3,000 per Differential(s) (Aggregate) with a Total Aggregate Limit of Liability Per Vehicle of \$7,500 or the Actual Cash Value (ACV) of your vehicle at time of repair.*

Truck Class 5, 6 & 7 Vehicles - Per covered vehicle: our limit of liability shall in no event exceed \$10,000 per Engine(s) (Aggregate), \$6,000 per Transmission(s) (Aggregate), \$6,000 per Differential(s) (Aggregate) with a Total Aggregate Limit of Liability Per Vehicle of \$15,000 or the Actual Cash Value (ACV) of your vehicle at time of repair.*

Truck Class 8 Vehicles - Per covered vehicle: our limit of liability shall in no event exceed \$15,000 per Engine (Aggregate), \$7,500 per Transmission (Aggregate), \$7,500 per Differential (Aggregate) with a Total Aggregate Limit of Liability of \$20,000 or limited to the Actual Cash Value (ACV) of your vehicle at time of repair.*

*The Actual Cash Value (ACV) will be determined via use of the **Black Book Official Used Truck Guide**.

C. Maintenance Requirements

Unless required maintenance is performed according to these requirements we have the right to deny coverage. Documented and verifiable proof that maintenance requirements were performed will be requested prior to any authorization for repairs:

Assure that your vehicle has fluids and filters serviced according to the required maintenance as follows:

- **Class 3 through Class 7** requires the engine oil and filter to be replaced by a **licensed service facility** every six (6) months or ten (10) thousand miles, whichever occurs first, unless the manufacturer requires more frequent intervals. Transmission and differential assemblies must be serviced according to manufacturer recommended service intervals with a ten (10) day and 2,500 mile tolerance.
- **Class 8** requires the engine oil and filters to be replaced, by a **licensed service facility** every six (6) months or 15,000 miles with a ten (10) day 2500 mile tolerance, unless the manufacturer requires more frequent intervals. Transmission and differential assemblies must be serviced according to manufacturer recommended service intervals with a ten (10) day and 2,500 mile tolerance.

You must keep receipts and work orders that verify the services performed.

Your vehicle identification number, the mileage and date of service must appear on these receipts.

D. If You Have Other Coverage

If the manufacturer or **repairer** agrees to cover all or part of the costs of a **breakdown** we are responsible only for any additional costs. If you have a right to recover against another party for anything we have paid under this **Agreement** your rights shall become our rights. We shall recover only the excess after you are fully compensated for your loss by the other party.

E. The Standard Deductible per covered claim is \$100.00.

F. Your Assistance and Cooperation

If we request, you agree to assist us to enforce your rights against any manufacturer or **repairer** who may be responsible to you for the costs of repairs we provided.

G. Arbitration and Exclusive Forum for Dispute Resolution

In the event of any kind of disagreement between you and us concerning your coverage under this Agreement or concerning the costs of repairs, you must make a written demand to us for Arbitration. You agree that Arbitration is the sole method of dispute resolution between us. Your written demand for Arbitration must be done and received by us within sixty (60) days of the day you filed your claim. Each party will select one certified arbitrator. The two arbitrators will select a third arbitrator. Each of the parties will pay equally the total of the three (3) arbitrators selected. The in-person arbitration hearing will take place only and exclusively in Forsyth County, North Carolina unless both you and we agree in writing to a different hearing location. The rules utilized by the American Arbitration Association will apply. A majority decision from the three (3) arbitrators will be binding between you and us.

- We may cancel this **Agreement** for: non-payment of any charge when due, misrepresentation in obtaining this **Agreement** or for submission of a fraudulent claim.
- We may void this **Agreement** for failure to strictly conform to all Terms and Conditions as outlined herein. Failure to act as and when required will render this warranty null and void as of date any requirement was due and not performed. Once voided all rights and privileges afforded by the warranty are forfeited including the validation of any claim and the right to any refund.
- The lienholder may cancel this **Agreement** for non-payment or as a result of documented and verifiable repossession or total loss of the **vehicle** within sixty (60) days of the event that caused written request for cancellation. In case of cancellation by the lienholder, the lienholder will be named on the refund check. An odometer statement showing the **Odometer Miles** at the date of request will be required. We will refund a pro rata portion of the **Agreement** charge we received reflecting the greater of the days in force or miles driven based on the term of the plan selected and the date coverage began, less a \$75.00 administration fee or less 10% of the **Agreement** charge, whichever is greater.
- A refund is not available if any claim is pending or has been paid.

YOUR RESPONSIBILITIES IF YOU HAVE A BREAKDOWN:

- Use all means to protect your vehicle from further damage.
- If you experience a **breakdown** please call **1-888-883-2632 - 24 hours a day**.
- Furnish Gateway Management Services, Ltd., with such information as we may reasonably require, and if requested provide proof of your **vehicle's** regular maintenance as required in this Warranty Agreement.
- Allow Gateway Management Services, Ltd., to examine **your vehicle** if we ask to do so.
- A claim must be filed within ten(10) days of component failure with Gateway Management Services, Ltd. at **1-888-883-2632**.
- Authorize the **repairer** to perform necessary diagnostic work. You will be required to pay the **costs** of diagnostics if the **mechanical breakdown** is not covered by this **warranty**.
- Obtain Authorization From Gateway Management Services, Ltd., Prior To Beginning Any Covered Repairs.
- Claims are to be paid directly to the **Repairer only**.
- Customer service hours are **8:30 am to 5:00 pm (Eastern Time) Monday through Friday** and they can be reached at **1-888-261-7581**.

This **Agreement** applies only to **breakdowns** occurring within the United States of America, its possessions and territories and Canada.

WHAT THIS AGREEMENT DOES NOT COVER:

This **Agreement** does not provide coverage for:

- Your **vehicle** if it has a salvage title.
- Costs covered by any **warranty** of the manufacturer, state required dealer **warranty**, or a **repairer's** guarantee regardless of whether they honor such **warranty** or guarantee.
- Costs incurred to improve operating performance as a result of **normal wear** and when the component is within manufacturer's tolerance or specification. This exclusion includes valve and ring repairs designed to improve engine compression, reduce oil consumption and diminished performance, or to remove sludge or carbon deposits.
- Any failure regardless of cause if Preventative Maintenance for the failed component was not performed as outlined in Section C, Maintenance Requirements.
- Any failure of **Excluded Components** as listed on Page 2. The following list of components are covered **only** if damaged by the failure of a covered component: head gaskets, other seals and gaskets, block, housing(s) or cylinder head(s), oil leaks, harmonic balancer, engine tune-up, spark plugs, glow plugs, filters, lubricants, injectors, injector sleeves/cups, turbocharger, fluids, coolers, water pump, coolant, refrigerant, fasteners, flywheel/flexplate.
- Any repair or replacement of a covered component if a **breakdown** has not occurred. Wear and tear, excessive oil consumption, loss of compression and the gradual reduction in operating performance is not covered unless and until manufacturer's tolerances are exceeded.
- A **breakdown** caused by or contributed to by operating the **vehicle** without proper levels or specification (type) fluids, lubricants, coolants or using improper or contaminated fluids.
- A **breakdown** caused by the failure of a non-covered part, corrosion, rust, dirt or dust. Any loss or **breakdown** resulting from racing or other competitive driving, operator error, collision, fire, theft, vandalism, riot, war, lighting, earthquake, windstorm, hail, water, freezing, flood, salt, environmental damage or Acts of God.
- Incidental or consequential loss or damage, loss of time, use, inconvenience, profits, wages, towing expense, lodging, meals, and storage resulting from a **breakdown**.
- Any liability or property damage, injury or death of any person, punitive or exemplary damage and/or attorney fees, arising out of the operation or use of **your vehicle**.
- Your **vehicle** if the odometer or ECM has been stopped, altered, or misrepresents **your vehicle's** actual mileage. Factory ECM's/ECU's (Electronic Control Modules/Units) parameters, codes, warning systems and alarms cannot be altered and must be in working order at all times while this **Agreement** is in effect.
- A pre-existing **breakdown** or failure or an improper prior repair whether performed subsequent to purchase or prior to the sale date. These conditions may not have been known to the parties at time of **vehicle** sale. A **breakdown** caused by or involving modifications or alterations made to **your vehicle** that were not performed by the manufacturer or selling dealer. Examples include but are not limited to: emission control, exhaust system and engine modifications.
- A **breakdown** caused by abuse, misuse, negligence, towing, overloading, or hauling that exceeds the manufacturers recommendations for **your vehicle**.
- Your **vehicle** if used for rental, limousine service, law enforcement, emergency service, security service or snow plowing(without authorization from the Authorized Administrator).
- A **breakdown** or the increased damage caused by the continued operation of an impaired **vehicle**. If initial damage can be determined to be covered components an estimate of damages will be determined by the Authorized Administrator and any coverage, if provided, will

YOUR RESPONSIBILITIES IF YOU HAVE A BREAKDOWN:

- a. Use all means to protect your vehicle from further damage.
 - b. If you experience a breakdown please call 1-888-883-2632 - 24 hours a day.
 - c. Furnish Gateway Management Services, Ltd., with such information as we may reasonably require, and if requested provide proof of your vehicle's regular maintenance as required in this Warranty Agreement.
 - d. Allow Gateway Management Services, Ltd., to examine your vehicle if we ask to do so.
 - e. A claim must be filed within ten(10) days of component failure with Gateway Management Services, Ltd. at 1-888-883-2632.
 - f. Authorize the repairer to perform necessary diagnostic work. You will be required to pay the costs of diagnostics if the mechanical breakdown is not covered by this warranty.
 - g. Obtain Authorization From Gateway Management Services, Ltd., Prior To Beginning Any Covered Repairs.
 - h. Claims are to be paid directly to the Repairer only.
 - i. Customer service hours are 8:30 am to 5:00 pm (Eastern Time) Monday through Friday and they can be reached at 1-888-261-7581.
- This Agreement applies only to breakdowns occurring within the United States of America, its possessions and territories and Canada.

WHAT THIS AGREEMENT DOES NOT COVER:

This Agreement does not provide coverage for:

- a. Your vehicle if it has a salvage title.
- b. Costs covered by any warranty of the manufacturer, state required dealer warranty, or a repairer's guarantee regardless of whether they honor such warranty or guarantee.
- c. Costs incurred to improve operating performance as a result of normal wear and when the component is within manufacturer's tolerance or specification. This exclusion includes valve and ring repairs designed to improve engine compression, reduce oil consumption and diminished performance, or to remove sludge or carbon deposits.
- d. Any failure regardless of cause if Preventative Maintenance for the failed component was not performed as outlined in Section C, Maintenance Requirements.
- e. Any failure of Excluded Components as listed on Page 2. The following list of components are covered only if damaged by the failure of a covered component: head gaskets, other seals and gaskets, block, housing(s) or cylinder head(s), oil leaks, harmonic balancer, engine tune-up, spark plugs, glow plugs, filters, lubricants, injectors, injector sleeves/cups, turbocharger, fluids, coolers, water pump, coolant, refrigerant, fasteners, flywheel/flexplate.
- f. Any repair or replacement of a covered component if a breakdown has not occurred. Wear and tear, excessive oil consumption, loss of compression and the gradual reduction in operating performance is not covered unless and until manufacturer's tolerances are exceeded.
- g. A breakdown caused by or contributed to by operating the vehicle without proper levels or specification (type) fluids, lubricants, coolants or using improper or contaminated fluids.
- h. A breakdown caused by the failure of a non-covered part, corrosion, rust, dirt or dust. Any loss or breakdown resulting from racing or other competitive driving, operator error, collision, fire, theft, vandalism, riot, war, lighting, earthquake, windstorm, hail, water, freezing, flood, salt, environmental damage or Acts of God.
- i. Incidental or consequential loss or damage, loss of time, use, inconvenience, profits, wages, towing expense, lodging, meals, and storage resulting from a breakdown.
- j. Any liability or property damage, injury or death of any person, punitive or exemplary damage and/or attorney fees, arising out of the operation or use of your vehicle.
- k. Your vehicle if the odometer or ECM has been stopped, altered, or misrepresents your vehicle's actual mileage. Factory ECM's/ECU's (Electronic Control Modules/Units) parameters, codes, warning systems and alarms cannot be altered and must be in working order at all times while this Agreement is in effect.
- l. A pre-existing breakdown or failure or an improper prior repair whether performed subsequent to purchase or prior to the sale date. These conditions may not have been known to the parties at time of vehicle sale. A breakdown caused by or involving modifications or alterations made to your vehicle that were not performed by the manufacturer or selling dealer. Examples include but are not limited to: emission control, exhaust system and engine modifications.
- m. A breakdown caused by abuse, misuse, negligence, towing, overloading, or hauling that exceeds the manufacturers recommendations for your vehicle.
- n. Your vehicle if used for rental, limousine service, law enforcement, emergency service, security service or snow plowing(without authorization from the Authorized Administrator).
- o. A breakdown or the increased damage caused by the continued operation of an impaired vehicle. If initial damage can be determined to be to covered components an estimate of damages will be determined by the Authorized Administrator and any coverage, if provided, will be limited to those repairs.
- p. A non-U.S. or Canada specification vehicle.
- q. For any claim that was not authorized in advance by Gateway Management Services, Ltd.
- r. Shop materials or hazardous waste disposal charges.

WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE IS EXPRESSLY EXCLUDED.

This Agreement is a Limited Warranty and is Not Insurance.
It is not subject to state insurance laws but is subject to state laws concerning warranties.
The Premium 2000 Plus™ National Marketing Program was established in 1997.

SUMMARY OF CUSTOMER RESPONSIBILITIES (See your Warranty Contract for Complete Details)

MAINTENANCE REQUIREMENTS: All required Maintenance must be performed by a qualified, licensed service facility. You are not allowed to perform these services yourself. Keep all receipts and work orders as you will be required to provide them as documentation in the event of a claim.

1. **Engine Fluid / Filter Services**

Class 3-7 Replace Oil / Filter every **6 months or 10,000 miles**, whichever occurs first*, (10 day / 2500 mile grace period)

Class 8 Replace Oil / Filter every **6 months or 15,000 miles**, whichever occurs first*, (10 day / 2500 mile grace period)
***Unless Manufacturer requires more frequent intervals**

2. **Transmission / Differential Services:** Service according to Manufacturer's Requirements

3. **You must keep all service receipts and work orders.** These documents must include all customer and truck information including mileage at time of service, date of service, and VIN (Vehicle Identification Number). They must be presented in the event of a claim. Hand written logs or receipts that cannot be verified by the service provider are not acceptable.

*IF YOU HAVE A BREAKDOWN:

1. **Call Premium 2000 Plus™ Claims at 1-888-883-2632 immediately** – this phone number is answered 24 hours a day/ 7 days a week.
2. Follow instructions given by the Claims Adjuster, discontinue operation of the vehicle immediately. If towing is required the expense will be your responsibility.
3. Authorize your chosen, qualified, ASE Certified Diesel Mechanic Repair Facility to diagnose the breakdown. If the claim is not validated by our Claims Department, for whatever reason, the vehicle owner will be responsible for diagnostics and repairs.
4. **THE REPAIR FACILITY must obtain Authorization from our Claims Department prior to the beginning of any repairs.**
5. Claims are paid to the Repair Facility and only upon completion of authorized repairs. No vehicle owner reimbursement will be made.

Date

Seller Signature

I have explained the customer requirements and responsibilities and answered all their questions.

Purchaser Signature

I have read and understood my rights and responsibilities under this Warranty Agreement.

**THIS SIGNED FORM MUST BE SUBMITTED WITH
ORIGINAL CONTRACT FOR WARRANTY TO BE VALID**

White – Premium 2000 Plus™ Copy Yellow – Dealer Copy Pink – Warranty Owner