



DEALER MUST SUBMIT THIS APPLICATION IMMEDIATELY VIA EMAIL TO PREMIUM@PREMIUM2000.COM OR FAX TO 336.896.0355

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

190 Charlois Blvd., Suite 200 B • Winston-Salem, NC 27103



This Limited Warranty Agreement is between the Customer listed below and Gateway Management Services, Ltd., (Gateway) Authorized Administrator for Premium 2000 +™ programs. Gateway strongly suggests that you call us at 1-888-883-2632 immediately upon noticing any unusual mechanical issues concerning the truck listed below.

WHITE - GATEWAY

YELLOW - DEALER

PINK & GOLD - WARRANTY OWNER (4 pages)

I. (Must be completed in full - Please print or type using black ink) NL BEN

CUSTOMER INFORMATION: NAME, STREET ADDRESS, PO BOX/APT., CITY, STATE, ZIP, PHONE (HOME), (WORK), (CELL), EMAIL, PO#

VEHICLE INFORMATION: YEAR, MAKE, MODEL, VIN

Revised 1-5-16r ODOMETER AT SALE: ECM: AGREEMENT DATE:

ENGINE MAKE: MODEL: SERIAL #: TRANSMISSION MAKE: MODEL: SERIAL #:

REFRIGERATION UNIT MAKE: MODEL: HOURS: SERIAL #:

AUXILIARY POWER UNIT (APU) MAKE: MODEL: HOURS: SERIAL #:

VOCATIONAL TRUCK: Description - AUTOMATIC TRANSMISSION

II. AVAILABLE TERMS & COVERAGES (BASED ON TRUCK CLASS):

MAJOR COMPONENTS OPTIONS

BENCHMARK TERMS ARE ELIGIBLE FOR ADDITIONAL OPTIONS, ADDITIONAL OPTION TERM LENGTHS MUST MATCH AND CANNOT EXCEED SELECTED BENCHMARK TERM.

ENGINE ONLY ENGINE/TRANSMISSION ONLY ENGINE/TRANSMISSION/DIFFERENTIAL (FULL COMPONENT COVERAGE)

CLASS 3-7 12 Months/50,000 Miles 24 Months/100,000 Miles

CLASS 8 12 Months/100,000 Miles 24 Months/200,000 Miles

12 Months/125,000 Miles 24 Months/250,000 Miles

PINNACLE TERM LENGTHS ARE ONLY ELIGIBLE FOR FOR THE 24 MONTHS/250,000 MILES ADDITIONAL OPTIONS. PINNACLE 36 MONTHS/CAPPED AT ONE MILLION MILES

PINNACLE PLUS 48 MONTHS/CAPPED AT ONE MILLION MILES

Class 8 Mileage Limit capped at One Million (1,000,000) Miles.

Mechanical Breakdown Limited Warranty Coverage For The Selected Term Is Subject To A \$100 Deductible Per Claim Occurrence Repair.

Only Those Components Listed As Covered Are Protected Under This Agreement. See Schedule of Covered Components on Page 2 for Details.

ADDITIONAL OPTIONS

AFTERTREATMENT ASSEMBLIES: THE EXHAUST GAS RECIRCULATION (EGR) VALVES AND DIESEL PARTICULATE FILTER (DPF), EGR COOLER, SCR, DOC, DEF TANK, DOSER INJECTOR

CRITICAL COMPONENTS PACKAGE: TURBOCHARGERS, ENGINE FUEL INJECTORS, WATER PUMP, FUEL PUMP AND ECM

VALUE PACK: AFTERTREATMENT ASSEMBLIES, TURBOCHARGER, ENGINE FUEL INJECTORS, WATER PUMP, FUEL PUMP AND ECM

REFRIGERATION UNITS-THERMO KING AND CARRIER ONLY - Self-powered, climate control unit, utilized for the refrigeration storage compartment of the truck. Medium Duty Trucks Only.

Auxiliary Power Unit (APU) manufactured by Thermo King and Carrier only - Must Match whichever Major Component Options chosen up to 48 Months

TOWING BENEFIT - SEE GENERAL PROVISIONS LETTER I, PAGE 3.

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.

DEALER INFORMATION:

DEALER NAME/BRANCH PHONE

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 PHONE

STREET ADDRESS CITY STATE ZIP

ENTIRE AGREEMENT:

This document contains the entire Agreement between you and us and is not and cannot be modified or altered in any respect without a written addendum or exception signed by the Warranty Agreement Customer and Gateway Management Services, the Authorized Administrator.

CUSTOMER SIGNATURE SALES PERSON SIGNATURE

CUSTOMER NAME (PLEASE PRINT CLEARLY) SALES PERSON NAME (PLEASE PRINT CLEARLY)

DATE SALES PERSON E-MAIL (PLEASE PRINT CLEARLY)

DATE

COVERED COMPONENT BREAKDOWN AGREEMENT



KEY TERMS

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

“**YOU**” and “**YOUR**” means the **Customer** shown in Section I 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 or ECM.

“**COSTS**” means the usual and fair charges for parts and labor necessary to repair or replace the covered parts. 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 \$125.00 per hour (subject to regional adjustment).

“**REPLACEMENT**” Replacement parts will be the same quality as the covered parts and may include new, remanufactured or used parts at Warrantor’s discretion. Once a part(s) is replaced, the failed part(s) then becomes the property of the Warrantor as an exchange for the replacement part(s), including, if appropriate, the component core.

“**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 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 written 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.

“**PROGRESSIVE DAMAGE**” refers to all damage that results after, and is related to, the **initial failure** of a covered component. The **initial failure** must be to a component on the **Schedule of Covered Components** listed below for coverage to be considered.

“**AGREEMENT**” OR “**CONTRACT**” means the Premium 2000 +™ 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 both before and after repairs are made.

“**WRAP**” allows for manufacturer’s remaining coverage to expire before **our** coverage begins. Manufacturer’s coverage may expire by time or miles, in either case **our** coverage begins at that moment and extends until expiration of **our** coverage by time or miles. **You** can only apply for coverage through the manufacturer while their coverage is in force. Denial of coverage by the manufacturer while their coverage is in force will result in denial of coverage by **us**.

“**OEM (Original Equipment Manufacturer)**” means the company who manufactured a component and whose label, model number and serial number are on the piece of equipment.

“**WEAR OUT**” The failure of the original or like replacement part covered by this Agreement to work as it was originally designed to work in normal service. A component will be deemed failed when wear exceeds manufacturers tolerances.

“**REFRIGERATION UNIT**” refers to the self-powered, climate control unit, utilized for the refrigeration storage compartment of the truck.

“**AUXILIARY POWER UNIT (APU)**” Refers to the self contained Auxiliary Power Unit - Engine only.

“**AGGREGATE**” Means the total of all occurrences for a particular, major component. “Total Aggregate” is the total of all occurrences for all covered, major, listed components.

SCHEDULE OF COVERED COMPONENTS:

ENGINE: Internally lubricated hard parts limited to pistons, piston rings, piston oil cooling jets, wrist pins, connecting rods, connecting rod bearings, crankshaft, main bearings, thrust washers, camshaft and cam bearings, cam followers, rocker arms shafts, rocker arms, pushrods, hydraulic lifters, intake and exhaust valves, intake and exhaust valve guides, valve springs, constant velocity valve, oil pump housing, oil pump gears, oil pump pick up screen, oil pump pick up tube, oil pump pressure relief springs, oil pump pressure relief valves, valve retainers, valve keepers (locks), timing chain and gears, timing chain tensioners, timing gear cover, valve cover, oil pan, oil cooler and housing. The following “non-oil” related components are covered: intake manifold, exhaust manifold, flywheel housing, vibration dampener, and thermostat housing. Cylinder liners are considered an integral part of the block. They along with the block and cylinder heads are covered only if damaged by a covered component. Damage resulting from failures by related components but not limited to: seals and gaskets, radiators, cooler lines, jake brakes, thermostat, motor mounts, and electronic control devices are not covered. Fuel pump failure due to contamination is not covered.

TRANSMISSION: Internally lubricated hard parts of the Manual or Automatic transmission including shaft(s), gear sets, shift forks, synchronizers, blockers, oil pump, valve body, torque converter, governor, bands, drums, gear sets, bearings, bushings and thrust washers. The transmission case is covered only if damaged by a covered component. Required Seals and Gasket 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 and internal oil coolers and lines, manual transmission clutch-disc, clutch-disc of an electronically controlled, non-hydraulically operated (has no torque converter) transmission, sliding clutch(es), 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, and power divider including: shafts, gears, bearings, and shift fork. 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.

TURBOCHARGER(S): Turbochargers include: turbines, turbine shaft, bearings, internal variable vane assembly, and turbocharger housing. Does not include: wiring harnesses, wastegates; oil, fuel, or coolant lines; external fittings, clamps, bolts, or fasteners, charge air cooler and duct work, injector seals, cups or tubes, EGR valves and associated components, linkages, connectors, VPod, actuators, seals & gaskets, vacuum controls or electrical components. Damage from contaminated fuel, incorrect or low lubricants, or coolant not covered.

ENGINE FUEL INJECTORS, WATER PUMP, FUEL PUMP & ECM: Engine Fuel Injectors include: complete injector, fuel pump, fuel injector hard lines, fuel injection pump, and intake manifold. Water Pump includes: water manifold, housing, impeller, bearings, and seals. Electronic Control Module (ECM): The ECM unit and the labor to remove and replace it is covered. Coverage does not include: upgrades, design changes, alteration, or modification whether by OEM or aftermarket, wiring harness or any related electrical system or component malfunction, contamination, or corrosion; wastegates; oil, fuel, or coolant lines; external fittings, clamps, bolts, or fasteners, charge air cooler and duct work, injector seals, cups or tubes, EGR valves and associated components, linkages, connectors, VPod, actuators, seals & gaskets, vacuum controls or electrical components. Damage from contaminated fuel, incorrect or low lubricants, or coolant not covered. Fuel pump failure due to contamination is not covered.

AFTERTREATMENT ASSEMBLIES: DIESEL PARTICULATE FILTER (DPF): The DPF (filter only) and the labor to remove and replace it is covered.

EXHAUST GAS RECIRCULATION (EGR) VALVE(S): The EGR Valve(s) (valve component only) and the labor to remove them and replace them is covered, EGR Cooler(s). Cooler lines and other related componentry is not covered. DOC Doser Injector, SCR, DPF Doser Injector, DPF Dosing Module, DEF Dosing Injection Nozzle, DEF Tank, Diesel Oxidation Catalyst (DOC), Lambda Sensor (O2 Sensor), NOx Sensor, Aftreatment Control Module (Aftreatment ECM) (DEF Dosing Module). (Specified Components only) and the labor to remove & replace the component is covered.

REFRIGERATION UNIT & APU ENGINE COMPONENTS: Engine Components: Internally lubricated hard parts limited to pistons, pistons rings, piston oil cooling jets, wrist pins, connecting rods, connecting rod bearings, crankshaft, main bearings, thrust washers, camshaft and cam bearings, cam followers, rocker arm shafts, rocker arms, push rods, hydraulic lifters, intake and exhaust valves and guides, valve springs, constant velocity valve, oil pump housing, oil pump gears, oil pump pick up screen, oil pump pick up tube, oil pump pressure relief springs and valves, valve retainers, valve keepers (locks), timing chain and gears, timing chain tensioners, timing gear cover, valve cover, oil pan, injectors and water pump. Any Damage resulting from a seal leak or a blown head gasket is not covered. Refrigeration Unit Coverage Also includes the following components: **Compressor:** Limited to reciprocal compressor internal components and scroll compressor internal components and required seals & gaskets to complete covered repairs. Any damage resulting from a seal leak or a blown head gasket is not covered.

GENERAL PROVISIONS

A. AGREEMENT PERIOD

The term of this **Agreement** is based upon the time or mileage for which it is issued according to your choice in Section II-Available Terms. The term expires when its time or mileage limit is reached, **whichever occurs first**. This **Agreement** will terminate if **you** sell **your truck** prior to warranty term expiration and is **non-refundable** to the Customer. This **Agreement** is **neither assignable nor transferable** to any other person or company and is only an agreement between the Customer and the Authorized Administrator.

B. LIMITS OF LIABILITY

TRUCK CLASS 3-7 VEHICLES - Per covered **vehicle**: our Limit of Liability shall in no event exceed \$15,000 per Engine(s) (Aggregate), \$6,000 per Transmission(s) (Aggregate), \$6,000 per Differential(s) (Aggregate), \$7,500 Turbocharger(s) (Aggregate), \$5,000 per combined Engine Fuel Injectors, Water Pump, Fuel Pump & ECM (Aggregate), a Water Pump failure is limited to repair or replacement of the water pump unit only, no progressive damage is covered; The ECM unit and the labor to remove and replace it is covered. A DPF Filter, Exhaust Gas Recirculation (EGR) Valve(s), EGR Cooler, DOC Doser Injector, SCR, DPF Doser Injector, DPF Dosing Module, DEF Dosing Injection Nozzle, DEF Tank, Diesel Oxidation Catalyst (DOC), Lambda Sensor (O2 Sensor), NOx Sensor, Aftertreatment Control Module (Aftertreatment ECM) (DEF Dosing Module) is limited to the specified components listed and the labor to remove, with one covered occurrence per warranty period: and shall not exceed \$7,000 (aggregate). The Total Aggregate Limit for all covered components, other than the Refrigeration Unit, is \$20,000 or the Actual Cash Value (ACV) of your vehicle at time of latest covered failure.*

TRUCK CLASS 8 VEHICLES - Per covered **vehicle**: our Limit of Liability shall in no event exceed \$20,000 per Engine (Aggregate), \$7,500 per Transmission (Aggregate), \$7,500 per Differential(s) (Aggregate), \$7,500 Turbocharger(s) (Aggregate), \$5,000 per combined Engine Fuel Injectors, Water Pump, Fuel Pump & ECM (Aggregate), a Water Pump failure is limited to repair or replacement of the water pump unit only, no progressive damage is covered; The ECM unit and the labor to remove and replace it is covered. A DPF Filter, Exhaust Gas Recirculation (EGR) Valve(s), EGR Cooler, DOC Doser Injector, SCR, DPF Doser Injector, DPF Dosing Module, DEF Dosing Injection Nozzle, DEF Tank, Diesel Oxidation Catalyst (DOC), Lambda Sensor (O2 Sensor), NOx Sensor, Aftertreatment Control Module (Aftertreatment ECM) (DEF Dosing Module) failure is limited to the specified components listed and the labor to remove, with one covered occurrence per warranty period: and shall not exceed \$7,000 (aggregate). The Refrigeration Unit Limit of Liability shall in no event exceed \$4,000 with one covered occurrence per warranty period. The Auxiliary Power Unit Limit of Liability shall in no event exceed \$4,000 with one covered occurrence per warranty period. The Total Aggregate Limit of Liability for all covered claims shall not exceed \$30,000 or the Actual Cash Value (ACV) of your vehicle at time of latest covered failure. Final decisions regarding the initial cause of failure are determined by the Authorized Administrator.

*The Actual Cash Value (ACV) will be determined via use of the NADA/ATD Used Truck Guide.

*Refrigeration Unit and/or Auxiliary Power Unit (APU)- The limits of liability, if coverage is chosen is not to exceed \$5,000 and only one covered repair is allowed for the life of the coverage period.

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 required prior to any written authorization for repairs. Maintenance Requirements begin on the Agreement Date and continue until all component coverages expire. **Your Vehicle Identification Number (VIN), the mileage and date of service must appear on these receipts.** You must have services completed by a licensed and qualified service facility. You must keep receipts and work orders that verify that the required maintenance is performed as follows:

- **Class 3 through Class 7** requires the engine oil and filter to be replaced by a **licensed and qualified service facility, OEM maintenance specs must be followed.** Transmission and Differential Fluids must be replaced at least twelve (12) months or 100,000 miles (160,934 km) (whichever occurs first) from the Start Date of the Warranty Agreement in order to keep these coverages in effect.
- **Class 8** requires the engine oil and filters to be replaced, by a **licensed and qualified service facility, OEM maintenance specs must be followed.** Transmission and Differential Fluids must be replaced at least twelve (12) months or 100,000 miles (160,934 km) (whichever occurs first) from the Start Date of the Warranty Agreement in order to keep these coverages in effect.
- **Aftertreatment Assemblies, Refrigeration Units and Auxiliary Power Units (APUs)** must be maintained to OEM specifications in order to validate any claim for these components.

YOU MUST KEEP RECEIPTS AND WORK ORDERS THAT VERIFY THE SERVICES PERFORMED.

- If the vehicle is to be fleet maintained, the Authorized Administrator must be notified and must approve the service facility prior to application submittal.

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 recove 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 WHEN TAKEN TO AQ FACILITY, \$350 OUTSIDE OF AQ NETWORK.

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

This Agreement shall be governed by and in accordance with the laws of the **State of North Carolina** without regard to the principles of conflict of laws. The parties agree that any action, suit or preceeding arising out of or relative to this Agreement, not submitted to arbitration, shall be instituted only in the state or federal courts located in **Forsyth County, North Carolina**. 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**. The determination and award of the arbitrators may be filed by the prevailing party in a court of competent jurisdiction and shall thereafter have the full force and effect of a judgement at law.

H. HOW THIS AGREEMENT IS CANCELLED OR VOIDED - INCLUDING REFUNDS AND CHARGES

- This **Warranty Agreement** is between the **Registered Owner of the truck as described in Section I** at time of the **Agreement Date** and the **Authorized Administrator** and **cannot be transferred or assigned** to the next owner of this truck, lienholder or any other person or entity without the **written consent of the Authorized Administrator**.
- **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 the 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. In the event you elect to cancel this **Agreement** a pro rata refund may be available if: no claim has ever been paid or is pending, you can provide documentation that all required services have been performed to date of cancellation request and an odometer statement and/or ECM report is provided to verify mileage. The pro rata refund and administration fee will be calculated as described below in the next paragraph.
- 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 this **Agreement** charge we received reflecting the greater of the days in force or miles driven based upon the term of the plan selected and the date the coverage began, less a \$150.00 administration fee.
- **A refund is not available if any claim is pending or has been paid.**

I. TOWING

Reimbursement will be calculated to the nearest Original Equipment Manufacturer (OEM) dealer or ASE Certified repair facility, whichever is nearer the breakdown site. Prevailing hookup and/or towing rates will apply. This is **not** a Roadside Assistance Plan: it is strictly for valid, warrantable and approved **Premium 2000 +™** claims only. It will not apply in "goodwill" situations. There is a \$350.00 Limit of Liability per covered occurrence and a limit of three (3) occurrences per warranty period. Coverage is available for A Zero Deductible will apply.

J. ALTERNATIVE FUEL AND OIL CHANGE EXTENSION SYSTEMS ACCEPTANCE

We recognize and approve of certain OEM and non-OEM add-on components and systems designed to reduce fuel consumption or are powered by fuels other than diesel fuel or gasoline and/or extend oil change intervals. Usage of these products does not void this Warranty Agreement as long as their use is approved, in writing, prior to Warranty Agreement Acceptance. These alternative components and systems are not covered by this Warranty Agreement. An initial failure, and resulting progressive damage of any kind traced to these add-on components must be addressed by alternative component manufacturers' warranty. Damage to these alternative components as a result of a covered component failure will not be covered.

YOUR RESPONSIBILITIES IF YOU HAVE A BREAKDOWN:



- a. Obtain Written Authorization From Gateway Management Services, Ltd., Prior To Beginning Any Covered Repairs.
- b. Use all means to protect your vehicle from further damage.
- c. If you experience a **breakdown**, please call 1-888-883-2632 - 24 hours a day.
- d. Furnish Gateway Management Services, Ltd. with all such information as we shall require and in all instances provide proof of your vehicle's regular maintenance as required in this Warranty Agreement.
- e. Upon request by Gateway Management Services, Ltd., Customer must forward **all required documentation within three (3) business days from the day of request**. If Customer fails to **provide any requested documents** within this time period, Gateway Management Services, Ltd. may deny Customer's claim.
- f. Upon report of Claim by Customer, **Customer and/or Repair Facility must contact/follow-up** with Gateway Management Services, Ltd. **within five (5) business days**. If neither Customer nor Repair Facility contacts Gateway Management Services, Ltd. **within this time period**, Gateway Management Services, Ltd. may deny Customer's claim.
- g. Allow Gateway Management Services, Ltd. to examine **your vehicle** if we ask to do so.
- h. A claim must be filed within ten (10) days of component failure with Gateway Management Services, Ltd. at 1-888-883-2632.
- i. 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**.
- j. Claims are to be paid directly to the **Repairer only**.
- k. 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 ever had 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 if the component(s) is within manufacturer's tolerance or specification. This includes, but is not limited to: (1) manufacturer's up-upgrades or design changes, (2) valve and ring repairs designed to improve engine compression, reduce oil consumption, or to remove sludge or carbon deposits, (3) improvements for diminished performance.
- d. **Any failure** regardless of cause, if **any** maintenance requirement was not performed as outlined in Section C, Maintenance Requirements.
- e. 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, injector sleeves/cups, fluids, coolers, coolant, refrigerant, flywheel/flexplate, fasteners/retainers (example - nuts, bolts, clips, screws, snap rings), Engine (Jake) brakes unless you exercised your opportunity to acquire coverage(s) for certain of these listed components and paid the appropriate surcharge.
- 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, lightning, 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, spin-out, shock load, over-rev, 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 written 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 a covered component (s), an estimate of damages will be determined by the Authorized Administrator and any coverage, if provided, will be limited to those repairs.
- p. Refrigeration Units that are incompatible or improperly designed for the covered vehicle.
- q. A non-U.S. or Canada specification **vehicle**.
- r. **For any claim that was not authorized in advance by Gateway Management Services, Ltd.**
- s. Shop materials, hazardous waste disposal charges and freight charges.

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

This Agreement is between two commercial entities regarding a vehicle used for the purpose of carrying goods or fare-paying passengers. This Agreement is a Limited Warranty and is Not subject to State Insurance Laws but it is regulated by State Laws governing warranties. The Premium 2000 +™ National Marketing Program was established in 1997 to include the State of California.

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



COMMERCIAL TRUCK WARRANTIES
Medium to Heavy Duty • Class 3-8

SUMMARY OF CUSTOMER RESPONSIBILITIES AND WRAP VERIFICATION

(See the entire WARRANTY AGREEMENT for complete details)

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



NationalLease

Vehicle Information

Year _____ **Make** _____ **Model** _____

VIN# _____

Odometer at Sale: _____ **ECM Mileage:** _____

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 3-8 requires the engine oil and filter to be replaced by a licensed and qualified service facility, OEM maintenance specs must be followed.
2. **Transmission / Differential:** Transmission and Differential fluids must be replaced at least twelve months or 100,000 miles whichever occurs first (Class 3-8) from the Start Date of the Warranty Agreement in order to keep these coverage's in effect. You must have services completed by a licensed and qualified service facility.
3. **Diesel Particulate Filters (DPF'S), Exhaust Gas Recirculation (ERG) Valves, Refrigeration Units and Auxiliary Power Unit must be serviced according to Original Equipment Manufacturers (OEM) schedules.**
4. **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.

This Truck is Part of Our Fleet (Fleet: Five or more trucks with service facility) and we have submitted a Registered Fleet Maintenance Addendum. NOTE: To receive a copy and approval of your Registered Fleet Maintenance Addendum – Please contact us at: 888.883.2632.

*IF YOU HAVE A BREAKDOWN:

1. **Call Premium 2000 +™ Claims Department at 1-888-883-2632 immediately**– this phone number is monitored 24 hours a day/ 7 days a week. If there is a complaint of a mechanical failure a claim will be initiated.
2. Follow instructions given by the Claims Adjuster which includes to discontinue operation of the vehicle immediately – your claim may be denied if you continue to operate the vehicle once a claim call has been initiated. You will be reimbursed for your towing expense if you acquired the Premium 2000+™ Towing Benefit and meet the associated qualifications of an approved claim.
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.

AQ7/15/15

THIS SIGNED FORM MUST BE SUBMITTED AS PART OF THE ORIGINAL WARRANTY AGREEMENT FOR AGREEMENT TO BE VALID!!

Seller Name (Please Print)

Purchaser Name (Please Print)

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 as outlined in the Warranty Agreement.

Date

WRAP VERIFICATION: *The WRAP option is an integral part of your AQ Warranty Program allowing owners to obtain full benefit of existing manufacturer warranty. For accuracy, we ask that you provide the following information pertaining to existing warranty.

COMPONENT	Time	Miles	For Official Use Only	
			Time/Miles Remaining	Expired
Engine				
Turbo & Injector				
Aftertreatment				
Transmission				
Differential				