



**VEHICLE
PROTECTION**
A PRODUCT OF FCA US LLC

PLAN # 123456789

**Issued To: JOHN SMITH
JANE SMITH**

VEHICLE IDENTIFICATION NUMBER: 1C8PR7PN3HS778899

Your vehicle is covered by:

- **AUTO APPEARANCE CARE PLUS -5 YEARS**
- (Option Code: AAPP5N Form Num: AAP515)

AUTO APPEARANCE CARE PLUS -5 YEARS

EFFECTIVE: 01/04/2018

EXPIRES: 01/03/2023

SELLING DEALER: 60505 ZEIGLER CHRYSLER DODGE RAM

Key Terms

*Covered Vehicle or Vehicle -means the vehicle that has the above referenced vehicle identification number

*Dealer -means "authorized FCA US LLC franchise dealer", which includes dealers of the Chrysler, Dodge, Jeep, Ram, SRT, FIAT and ALFA ROMEO vehicle lines

*Dent Zone – means "Dent Zone Marketing Group, Inc". a PDR company which will provide the technicians to administer qualifying Paintless Dent Repairs under this Plan.

*FCA US Vehicle -means "Chrysler, Dodge, Jeep, Ram, SRT, FIAT or ALFA ROMEO brand vehicles only"

*Mopar Vehicle Protection (MVP) Plan -Is defined as a Plan offered and issued by FCA Service Contracts LLC.

*PDR – means Paintless dent repair, a vehicle process that does not require sanding, bonding or painting to repair dents.

*Plan -means this "AUTO APPEARANCE CARE PLUS -5 YEARS" Service Contract

*we, us, our -means FCA Service Contracts LLC, formerly known as Chrysler Group Service Contracts LLC the entity obligated to perform the obligations of this contract. FCA Service Contracts LLC's contact information is PO Box 2700, Troy, MI 48007-2700; phone: 1-800-521-9922. FCA Service Contracts LLC is a wholly-owned subsidiary of FCA US LLC, formerly known as Chrysler Group LLC.

*you, your -means the Plan purchaser

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A SERVICE CONTRACT: This Plan is between you and us. It provides for the repair of minor dents to the exterior, painted sheet metal body panels of the vehicle identified in this Agreement along with repairs to the front windshield that are not in the direct line of sight of the driver and also for minor repairs to interior upholstery, seats, carpet and carpeted floor mats. This Plan is not part of the vehicle's factory warranty. We are solely responsible (liable) for fulfillment of the provision of the Plan. Refer to the coverage section for complete details.

Obligations of the provider under the Plan are backed by the full faith credit of the provider.

This issuance of this Plan, unless otherwise prohibited by law, shall not be deemed as a waiver of our right, or considered a restriction of our right to refuse to pay for service and/or to cancel the Plan should it subsequently be discovered that the vehicle for which the Plan was purchased was not eligible for Plan coverage.

NOTE: Place this Plan in your glove compartment or other secure place in the Vehicle. While your Vehicle is covered by this Plan, your Vehicle also may be covered by the manufacturer's warranty. For manufacturer's warranty coverage details, please refer to your warranty information booklet. THIS PLAN DOES NOT COVER ANY REPAIRS OR SERVICES WHICH ARE COVERED BY THE MANUFACTURER'S WARRANTY.

OBTAINING PLAN SERVICE: To obtain service under this Plan, you should return and present this contract to the Dealer who sold you the Plan. In the event you cannot return the Vehicle to the selling Dealer for service, you may request service from any Dealer within the United States, Canada, Guam, Puerto Rico or Mexico.

ELIGIBLE VEHICLES: Current model year and up to 10 model years prior for vehicles with no more than 80,000 miles are eligible for these plans. Excludes all Fleet and Commercial use vehicles.

NOT ELIGIBLE: The following are **not** eligible for **any** Vehicle Protection Plan: Vehicles registered outside of the United States, Guam and Puerto Rico; motor homes; taxis (including vehicles used to transport passengers in return for payment, i.e. Uber, Lyft); vehicles converted from two to four-wheel drive; vehicles altered or converted from the original manufacturer's specifications; severe off-road use; vehicles not used in accordance with manufacturer's specifications for payload and/or towing capacity; vehicles with a gross weight (G.V.W.) of over 14,000 pounds; vehicles equipped with NorthStar engines; vehicles where the manufacturer warranty has been voided or restricted by the manufacturer; vehicles that have been declared to be a total loss by any insurance company, are rebuilt after being declared a total loss, or are issued a title indicating that the vehicle is designated as 'salvage', 'junk', 'rebuilt' or words of similar impact.

The following are **not** eligible for **this** Vehicle Protection Plan: Vehicles that utilize 100% plastic fiberglass or all other non-metal composite body panels; limousines; emergency vehicles (ambulance, fire, police pursuit; police patrol); vehicles used for security patrol; right-hand drive vehicles; vehicles used for postal service; vehicles used for dump truck; vehicles used for tow services (i.e. tow truck); vehicles equipped with a diesel engine (except vehicles manufactured by FCA US LLC, Ford Motor Company, General Motors and Volkswagen); vehicles that operate on other than gasoline or diesel fuel systems (i.e. natural gas, electric); vehicles equipped with engines greater than 8 cylinders (except vehicles manufactured by FCA US LLC); vehicles used for commercial use*; ALL cab and chassis vehicles; vehicles ordered with box delete option or where the box has been removed; vehicles with dual rear wheels.

*Commercial use includes but not limited to: Delivery, service or repair work, landscaping and grounds maintenance, shuttle service, snow removal.

NOTE: If for any reason, your vehicle is **not** eligible for **this** plan, contact your selling dealer for other plans that your vehicle may be eligible for.

WHEN PLAN COVERAGE STARTS AND ENDS: Plan benefits start on the date you purchase the Plan.

Plan coverage expires on 01/03/2023.

COVERAGE UNDER AUTO APPEARANCE: This Agreement covers PDR (Paintless Dent Repair) repairs of minor dents to exterior vertical and horizontal painted sheet metal body panels of the vehicle identified on this Agreement, subject to the conditions, exclusions and limitations contained herein. Provision of service under this Agreement will not be provided on a particular dent in the event that the certified technician deems the dent(s) not completely repairable using the PDR process. The agreement also contains a limitation to the size of a dent that will be repaired on horizontal panels. Dents on a horizontal panel in excess of four (4) inches in diameter are not covered under this Agreement. If we deem the damage not repairable, you may seek a second opinion. In the event any PDR Provider completely repairs damage we deemed not repairable, we will pay that PDR Provider for your repairs a commercially reasonable repair fee if the PDR Provider only used PDR processes to make the repair.

As long as conditions herein are met and the damage can be repaired through the PDR process, there are no limitations as to the number of times the PDR process can be used within the term of the Agreement. Any damage that can be completely repaired on vertical panels, using Paintless Dent Repair PDR methods will be repaired regardless of the number of repairs you request. Dents no larger than four (4) inches to the horizontal panels (except for repairs to roof panels that contain a sunroof) that can be completely repaired using PDR methods will be repaired, regardless of the number of repairs you request.

PDR (Paintless Dent Repair) is a process that uses specialized tools to gently push dented metal on your motor vehicle back to its original form. This procedure permanently removes minor dents without harming the vehicle's factory finish. Most small dents can be removed using the PDR process. Collision damage or very deep dents cannot be repaired under this system, are not covered under this Agreement and must be repaired at a traditional paint and body shop (See "The Plan Will Not Cover or Apply to Loss or Expense Resulting From"). Repainting the dented area is not covered by this Agreement; however, the PDR technician can often rub out light abrasions and/or remove paint transferred from another vehicle during the PDR process.

PLUS COVERAGE: In addition to the PDR benefits above, this agreement also covers repairs to minor chips and cracks to the front windshield when the damage is not in the direct line of sight of the driver that are less than six (6) inches long for cracks and smaller than 1.5 inches for minor glass chips or star cracks. This Plan also provides for minor repairs to interior leather, vinyl and cloth upholstery, seats and trim panels, carpet and carpeted floor mats where the damage (burn holes, cuts, rips, and tears) are smaller than two (2) inches. Provision of service under this agreement will not be provided on a particular windshield chip or crack or vehicle interior rip, cut, tear, or burn hole in the event that the certified technician deems the individual damage not completely repairable using the approved repair process. Under no circumstances will this plan cover the cost to replace the windshield, interior seats, upholstery, carpet or floor mats.

As long as conditions herein are met and the damage can be repaired through the approved windshield or interior repair process, there are no limitations as to the number of times the repair process can be used within the term of the Agreement.

FOR PAINTLESS DENT REPAIR AUTHORIZATION AND REPAIR CLAIMS: To arrange for service under this Agreement, You must first call the Plan Provider at **1-800-753-3683** to obtain prior authorization.

Once authorization is granted, a certified technician will then contact you to coordinate a day and time to provide covered Plan services at your selling Dealer. In the event you are unable to return to the selling Dealer location, you may request to have service performed at any Dealer on your vehicle within the 50 U.S. States and the District of Columbia.

You may not seek service from any other vendor, or receive any provision of service under this Plan without prior approval of Dent Zone Marketing Group Inc (Dent Zone).

Important: Any PDR service performed without prior authorization from Dent Zone is not covered.

COVERAGE UNDER AUTO APPEARANCE: This Agreement covers PDR (Paintless Dent Repair) repairs of minor dents to exterior vertical and horizontal painted sheet metal body panels of the vehicle identified on this Agreement, subject to the conditions, exclusions and limitations contained herein. Provision of service under this Agreement will not be provided on a particular dent in the event that the certified technician deems the dent(s) not completely repairable using the PDR process. The agreement also contains a limitation to the size of a dent that will be repaired on horizontal panels. Dents on a horizontal panel in excess of four (4) inches in diameter are not covered under this Agreement. If we deem the damage not repairable, you may seek a second opinion. In the event any PDR Provider completely repairs damage we deemed not repairable, we will pay that PDR Provider for your repairs a commercially reasonable repair fee if the PDR Provider only used PDR processes to make the repair.

As long as conditions herein are met and the damage can be repaired through the PDR process, there are no limitations as to the number of times the PDR process can be used within the term of the Agreement. Any damage that can be completely repaired on vertical panels, using Paintless Dent Repair PDR methods will be repaired regardless of the number of repairs you request. Dents no larger than four (4) inches to the horizontal panels (except for repairs to roof panels that contain a sunroof) that can be completely repaired using PDR methods will be repaired, regardless of the number of repairs you request.

PDR (Paintless Dent Repair) is a process that uses specialized tools to gently push dented metal on your motor vehicle back to its original form. This procedure permanently removes minor dents without harming the vehicle's factory finish. Most small dents can be removed using the PDR process. Collision damage or very deep dents cannot be repaired under this system, are not covered under this Agreement and must be repaired at a traditional paint and body shop (See "The Plan Will Not Cover or Apply to Loss or Expense Resulting From"). Repainting the dented area is not covered by this Agreement; however, the PDR technician can often rub out light abrasions and/or remove paint transferred from another vehicle during the PDR process.

THE PLAN WILL NOT COVER, OR APPLY TO LOSS OR EXPENSE RESULTING FROM:

- Plan benefits where the Vehicle odometer reading has been stopped or altered and/or the Vehicle's actual mileage cannot be readily determined;
- Plan benefits to Vehicles operated outside of the United States, Canada, Guam, Puerto Rico and Mexico;
- Plan benefits to Vehicles registered outside of the United States, Guam and Puerto Rico;
- Reimbursement of services/benefits that exceed the total number of services/allowance included in Plan Coverage;
- PDR Plan service obtained from other than a Dealer unless authorization is first received from DentZone;
- Dents too large in size to repair using the PDR process shall be deemed non-repairable under this Plan;
- Environmental damage including rust, corrosion, hail and damage from chemicals.
- Chrome or unpainted portions of the vehicle, glass, plastic, or other non-metal exterior sections of the Vehicle body or attached to the Vehicle body;
- Aftermarket installations affixed to the exterior of the Vehicle;
- Dents or creases that will damage the body or paint finish if the PDR system is utilized;
- Dents that are not capable of being completely repaired by the PDR process;
- Dents that must be repaired using putty, sanding, bonding, primer or paint;
- Dents where access is restricted due to manufacturer installed bracing, double metal panels or other access limitations;
- Commercial use of a vehicle, such as, but not limited to, emergency vehicles, police cars, ambulances and trucks rated over one ton;
- Dents on roof panel that is equipped with a sunroof or moonroof;
- Collision repairs, creased metal and any dent where the paint is broken;
- Any damage to the interior metal or plastic parts of the Vehicle;
- Any damage to the undercarriage of the Vehicle;
- Vandalism to the exterior or interior of the Vehicle where damage exceeds what is considered minor or is normally covered by your comprehensive auto insurance;
- Dents to horizontal panels that are larger than four (4) inches in diameter;
- PDR repairs that require replacement of parts;
- Windshield damage located in the direct line-of-sight of the driver;
- Windshield cracks longer than six (6) inches;
- Windshield chips or star cracks larger than one and a half (1.5) inches in diameter;
- Rips, cuts, tears or burn holes in upholstery, carpets, and mats larger than two (2) inches;
- Stains or discolorations of any kind;
- Any damage to steering wheels, dashboards, or headliners;
- Any economic loss of any kind, including but not limited to rental car expenses, consequential damages, incidental damages, or other losses that relate in any manner to your use or loss of use of the Covered Vehicle.

CANCELLATION AND TRANSFER POLICIES: During the term of the Plan, you have the option to:

- **CANCEL** the remaining Plan coverage and receive a full or pro-rata refund or;
- **AUTHORIZE TRANSFER** of the remaining Plan coverage to the 1st subsequent owner.

Note: Refer to the cancellation/transfer policy section below for details.

CANCELLATION POLICY: If you are the original purchaser of the Plan, and coverage under the Plan has not expired or been terminated, you may cancel if you have not authorized transfer of Plan coverage to a new owner. *To cancel the Plan you may take your Plan to any Dealer.* The Dealer will contact us to request termination of your contract.

If your Vehicle is repossessed or rendered a total loss and your Plan was financed with your vehicle, your rights under this Plan transfer to the lienholder. The lienholder is then responsible for requesting termination of the Plan through the Dealer where the Plan was purchased. If the Plan was not financed, any refund due will be paid to you by check in your name from Us.

If there is no Dealer in your area, mail your cancellation request along with your Plan Provisions, proof of payoff and current mileage on the Vehicle to:

Vehicle Protection
Cancellation Department
P.O. Box 2700
Troy, MI 48007-2700

Please specify the Option Code(s) you wish to cancel. Option codes can be found on the first page of this document below Option Description.

On cancellation requests received* within the first 60 days from the original purchase date of the Plan, you will be refunded the full amount you paid for the Plan, provided no claims have been paid against the Plan. In the event claims have been paid, or requests received* after 60 days, your refund will be based on the full amount you paid for the Plan, less a pro-rata adjustment for time or mileage used, whichever is greater, less a cancellation fee as indicated below.

We reserve the right to cancel the Plan after issuance should it be discovered that: (a) the Vehicle is ineligible or has been modified/alterd to make it ineligible after Plan coverage has been in effect; (b) failure of the customer to maintain the Vehicle as prescribed by the manufacturer; (c) the odometer has been tampered with or has not been repaired by the customer, (d) non-payment of premium or (e) the Vehicle is registered outside of the United States, Guam, and Puerto Rico. Your refund will be based on the full amount you paid for the Plan, less a pro-rata adjustment for the time or mileage used, whichever is greater, less claims paid.

***Requests Received -The cancellation refund will be based on the date we receive written notification of the cancellation request.**

A cancellation refund check will be made payable and issued to you if no lien exists. Whenever a lien exists, the cancellation refund check will be made payable and issued to the lienholder.

CANCELLATION FEES

(Applies to the state where the Plan was purchased)

<u>STATE</u>	<u>AMOUNT</u>
Alabama	\$25 Administration Fee.
California	\$25 or 10% of the Contract Cost, whichever is less.
Hawaii	\$50 Administration Fee.
Illinois	\$50 or 10% of the Contract Cost, whichever is less.
New Hampshire	None.
New York	\$50 Administration Fee.
North Carolina	\$50 or 10% of the pro-rata refund amount, whichever is less.
Georgia	10% of the unearned pro-rata premium -no Administration Fee.
Oklahoma	10% of the unearned pro-rata premium not to exceed \$75. If we cancel, 100% of the unearned pro-rata premium will be refunded.
All others	\$75 Administration Fee.

TRANSFER POLICY: The original purchaser may authorize transfer of coverage, provided the Plan has not been canceled. Remaining Plan coverage may be transferred to the first subsequent purchaser of the vehicle **AT TIME OF VEHICLE SALE ONLY**. Thereafter, the Plan is non-transferable and non-cancelable.

To transfer this service contract, complete the transfer form. Be sure to include your signature. This means you are authorizing transfer of Plan coverage to the new owner. Transfer requests will not be processed: (a) without the signature of the owner for whom these Plan Provisions were originally issued; or (b) if received after 60 days from the date of vehicle ownership change.

You may take your Plan with the completed transfer form and transfer fee, if applicable, to a Dealer to process the Plan transfer or mail to:

Vehicle Protection Transfer Department P.O. Box 2700 Troy, MI 48007-2700

The transfer fee is as follows:

TRANSFER FEES
(Applies to the state where the Plan was purchased)

<u>STATE</u>	<u>AMOUNT</u>
New Hampshire	None
All others	\$50

- Any Plan financed on the Vehicle Protection Payment Plan is **NOT** transferable until the Plan is paid in full.
- Upon acceptance by us, you will be mailed a new set of plan provisions in your name confirming your transfer request.