

# How to file a claim

1. Take your vehicle to any qualified repair center. The repair center will call us to open the claim.
2. One of our adjusters will contact the repair facility to verify the failure to your vehicle, and request a repair estimate.
3. An authorization number will be issued for the repairs that are covered by your service contract.
4. The repair center will review with you the options you have in repairing your vehicle, including your deductible or any other expenses.
5. After the vehicle has been repaired, you or your repair center will be paid directly upon submitting an invoice.

#### Please Note

Emergency repairs done outside of working hours may be submitted to Customer Service with a letter of explanation for payment consideration. Your vehicle must be at a repair center for a claim to be opened. An Authorization Number must be received prior to starting the repair of covered components. Your claims adjuster may contact you directly to review your claim.

### Dealer information

Dealership name \_\_\_\_\_

Salesperson \_\_\_\_\_

Finance consultant \_\_\_\_\_

Phone \_\_\_\_\_

Last 8 of vehicle ID \_\_\_\_\_

Vehicle make \_\_\_\_\_

Vehicle model \_\_\_\_\_

Vehicle year \_\_\_\_\_

Vehicle mileage \_\_\_\_\_

Contract coverage name \_\_\_\_\_

# Relax. You are fully covered.

Our Exclusionary plan virtually covers all manufacturers' installed components.

#### Nationwide Coverage

Effective wherever you travel. Repairs can be done at any authorized repair facility in the United States.

#### Emergency Roadside Assistance

No cost towing up to 25 miles. No cost battery jumpstart, flat tire change, fuel delivery, locksmith and 24/7 toll free coverage.

#### Seals and Gaskets Coverage Option

Replacement of seals and gaskets if they are leaking fluids.

#### Wear and Tear Coverage Option

#### Trip Interruption

We pay for hotel and food expenses if your car breaks down more than 100 miles from home.

#### Commercial Coverage option

Coverage for any licensed or business use vehicle, including delivery and contractor vehicles.

#### Rental car included

Transferable  
Great for resale value.



# Get more from your service contract with Prime



## Prime AUTOCARE

1081 Hanover Street, Wilkes-Barre, PA 18706-2028

Customer Service & Claims  
Toll Free Number (800) 292-3555  
Fax (570) 270-6124  
customerservice@primeautocare.com  
claims@primeautocare.com  
www.primeautocare.com

## Prime AUTOCARE





# Love your vehicle with the most extensive coverage plans.



## Exclusionary

Extend the original manufacturer's coverage for up to 84 months with this complete plan

The following items are excluded: maintenance, rust, corrosion, body repairs, convertible tops, leaks, squeaks, rattles, sun damage, weather stripping, onstar, satellites, gps, sound systems, tv's, dvd players, mp3 players, all other items not covered by the original manufacturer.

[primeautocare.com](http://primeautocare.com)

## Select

Protect all key components of your vehicle without sacrificing coverage

**Engine <sup>1</sup>**  
Cylinder block • heads and internally lubricated parts • Intake and Exhaust manifolds • Oil pan • Timing drive components • Factory Installed Supercharger/turbocharger • TB/SC waste gate and control module • Valve covers • Flywheel/Flex plate

**Seals & Gaskets**  
Which are leaking lubricants or coolant are covered.

**Transmission**  
Case and Internally lubricated parts • Torque convertor and housing • Internal switches / solenoids / sensors

**Differential**  
Case and Internally lubricated parts • Drive shaft and universal joints • Axle shafts • Wheel bearings

**Transfer Case**  
Case and Internal parts

**Brakes inc. ABS components**  
Except linings, pads, rotors and drums

**Steering**  
Steering gear • Rack and pinion assembly • Steering shaft and couplers • Power steering cooler and lines

**Suspension**  
Front or rear springs if broken • Control Arms and Control Arm Buses • Upper and lower ball joints • Control Arm Shafts • Spindles • Radius arms and bushings • Stabilizer bar • Stabilizer Links and Bushings • Wheel Hub Assemblies • Torsion Bars • Front or rear wheel bearings

**Electrical**  
Alternator/ voltage regulator • Electric door lock actuators • Convertible Top Motors or actuators • Alternator/ voltage regulator • Ignition Switch • Front or Rear Wiper Motors • Power Window Motors and Regulators • Starter Motor & Solenoid • Power seat motors

**Cooling**  
Primary Water Pump • Fan and Fan Clutch • Primary Electric Fan Motor

**Sensors**  
All sensors, modules and computers used to control - engine and power train functions

**Air Conditioning - Factory Systems**  
Compressor • AC Clutch & Coil • Condenser • Aux Condenser Fan and Motor • Clutch, clutch coil and clutch bearing

**Fuel System**  
Primary fuel pump

<sup>1</sup>. Worn items, which are not broken, require the "Wear and Tear" Surcharge to be covered.

## Royal

Add more protection with all the features of the Select Plan plus the following additional coverage

**Engine <sup>1</sup>**  
Factory installed supercharger/turbocharger.

**Transmission**  
Factory control modules • external solenoid pack and sensors

**Differential**  
Case and internally lubricated parts • drive shaft and universal joints • axle shafts • wheel bearings

**Steering**  
PS pump (electric or engine driven)

**Electrical**  
Power trunk release • power tailgate release • hatch and side door motors/actuators • remote door lock receivers • wiring harnesses • ignition cylinder lock • driver information gages • all manually operated switches

**Cooling**  
Radiator • fan control module • heater fan motor • heater control module • heater coolant pump • coolant heater control valves or solenoids • dash control unit and module

**Air Conditioning - Factory Systems**  
AC dash control and modules • drier • orifice tube

**Fuel System**  
Secondary fuel pump • fuel injectors • fuel rails • fuel pressure regulator • factory fuel control module



## Wrap

Match the term of your manufacturer's Power Train coverage by protecting all other components

Covers everything that is covered by Exclusionary except the power train components (those will still be covered by the manufacturer).



## 24/7 Roadside Assistance means peace of mind.

All Prime plans include the following

- 24 Hour emergency towing service
- 24 Hour flat tire assistance
- 24 Hour emergency battery assistance and jumpstart
- 24 Hour lockout service
- 24 Hour trip Interruption
- 24 Hour fuel delivery

This brochure is intended as a general outline of vehicle coverage. Refer to service contract for specific coverage, term, limitations and responsibilities. Various state laws may apply.