

QCertified[®]

Not just certified. QCertified.



Peace of
mind for the
road ahead.



ASSURANT[®]

Road America Auto Assist® Program

24/7 Round-the-Clock Assistance



Roadside Assistance Benefits

Pays you up to \$50 per occurrence listed below for covered roadside assistance.

- **Towing service** – When necessary, the member's disabled vehicle will be towed to the closest QCertified-authorized repair facility.
- **Flat tire assistance** – Service consists of the removal of the flat tire and its replacement with the member's spare tire.
- **Battery service** – If a battery failure occurs, the member's vehicle will receive a jump-start.
- **Lock-out assistance** – If the member's keys are locked inside of their vehicle, they will be provided with assistance in gaining entry into their vehicle.
- **Gas, oil, fluid and water delivery service** – An emergency supply of gasoline, oil, fluid and water will be delivered to the member in immediate need.

Emergency travel expense reimbursement benefit – If a member's vehicle is disabled due to a covered mechanical failure more than 100 miles from home, the member will be reimbursed up to \$1,000 for emergency commercial lodging, meals and transportation expenses.

(Not available in California and New York)

Tire hazard protection benefit – We'll pay the cost to repair up to \$50 or, if nonrepairable, the cost to replace a damaged tire (up to \$250 per tire) if the damage is caused by a road hazard (debris on the road surface or surface condition such as potholes, cracks and breaks). During the one-year coverage period, should the tire wear reach 3/32", the tire hazard protection will be void.

(Not available in California, Florida, Maryland, New York, Tennessee and Washington)



Road America Auto Assist Program

24/7 Round-the-Clock Assistance

Reconditioning Process

- QCertified vehicles must meet or exceed comprehensive inspection/reconditioning standards in order to be called a QCertified vehicle.
- QCertified vehicles receive a comprehensive vehicle inspection that scrutinizes all major vehicle systems, including engine, transmission, drivetrain, brakes, steering, suspension, heating and cooling systems, tires, and exhaust system. QCertified vehicle owners will receive a completed Pre-Owned Vehicle Inspection Report.
- QCertified dealerships have Used Vehicle Technicians, who have completed QCertified training on exacting standards, perform a comprehensive inspection/reconditioning process.
- Quality Control Evaluation
- QCertified dealerships are randomly evaluated by an independent third party to ensure compliance with the strict QCertified standards.

Peace of Mind

- QCertified vehicles go through a comprehensive vehicle history evaluation to assure that your QCertified vehicle does not contain incidents reported to the Department of Motor Vehicles such as salvage, fire, flood damage, odometer problems or lemon history.
- QCertified vehicles receive a "clean" vehicle title report.

QCertified Limited Warranty



Limited Warranty

QCertified vehicle owners will receive a QCertified limited warranty which provides complete coverage details, including what's covered, what's not covered, coverage period, maintenance requirements and instructions in case a breakdown occurs.

Value-Added Benefits

QCertified vehicle owners will receive a membership to Road America's AutoAssist program. Benefits include roadside assistance, emergency travel expense reimbursement and tire hazard protection.

Extendible Protection

QCertified vehicles qualify for an optional vehicle service contract. For even greater peace of mind, you might want to consider purchasing this optional coverage. It picks up where the limited warranty leaves off, with such valuable benefits as:

- Higher level of coverage and/or extended coverage
- Emergency roadside assistance for the term of the Vehicle Service Contract
- Rental reimbursement for the term of the Vehicle Service Contract
- Nationwide protection
- Coverage is effective anywhere in the continental U.S., Alaska, Hawaii and Canada

Deductible

A deductible per visit will apply.

Rental Reimbursement

If your vehicle is kept in a repair facility overnight for covered repairs, rental coverage will be provided to you.

Customer Responsibilities

Maintenance Requirements

Your vehicle must be serviced receiving all scheduled maintenance as recommended by the manufacturer's Owners Manual.

Maintenance Record Retention

You must retain copies of all completed repair orders showing the maintenance services performed during the coverage period.

Repair Requirements

You must return to your QCertified Authorized Dealership or their affiliate for covered repairs. If you're traveling away from home, contact the QCertified Administrator for directions to the nearest QCertified-authorized repair facility.

NOTE: Failure to follow maintenance requirements and the Maintenance Record Retention section of the QCertified Limited Warranty may void coverage. Ask the dealership's sales associate to review the QCertified Limited Warranty.



Drive with confidence.

Provided and Administered by:

State	Company
AL	Automotive Warranty Services, Inc. dba Alabama Warranty Services, Inc.
CA	Motor Warranty Services of North America, California License #0E40891
OK	Automotive Warranty Services of Florida, Inc., Oklahoma License #861338
WA	Provider: National Product Care Company Administrator: Automotive Warranty Services, Inc.
Other states (where available)	Automotive Warranty Services, Inc.

All located at 175 West Jackson Blvd., Chicago, IL 60604
1-888-989-4435

Limitations of Coverage

The information in this brochure is only an outline. All coverages may not be available in all states. Please review the QCertified Vehicle Service Contract for exact coverage, exclusions and limitations.



Resource
Automotive