



Z Series

VEHICLE SERVICE CONTRACT

The best way to help protect yourself
from unexpected repair costs

CNA NATIONAL®

Protection for the Road Ahead

Purchasing a vehicle is a significant investment that is worth protecting. While vehicles today are built better than ever before, there is always the chance of a mechanical breakdown that requires a major repair. With a vehicle service contract, you can help protect yourself against unexpected repair costs that may result in significant out-of-pocket expenses.

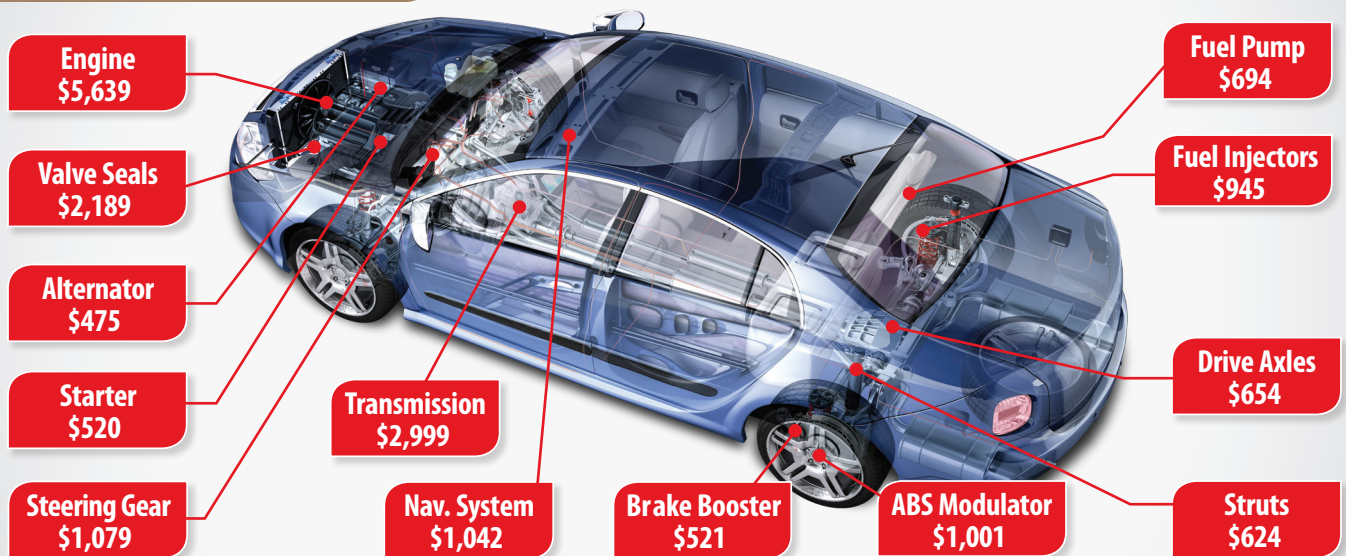
With our contract, you'll have the confidence of knowing that your vehicle has coverage throughout the United States and Canada. You can even choose the length and type of coverage that best fits your driving habits and matches your specific needs. Hopefully you will never have a problem, but driving with a service contract will reassure you while on the road.



Reduce your out-of-pocket expenses

The costs of repairs tend to increase every year, and even one unexpected mechanical breakdown could burden you with thousands of dollars in unplanned expense. With the advanced technology in today's vehicles, repairs can be costly and are often unpredictable. With our contract, you can help protect your future finances from these potentially high and unexpected expenses.

Out-of-pocket repair costs



The repair costs listed are based on nationwide averages for claims paid. Actual costs may vary.

OUR BASIC COVERAGE
POWERTRAIN ADVANTAGE CARESM

OUR GOOD COVERAGE
VEHICLE VALUE CARESM

OUR BETTER COVERAGE
MECHANICAL ADVANTAGE CARESM

OUR BEST COVERAGE
AUTOMOTIVE PREFERRED CARESM

Includes all of the parts listed in components 1–3 below:

1. ENGINE'

- Cylinder block
- Cylinder head(s)
- Rotor housings and their internal parts
- Intake manifold
- Exhaust manifold(s)
- Timing gears
- Timing chain(s) or belt(s)
- Timing chain or belt tensioner(s)
- Timing chain or belt cover
- Valve cover(s)
- Flywheel or flexplate
- Ring gear
- Harmonic balancer
- Oil pump
- Fuel pump
- Vacuum pump
- Water pump
- Oil pan
- Turbocharger or supercharger housing(s) and their internal parts
- Waste gate
- Intercooler
- Engine mounts
- EGR valve
- Cylinder head gasket(s)
- Intake manifold gasket(s)
- Exhaust manifold gasket(s)
- Rear main seal
- Valve cover gasket(s)
- Oil pan gasket
- Front crankshaft seal
- Timing cover gasket
- Cam housing gasket(s)

2. TRANSMISSION'

- Transmission case, transaxle case, transfer case and their internal parts
- Torque converter
- Vacuum modulator
- Cooler and metal cooler lines
- Transmission mounts
- Slave cylinder and master cylinder of a manual transmission clutch assembly
- Pan gasket
- Output shaft seal
- Shifter seal
- Speedometer cable seal
- Front pump seal(s)
- All transfer case seals

3. DRIVETRAIN ASSEMBLY'

- Final drive and axle housing(s) and their internal parts
- Axle shafts and bearings
- Universal and constant velocity joints
- Drive shaft(s)
- Center bearings and drive shaft yokes
- Four-wheel-drive engagement actuator/motor
- Traction control linkage
- Solenoids
- Control processor and sensors
- 4 x 4 locking hub
- Differential gasket(s)
- Pinion seal
- Axle seal(s) or gasket(s)
- CV joint boots

Includes all parts listed in POWERTRAIN ADVANTAGESM, plus components 4–10 below:

4. SUSPENSION

- Upper and lower control arms and their shafts and bushings
- Ball joints
- Steering knuckles and spindles
- Stabilizer and strut or track bars and their bushings and links
- Coil springs
- Torsion bars and their mounts
- Leaf springs and their shackles and bushings
- Hub bearings or wheel bearings
- McPherson struts
- Hub or wheel bearing seals

5. FRONT-WHEEL STEERING

- Steering gear housing
- Rack assembly
- Belt-driven pump and its reservoir and their internal parts
- Steering column shaft and its couplings and bearings
- Steering pump pulley and mounting bracket
- Pitman arm
- Idler arm
- Tie rods
- Steering linkages
- Pump shaft seal

6. BRAKES

- Master cylinder
- Wheel cylinders
- Calipers and their seals
- Power booster
- Accumulator
- Combination valve
- Backing plate assembly
- Metal brake lines and fittings
- Brake pedal
- Parking brake assemblies
- (No coverage for ABS brake parts)

7. ELECTRICAL

- Alternator
- Pulley and mounting bracket
- Voltage regulator
- Starter motor and its solenoid and drive

- Wiper motors
- Manually operated switches
- Neutral safety switch
- Backup light switch
- Brake light switch

8. AIR CONDITIONING & HEATING

- Belt-driven air conditioning compressor
- Clutch and coil
- Pulley
- Compressor mounting bracket
- Idler pulley and bearing and its mounting bracket
- Serpentine belt tensioner and its pulley and bearing
- Condenser
- Evaporator
- Accumulator
- Receiver-dryer
- Expansion valve
- Orifice tube
- Heater core
- Heater control valve
- Blower motor
- Control cables
- Ducts
- Plenum doors
- Compressor seals and gaskets and line o-rings

9. FUEL SYSTEM

- Fuel pump
- Fuel injectors
- Injection pump
- Distribution rails
- Fuel pressure regulator
- Fuel tank and metal fuel lines and fittings
- Fuel level sending unit
- Throttle body
- Throttle cable
- Throttle linkage
- Accelerator pedal

10. COOLING SYSTEM

- Fan
- Clutch and shroud
- Radiator and its brackets and recovery tank
- Electric fan motor

Includes all parts listed in POWERTRAIN ADVANTAGESM and VEHICLE VALUESM, plus the following additional parts and components 11–15 below:

Additional included parts for previously listed components:

SUSPENSION

- Electronic suspension/variable suspension struts
- Switches
- Air tubes
- Control processor and sensors
- Air suspension bags
- Compressor
- Lines and fittings

STEERING

- Four-wheel steering pump
- Gear housing or rack assembly and their internal parts
- Power cylinder
- Center shaft
- Stepper motor
- Control processor and sensors

ELECTRICAL

- Wiring harnesses

COOLING SYSTEM

- Thermostat

11. INTERIOR ELECTRONICS

- Electronic climate control head
- Digital dash display
- Heads-up display projector and control unit
- Trip/mileage/engine function computer
- Cruise control assembly
- Factory-installed entertainment chassis including radio
- Magnetic tape player
- Dash-mounted compact disc player and graphic equalizer
- Television²
- Video cassette player²
- DVD player²
- Navigation system²

12. POWERTRAIN ELECTRONICS

- Ignition coil
- Distributor
- Timing control processor and sensors
- Mixture control processor and sensors
- IAC motor
- Cooling fan control processor and sensors
- Transmission shift control processor and sensors

13. ABS BRAKES

- ABS booster/pump
- ABS master cylinder
- ABS solenoids
- ABS control processor and sensors

14. CONVENIENCE ACCESSORIES

- Power window motor
- Window regulator
- Power seat motor
- Power door lock motor and its relays and actuator
- Power mirror motors
- Power headlamp motor
- Power trunk or tailgate motor and solenoids
- Power top or sunroof motor
- Convertible top frame
- Power antenna motor
- Heated seat elements
- Horn and horn relay
- Rear window
- Defogger/defroster
- Memory seat and steering wheel activator switches, motors, solenoids, control processor and sensors

15. VEHICLE HARDWARE

- Bumper impact absorbers
- Headlamp mounting buckets
- Parking and side lamp bodies and sockets
- Hood latch and cables
- Hood hinges and springs
- Side door hinges
- Side door handles
- Glove box lock assembly
- Ash tray assembly
- Manual seat track assembly
- Courtesy light switches
- Trunk lid hinges and torsion bars
- Trunk lid striker plate

Our top-of-the-line coverage includes all parts ranging from the engine and transmission to audio equipment and video hardware, except for specifically excluded services and conditions and the parts listed below.

- Accessory drive belt(s), hoses, tubes and clamps
- Antenna mast, mirrors and steering wheel
- Audio speakers and wiring, and cellular telephone
- Battery, fuses and fusible links
- Body, body panels, body fasteners, chassis frame and bumpers
- Brake drums, rotors, pads and linings
- Bright metal, trim, upholstery, insulation and paint
- Carpet
- Convertible top
- Exhaust system and catalytic converter
- Filters and filter housings
- Glass, lenses, sealed beams and light bulbs
- Jack and tool kit, wheel lugs and lug nuts
- Manual transmission clutch disc, pressure plate and throw-out bearing
- PCV valve and fuel vapor canister
- Radiator cap
- Seat belt assembly, air bag system and sensors
- Shock absorbers, tires, wheels and wheel covers
- Spark plugs, plug wires and glow plugs
- Windshield wiper rubber inserts
- Any parts or components of a natural gas/propane fuel system

Additional Coverages Available:

WRAP COVERAGE

Factory Wrap+Plus CareSM

A choice of plans that provide additional protection by “wrapping around” your new vehicle’s factory powertrain warranty plus extended coverage for your engine, transmission and drivetrain assembly after the warranty expires.¹

Factory+Plus ValueSM: Includes the parts of components 1 through 10 listed under POWERTRAIN ADVANTAGESM and VEHICLE VALUESM.

Factory+Plus AdvantageSM: Includes the parts of components 1 through 15 listed under POWERTRAIN ADVANTAGESM, VEHICLE VALUESM and MECHANICAL ADVANTAGESM.

Factory+Plus PreferredSM: All parts are covered except for those specifically excluded parts, services and conditions as listed in the contract.

CERTIFIED VEHICLE COVERAGE

Certified+Plus CareSM

Choose the extra protection you need to go beyond your used vehicle’s factory certified warranty.

Certified+Plus AdvantageSM: Includes the parts listed for components 1 through 15.

Certified+Plus PreferredSM: All parts are covered except for those specifically excluded parts, services and conditions as listed in the contract.



Expense Reimbursement Package

Rental Car | Manufacturer’s Warranty Deductible | Travel Lodging

Roadside Assistance

Towing | Fuel, Oil, Fluid and Water Delivery Service
Flat-Tire Assistance | Lock-Out Assistance | Battery Assistance

Please see actual contract for terms, conditions, limits of liability and exclusions.
¹ These parts covered if VSC term exceeds the powertrain warranty term.
² Factory-installed or dealer-installed factory option.



Added Features of Your Vehicle Service Contract



Roadside Assistance

Call our toll-free number 24 hours a day, seven days a week for our sign-and-drive service up to \$50 per occurrence or up to \$100 for towing. Or, if you prefer, you can call your own provider and we will reimburse you up to these dollar limits.



Travel and Lodging

We reimburse your meals and lodging up to \$75 per day up to \$225 per occurrence, if you are stranded more than 100 miles from home due to a covered breakdown.



Rental Car

We will pay up to \$35 a day and up to \$245 total for a rental vehicle when a covered breakdown occurs.



Manufacturer's Warranty Deductible

We reimburse up to \$100 toward your deductible for repairs covered by your factory warranty.



Repair Locations Across U.S. and Canada

Your dealership is generally your best option for repair service needs. However, if you find yourself far from home, you'll rest easy knowing that your protection will be honored at thousands of locations throughout the United States and Canada.



Future Contract Guarantee

If you still own your vehicle when your vehicle service contract ends, you may extend your contract coverage (subject to underwriting guidelines).

Frequently Asked Questions

Q Can a vehicle service contract save me money?

A The advanced technology that is built into today's vehicles has increased the complexity and expertise needed for even the simplest of repairs. As a result, repair costs and labor rates have increased and will continue to do so. The costs of even one future repair may easily exceed the cost of purchasing a service contract today.

Q What if I decide to sell my vehicle before the coverage expires?

A You can transfer any remaining coverage to the next owner and they will drive their new vehicle knowing they're protected from unexpected, high repair costs. This may make it easier to sell your vehicle and could even help get you a higher resale price.

Q What do I do if my vehicle breaks down?

A If possible, return to your dealership to determine the problem and the cause of the breakdown. If your vehicle is inoperable, take advantage of your plan's towing benefit to return to your dealer. Be sure to have the repair facility call us before beginning any repairs.

Q Where can I take my vehicle for repairs if I'm far from home?

A Your contract grants you access to thousands of repair facilities throughout the U.S. and Canada. We have an extensive network of licensed repair facilities ready to help you if a breakdown occurs. If you have a breakdown far from home, your towing benefit will be there to get you to a repair facility of your choice or you can contact our service center for instructions. You'll also be reimbursed for lodging, meals and rental car while your vehicle is in the shop for covered repairs.

Q How are claims processed?

A The dealership or repair facility contacts us for authorization of the work that needs to be done and we pay for the covered repair directly. You only pay for your deductible and any costs not directly covered by your contract.

Q Do I really need a vehicle service contract?

A The simple truth is that even the most reliable vehicles on the road are at risk for having an unexpected mechanical breakdown. As a vehicle gets older and accrues mileage, the chances of having a mechanical breakdown are likely to increase. Your service contract will be there after your manufacturer's basic warranty has expired, which is when you are likely to need it the most.

Administered by



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This is not a contract. Please see actual contract for terms, conditions, limitations and exclusions.
Service Contract Providers: Continental Service Provider and Continental Service Plan.
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