MITSUBISHI MOTORS
Drive your Ambition

DIAMOND CARE PROTECTION PLAN®

F&I PRODUCTS RESOURCE GUIDE

Effective September 1, 2025

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Diamond Care Protection Plan

REVIEW AVAILABLE PLANS

1. Refer to Eligibility Parameters table on page 5.
2. Determine plan options
   - Use the Vehicle Classification Guide on pages 6 - 7 to determine the appropriate vehicle class.
   - On page 4, VSC Plan Summary, using the vehicle's miles at Purchase (odometer reading), determine the Time and Mileage Options available for the customer's vehicle.
3. Refer to the Additional Component Coverage table at right for the list of options that require a surcharge.

ADDITIONAL COMPONENT COVERAGE	
COVERED ITEMS	SURCHARGE
Turbocharger	●
Supercharger	●
4WD/AWD	●
Diesel Engine	●

Avoid contract and billing errors by applying the proper surcharge(s) at the time of sale.

The administrator reserves the right to correct or modify the customer's contract and debit the dealer for the surcharge or correct the classification. A Diamond Care Protection Plan VSC goes into effect with the date and mileage reading from the time the customer purchased the vehicle and expires after the time or mileage interval, whichever occurs first. The customer may also cancel the VSC for a fee, subject to certain restrictions. The cancellation fee depends on the state.

Diamond Care Protection Plan VSCs provide coverage only with respect to mechanical breakdowns that occur during the VSC period in the United States (excluding U.S. territories).

FLORIDA DEALERS: The administrator cannot accept Diamond Care Protection Plan applications for VSCs sold to owners at retail prices that differ from those published in the current Diamond Care Protection Plan Florida Retail Rate Guide.

NOTE: If a vehicle is found to be ineligible for any reason, or if an application is found to be ineligible, the administrator will return the application to the dealer. The application will be voided and the dealer will be credited. Dealers will be subject to chargeback for claims associated with those vehicles, regardless of where the claim originates.

Model Year Eligibility Parameters

ALL VEHICLES OF CURRENT AND PRIOR NINE (9) MODEL YEARS ARE ELIGIBLE FOR THESE PLANS	
January 1, 2025 through December 31, 2025	2016 and newer model years are eligible.
January 1, 2026 through December 31, 2026	2017 and newer model years are eligible.

SUMMARY OF PLANS

VEHICLE TYPE		NEW & PRE-OWNED VEHICLES			
PLAN		**DIAMOND CARE PROTECTION PLAN VSC PLANS**			
NUMBER OF COVERED COMPONENTS		Up to 2,035 components (Varies by Plan: Supreme 2,035; Deluxe 1,330; Powertrain 630)			
DEDUCTIBLE		$100			
VEHICLE ELIGIBILITY		BEFORE Selecting Plan, Review Eligibility Parameters on page 5			
ROADSIDE ASSISTANCE[1]		Up to $100 per Claim (Roadside Assistance: 800-225-2476)			
TRIP INTERRUPTION[1]		Up to $500 per incident			
CAR RENTAL		Up to $42 per day, 5-day maximum			
TOWING[1]		Up to $100			
TIME/MILEAGE TERMS		**0 – 12,000 Miles on Odometer**			
	Months / Miles			36/36,000	36/48,000
		48/48,000	48/60,000	60/60,000	60/75,000
		60/100,000	72/75,000	72/100,000	84/75,000
		84/100,000	84/120,000	96/100,000	120/100,000[2]
		12,001 – 20,000 Miles on Odometer			
	Months / Miles	12/12,000	24/24,000	36/36,000	36/48,000
		48/48,000	48/60,000	60/60,000	60/75,000
		60/100,000	72/75,000	72/100,000	84/75,000
		84/100,000	96/100,00	120/100,000[2]	
		20,001 – 30,000 Miles on Odometer			
	Months / Miles	12/12,000	24/24,000	36/36,000	36/48,000
		48/48,000	48/60,000	60/60,000	60/75,000
		60/100,000	72/75,000	72/100,000	84/75,000
		84/100,000	96/100,000	120/100,000[2]	
		30,001 – 40,000 Miles on Odometer			
	Months / Miles	12/12,000	24/24,000	36/36,000	36/48,000
		48/48,000	48/60,000	60/60,000	60/75,000
		60/100,000	72/75,000	84/75,000	120/100,000[2]
		40,001 – 50,000 Miles on Odometer			
	Months / Miles	12/12,000	24/24,000	36/36,000	36/48,000
		48/48,000	48/60,000	60/60,000	60/75,000
		72/75,000	84/75,000	120/100,000[2]	
		50,001 – 60,000 Miles on Odometer			
	Months / Miles	12/12,000	24/24,000	36/36,000	36/48,000
		48/48,000	48/60,000	60/60,000	60/75,000
		72/75,000	84/75,000	120/100,000[2]	
		60,001 – 75,000 Miles on Odometer			
		Months/Miles			
		12/12,000	24/24,000	36/36,000	36/48,000
		48/48,000	48/60,000	60/60,000	
		75,001 – 100,000 Miles on Odometer			
		Months/Miles			
		12/12,000	24/24,000	36/36,000	
COVERAGE BEGINS		Coverage begins on the date the vehicle is purchased.			
ADDITIONAL COMPONENT COVERAGE SURCHARGES		**Covered Items**	**Surcharge**	Surcharges must be added at the time of contract sale in order for the applicable components to be covered by the contract.	
		Turbocharger	●		
		Supercharger	●		
		4WD/AWD	●		
		Diesel Engine	●		
DEALER CONTACT		For dealer assistance with applications, transfers or cancellations, call 800-362-4111.			
CLAIMS AND CUSTOMER INQUIRIES		For claims assistance or questions about contract coverage and for Customer Inquiries, call 833-700-7783.			

1. Towing and Emergency Roadside Assistance benefits under a Diamond Care Protection Plan VSC are not available if sold by a California dealer. Certified Pre-Owned and Certified Select Limited Warranties are not effected by this state regulation.
2. Term only available on New and CPO Mitsubishi vehicles. See page 5 for eligibility parameters

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DIAMOND CARE PROTECTION PLAN®

ELIGIBLE VEHICLES

VEHICLE SERVICE CONTRACT (VSC) PLAN AVAILABILITY		CURRENT PLUS 9 PREVIOUS MODEL YEARS[1]	
		0 - 12,000 MI	12,001 - 100,000 MI
NEW PRICING	At time of original vehicle purchase date	Eligible for Sale	N/A
	After original vehicle purchase date		
PRE-OWNED PRICING	At time of vehicle purchase date	N/A	Eligible for Sale
	After vehicle purchase date		

The Vehicle Inspection Report (VIR) requirement has been rescinded for vehicles under OEM Powertrain Warranty. The VIR is mandatory for vehicles outside of this warranty.

Qualifications for all vehicles: Dealer expressly acknowledges and agrees that before issuing a VSC contract, it will thoroughly inspect and properly recondition the vehicle as necessary. If applicable, the VIR, WO, VSC Application and Bill of Sale, may be requested in the future to determine repair eligibility.

Coverage begins on vehicle purchase date, and mileage is added to vehicle's current odometer reading.[1]

120/100,000 Term only available on Mitsubishi (New and CPO) vehicles.

Electric or hybrid battery coverage: High voltage battery is excluded from coverage.

INELIGIBLE VEHICLES

1. Vehicles either listed as N/A or not listed in the Diamond Care Protection Plan Vehicle Classification Guide.
2. Vehicles with a 12-cylinder engine. Specially-modified and re-badged vehicles like AMG, RUF, SALEEN.
3. Vehicles that have been issued a salvage title (or similar title) for any reason under any state law.
4. Vehicles that have been issued a title that indicates the actual mileage is unknown, a true mileage unknown (TMU).
5. Vehicles that at any time were determined to be a "total loss" by any insurance company or their adjusters.
6. Vehicles with frame/unibody damage.
7. Vehicles that have suffered flood damage.
8. Vehicles that have had their warranty invalidated for any reason.
9. Vehicles modified beyond factory specifications.[2]
10. All fuel cell vehicles are expressly excluded from coverage.
11. Vehicles used at any time for commercial purposes. "Commercial Use" is one that is undertaken for a business purpose, rather than hobby, recreational, educational, or other purposes. Such uses are usually attributed to a for-profit entity, but can also be attributable to a non-profit or government entity. All vehicles being used part-time or full-time for on-demand "ride-sharing" services (e.g. UBER, LYFT) are NOT considered commercial use.

Examples: Vehicles used to generate profit include but are not limited to the following: Rental Cars, Snow Plows, Landscaping Business Vehicles, Taxis, and vehicles owned by a municipality that are used for city maintenance purposes.

Note: Small businesses that lease a personal vehicle(s) in the company name to take advantage of U.S. tax strategies does not in and of itself constitute commercial use. Similarly, vehicles owned or leased by real estate agents or field sales representatives that are used as part of their daily transportation are not considered commercial use.

1. Please see pages 8 and 9 for specific eligibility requirements and coverage on CPO Limited Warranty and CPO Wrap.
2. Modification of the vehicle beyond the original factory specifications, including but not limited to: custom or add-on parts, frame, suspension, lift kits, emissions, engine, transmission, exhaust system, fuel system, and/or drive axle modifications.

VEHICLE CLASSIFICATION GUIDE

(Fuel cell and commercial vehicles are not eligible for coverage.)

MODEL	CLASS
ACURA	
ILX	3
Integra	3
MDX / RDX / TSX V6	4
NSX Hybrid	10
RLX	5
TLX	3
Type S	5
All Hybrids / Electric	6
ALFA ROMEO	
All Models	9
AUDI	
A3 / A4	8
A5 / A6 / A7	8
A8	11
AllRoad / Q3 / Q5 / Q7	8
All V10, W8, W12 engines	N/A
Q4 e-Tron	8
e-Tron GT / RS	N/A
Q8 / Q8 e-Tron	9
R8 4.2	12
R8 5.2	N/A
RS3 / RS5	9
RS6 / RS7	10
RS Q8	11
S3 / S4	8
S5 / SQ5 / S6	8
S7 / SQ7	9
SQ8 / SQ8 e-Tron	10
S8	11
TT / TTS	8
Most Hybrids / Electric	9
BMW	
1 / 2 Series	8
3 / 4 Series	9
5 Series	10
6 Series	11
7 / 8 Series	12
7 / 8 Series 12-Cylinder	N/A
ALPINA	N/A
7 Series Hybrid	12
i7 Electric	12
i8 Electric	N/A
All M Series	N/A
X1 / X2	8
Other X Series	9
Z4	9
All HEVs / EVs except i3 / i4	9
i3 / i4 Hybrid / Electric	8
BUICK	
Cascada	4
Enclave	7
Encore / Envista	3
Envision	6
LaCrosse	3
Regal	3
Verano	4
All Hybrids	5

MODEL	CLASS
CADILLAC	
ATS / CT4	5
ATS-V	9
Celestiq	N/A
CTS Models	8
CT4-V / CT5-V	9
CT5-V Blackwing	8
CT5	6
CT6	8
CT6-V / CTS-V	9
ELR	7
Escalade ESV	7
Escalade IQ Electric	12
Escalade-V	9
Lyriq / Optiq Electric	8
SRX	7
XTS / XT4 / XT5 / XT6	7
Most HEVs / EVs	7
CHEVROLET	
Camaro	6
Camaro Z28	10
Camaro ZL1	8
Corvette	8
Corvette Z Series	10
Corvette E-Ray	10
Cruze	4
Impala	3
Malibu	3
Sonic	3
Spark Electric	3
SS Models	7
Volt Hybrid	4
Hybrids / Electric	5
CHEVY VANS / TRUCKS	
Silverado 1500	5
Silverado 2500 HD	6
Silverado 3500 HD	7
Silverado Electric	6
Blazer	4
Colorado	4
Equinox	5
Express Van 1500 / 2500 / 3500	6
Suburban / Tahoe	7
Traverse	6
Trax	3
Most Hybrids / Electric	5
CHRYSLER	
200 Series / 300 Series	4
300 Series V8	5
SRT Models	7
All Hybrids	5
CHRYSLER VANS / TRUCKS	
Pacifica	5
Town & Country / Voyager Van	4
Trucks / Vans	6
All Hybrids	5

MODEL	CLASS
DODGE	
Caravan / Grand Caravan	6
Charger / Challenger	4
Dart	2
Durango	5
Hellcat / Hellcat Demon	10
Hornet	4
Journey	4
Shaker Models	7
SRT Models (except Viper)	8
Viper / Viper SRT	10
All Hybrids	5
DODGE (RAM) TRUCKS	
ProMaster City	5
1500 Series / ProMaster Cargo	5
1500 TRX	10
2500 Series / ProMaster Cargo	6
3500 Series / ProMaster Cargo	7
All Hybrids / Electric	5
FIAT	
124 Spider	5
500 / 500e / 500L / 500X	4
FORD	
EcoSport	2
Fiesta	2
Flex / C-Max	3
Focus	2
Focus Electric	2
Fusion	3
Mustang	6
Mustang Cobra	6
Mustang Dark Horse	8
Mustang Dark Horse R / S	N/A
Mustang Shelby GT 350 / 500	8
Saleen / GT40	N/A
Taurus / SHO	6
All Hybrids / Electric	5
All Natural Gas Vehicles	N/A
FORD VAN / TRUCKS	
Bronco	5
Bronco Raptor	8
E-150 / E-250	4
E-350	6
E-Transit	6
Edge	3
Escape	5
Expedition	7
Explorer	5
F-150	5
F-150 Electric	6
F-150 Raptor-R	8
F-250	6
F-350	7
F-450 and Greater	N/A
Maverick	3
Ranger / Lariat	3
Ranger Raptor	5
Transit Connect	6
All Hybrids / Electric	5

MODEL	CLASS
GENESIS	
GV70 / GV80	2
G70	3
G80	4
G80 Sport	5
G90 6	
All Hybrids / Electric	6
GMC	
Sierra 1500	5
Sierra 2500 HD	6
Sierra 3500 HD	7
Acadia	7
Canyon	5
Savanna Van 1500/2500	6
Savanna Van 3500	6
Terrain	5
Yukon / Yukon XL	7
All Electric	9
HONDA	
Accord	1
Civic	1
Civic / CRV	1
Civic Type R	3
Clarity Electric	4
Fit	1
HR-V	2
Odyssey	2
Passport / Pilot	2
Ridgeline	3
All Hybrids / Electric	5
HYUNDAI	
Accent	1
Azera	2
Elantra	2
Equus	5
Genesis	3
Ioniq	5
Kona	3
Palisade	6
Santa Cruz	3
Santa Fe	3
Sonata	3
Tucson	2
Veloster	2
Venue	4
All Hybrids / Electric	5
INFINITI	
QX30	4
QX50 / 55	5
QX70 (V6)	5
QX70 (V8)	6
Q50 / Q60 Coupe	6
QX60	6
Q70	5
QX80	7
Q50 / QX60 Hybrid	4
Q70 Hybrid	5

Note: Any model listed above that is followed by 'N/A' is ineligible for coverage.
All fuel cell vehicles are excluded from coverage. Additionally, any makes/models not listed above are ineligible for coverage.

VEHICLE CLASSIFICATION GUIDE

(Fuel cell and commercial vehicles are not eligible for coverage.)

MODEL	CLASS
JAGUAR	
All Models	9
F-Pace SVR	N/A
F-Type SVR	N/A
I-Pace Electric	9
XE SV Project 8/SVR	N/A
JEEP	
Cherokee / Grand Cherokee	5
Compass / Patriot	4
Gladiator	4
Grand Cherokee Trackhawk	10
Wrangler	4
Renegade	5
SRT Models	8
Wrangler Rubicon 392	8
All Hybrids / Electric	5
KIA	
Cadenza	2
Carnival / Telluride	5
EV6 / EV9 Electric	6
Forte	2
K4 / K5	5
K900	7
Niro	4
Optima	3
Rio	1
Sedona	3
Seltos	2
Sorento	3
Soul	2
Sportage	2
Stinger	6
Most Hybrids / Electric	5
LAND ROVER	
All Models	10
All Hybrids / Electric	10
LEXUS	
ES / GS Series	2
GS F / GX Series	4
IS 500	7
IS Series	3
LFA	N/A
LC	7
LS Series	6
LX Series	5
NX / RX Series	4
RC / RC F	4
RZ 300e / 450e	7
TX / UX	4
All Other Models	5
LS / LC Hybrid	7
All Other Hybrids	4

MODEL	CLASS
LINCOLN	
Continental	6
MKS	6
MKZ	6
LINCOLN VAN/TRUCKS	
Aviator	7
Corsair	7
MKC / MKT / MKX	7
Navigator	7
Nautilus	7
All Hybrids	7
MASERATI	
Ghibli Sedan	9
Grecale	9
Grecale Trofeo	N/A
Levante SUV	9
Quattroporte Sedan	10
GranTurismo	12
GranTurismo Modena	N/A
GranTurismo Trofeo	N/A
GranTurismo Folgore Electric	N/A
MC20	N/A
Most Hybrids / Electric	10
MAZDA	
CX3 / CX-30	4
CX5 / CX50	4
CX9 / CX-90	5
Mazda 3, 6	3
MX5 Miata	4
All Hybrids	6
MERCEDES-BENZ	
All 12-cylinder engines	N/A
All AMG	N/A
All Maybach	N/A
All McLaren	N/A
A-Class / C-Class	8
B250e	8
CLA	8
CLS Class	9
E-Class	8
EQC 400	8
GLA / GLB / GLC	8
G / GL / GLE / GLS	9
M-Class	8
Metris	8
S / SLC / SLK Class	9
SL-Class	10
All Hybrids / Electric	10
MINI	
All John Cooper Works Models	8
All Hybrids / Electric	6
All Other Models	7

MODEL	CLASS
MITSUBISHI	
Eclipse Cross	3
Lancer	3
RALLIART / Sportback RALLIART	9
Mirage	1
Outlander / Outlander Sport	2
All Hybrids / Electric	3
NISSAN	
370Z / Z	6
Altima	2
ARIYA	5
GT-R	N/A
LEAF	2
Maxima	4
Sentra	1
Versa	1
NISSAN VANS/TRUCKS	
Armada	7
Frontier	4
Juke / Kicks	5
Murano incl. HEV	5
NV200	3
NV1500	3
NV2500	5
NV3500	6
Pathfinder	6
Quest	6
Rogue (all)	5
Titan / Titan XD	5
PORSCHE	
911 Carrera / Panamera	10
911 Carrera S / Panamera S	11
Boxster / Cayenne / Cayman	9
Boxster S / Cayenne S / Cayman S / Cayman GT4	10
Cayenne Turbo Hybrid	N/A
Panamera Turbo Hybrid	N/A
Targa	10
Taycan	N/A
All Turbo Models	N/A
SALEEN	
All Models	N/A
SCION	
All Models except FR-S	4
FR-S	5
SMART	
All Models	4

MODEL	CLASS
SUBARU	
Ascent	5
BRZ	4
Forester	3
Impreza	3
Legacy	2
Outback	4
WRX	4
WRX-STI	8
XV Crosstrek	3
All HEVs / EVs except Solterra	5
Solterra Electric	6
TOYOTA	
4Runner	2
86 / GR-86	5
Avalon	1
Camry	1
Corolla / Cross / iM	1
C-HR	3
Highlander / Grand Highlander	3
Land Cruiser	5
Prius	3
RAV4	1
Sequoia	4
Sienna	4
Supra	8
Tacoma	2
Tundra	2
Venza	2
Yaris / Yaris iA	1
All Hybrids / Electric except bZ4X	5
bZ4X	6
VOLKSWAGEN	
All VW Models / Trim Levels with a V10, W8 or W12 Engine	N/A
Atlas / Cross Sport	7
Arteon	8
Beetle	4
CC	7
Eos	8
E-Golf	6
Golf / TDI	5
GTI / GLI	5
Jetta / TDI	4
Passat / TDI	6
Taos / Touareg / TDI	7
Tiguan	7
All Hybrids / Electric	8
VOLVO	
S60 / 80 / 90	5
V60 / 70 / 90	5
XC40 / 60 / 70 / 90	7
All Other Models	6
All Hybrids / Electric	8
WAGONEER	
Wagoneer	5
Grand Wagoneer	5
All Electric	5

Note: Any model listed above that is followed by 'N/A' is ineligible for coverage.
All fuel cell vehicles are excluded from coverage. Additionally, any makes/models not listed above are ineligible for coverage.

Certified Pre-Owned

NEW VEHICLE & CERTIFIED PRE-OWNED WRAPS (MITSUBISHI VEHICLES ONLY)

The Diamond Care Mitsubishi New Vehicle and CPO Wrap Plan adds over 1,300 additional components with exclusionary coverage that wraps around the OEM Limited Warranty, including 8 essential vehicle systems beyond the powertrain: Advanced Driver Assistance Systems (ADAS), Infotainment System, AC / Heater, Anti-lock Brake System, Body & Interior, Electrical, Fuel Injection Sensors, and Steering / Suspension. Additional benefits include Car Rental reimbursement and extended[1] Trip Interruption, Towing and Roadside Assistance coverage[1].

PLAN	NEW VEHICLE OR CPO WRAP ($100 DEDUCTIBLE)		
QUALIFYING VEHICLES	Class 1	Class 2	Class 3
120 MO / 100,000 MI[2]	SEE CLASS CHART BELOW		

Limited to Class 1-3, Surcharges apply.

MITSUBISHI	
Eclipse Cross	3
Mirage	1
Outlander / Outlander Sport	2
All Hybrids / Electric	3

VEHICLE ELIGIBILITY: MUST MEET CPO WRAP ELIGIBILITY REQUIREMENTS, AND HAVE A MITSUBISHI LIMITED WARRANTY IN EFFECT, PRIOR TO A CPO WRAP BEING ADDED

NOTE: This "CPO Wrap" VSC was specifically designed to wrap around the Mitsubishi 10-YEAR/100,000-MILE POWERTRAIN LIMITED WARRANTY.

This VSC does not provide for Powertrain component coverage.

VEHICLE ELIGIBILITY CRITERIA	MITSUBISHI VEHICLES ONLY	
	New	Mitsubishi CPO
Less than five (5) model years old	●	●
Less than 60,001 miles on odometer at time of purchase	●	●
Remainder of factory 10-Year/100,000-Mile Powertrain Limited Warranty	●	●
Non-U.S. specification vehicles are ineligible	●	●
Vehicles declared a total loss, salvaged or junk are ineligible	●	●
'Commercial Use' is ineligible	●	●
Ineligible models	Raider, Lancer EVO, Ralliart & Sportback Ralliart, All Electric i-MiEV	

For complete information concerning coverage conditions, limitations and exclusions, please refer to the Mitsubishi CPO Limited Warranty and the Diamond Care Protection Plan VSC (CPO Wrap) contract. Any required reconditioning must be performed and any associated repairs must be made before the policy goes into effect. Any and all pre-existing conditions are excluded from coverage.

1. Towing and Emergency Roadside Assistance benefits under a Diamond Care VSC are not available if sold by a California dealer.
2. From the original in-service date and 0 miles on the odometer, whichever comes first.

CPO & CPO WRAP (NON-MITSUBISHI VEHICLES ONLY)

CERTIFIED PRE-OWNED (CPO) LIMITED WARRANTY (LW) & CPO WRAP PLAN AVAILABILITY		NON-MITSUBISHI VEHICLES: UP TO 6 PREVIOUS MODEL YEARS	
		0 - 60,000 mi	60,001 - 100,000 mi
CPO LW	At time of vehicle purchase date (Mitsubishi vehicles)	N/A	
	At time of vehicle purchase date (Non-Mitsubishi)	Eligible for Sale[1]	N/A
CPO WRAP	At time of vehicle purchase date (Non-Mitsubishi w/ LW)	Eligible for Sale[1]	N/A
	After vehicle purchase date (Non-Mitsubishi w/LW)	Eligible for Sale[2]	N/A

Vehicle Classification Listing & Exclusions: Vehicle Classes 1-7 are eligible for a Diamond Care Certified Pre-Owned Limited Warranty, excluding all Mitsubishi models. See pages 6 and 7 for a detailed listing of applicable makes, models and exclusions.

CPO Limited Warranty (non-Mitsubishi vehicles only)

DESCRIPTION	DETAILS
TERM	• 84 months/100,000 miles (from the original in-service date and 0 miles on the odometer, whichever comes first)
COVERAGE[3]	• Powertrain: Engine, Transmission/Transfer Case, Drive Axle • Up to 630+ Components • Additional Benefits: Car Rental Reimbursement
ELIGIBILITY	• Select 6-year-old and newer mass-market vehicles • Less than 60,001 miles on the odometer • Still covered by OEM Powertrain Warranty
DEDUCTIBLE	• $100 per visit

Surcharges apply for Diesel engines, AWD/4WD, Turbos and Superchargers.

1. The Vehicle Inspection Report (VIR) requirement has been rescinded for vehicles under OEM Powertrain Warranty. The VIR is mandatory for vehicles outside of this warranty. Qualifications for all vehicles: Dealer expressly acknowledges and agrees that before issuing a VSC or Certified Pre-Owned (CPO) contract, it will thoroughly inspect and properly recondition the vehicle as necessary. If applicable, the VIR, WO, VSC Application and Bill of Sale, may be requested in the future to determine repair eligibility.
2. CPO Wrap eligibility after the vehicle purchase date is restricted to within 90 days of the Diamond Care CPO / Limited Warranty Activation date.
3. High voltage battery is excluded from coverage.

CPO Wraps

DESCRIPTION	DETAILS
AVAILABLE TERMS	• 84 months/100,000 miles (from the original in-service date and 0 miles on the odometer, whichever comes first) • 96 months/120,000 miles (from the original in-service date and 0 miles on the odometer, whichever comes first)
COVERAGE[1]	• Exclusionary coverage: Supreme • Over 1400 additional components that wrap around the CPO/LW Powertrain Coverage • Added Benefits[2]: Roadside Assistance, Trip Interruption and Towing Reimbursement
ELIGIBILITY	• Select 6-year-old and newer mass-market vehicles • Less than 60,001 miles on the odometer • Still covered by OEM Powertrain Warranty • Must be certified with a Diamond Care CPO/LW
DEDUCTIBLE	• $0 per visit

1. High voltage battery is excluded from coverage
2. Towing and Emergency Roadside Assistance benefits under a Diamond Care VSC are not available if sold by a California dealer. Certified Pre-Owned Limited Warranties are not effected by this state regulation.

Prepaid Maintenance

DEALER BENEFITS

Diamond Care Protection Plan Prepaid Maintenance plans are available for new and pre-owned vehicles and provide an opportunity to increase sales in the F&I office as well as on the service drive. Two plans are offered: 1) Oil change only 2) Oil change plus tire rotation[1] and Tire Road Hazard Protection[2]. Both plans include a complimentary 10-point inspection when being serviced at the selling dealer.[3]

- **High Value Product** – Provides prepaid maintenance services at intervals applicable to most drivers' usage, plus valuable Tire Road Hazard Protection.[2]
- **Multiple Sales Opportunities** – All plans are additive terms and can be sold on the service drive as well as in the F&I office.
- **Customer Retention** – Mechanical inspections are performed when returning to the selling dealer, providing additional sales for parts & service.
- **Highly Customizable** – With 8 time and mileage options, 3 reimbursement levels, and 3 service intervals, you can customize a plan to suit your customer's individual driving habits and service needs.
- **Easy Claims Processing** – The Maintenance Claims "Front Facing" portal is available to all stores with PCRS+. No phone call or pre-approval to process a claim. Download this User Guide for step-by-step instruction, or call the Claims Department at 833-700-7783.

CUSTOMER BENEFITS

- **Affordable** – 144 different coverage options, all with zero deductible.
- **Price Protection** – Pre-payment of maintenance ensures that your customers are protected from future parts and service price increases.
- **Enhanced Resale Value** – Properly maintained vehicles can help customers earn higher resale values.
- **Tire Road Hazard Protection**[2] – Provides reimbursement for tire repair up to $35 per tire, or pro-rated tire replacement up to $250 per tire for up to 36 months.[4]
- **Transferable** – The plan is transferable to a new owner; a small transfer fee may apply.

10 MECHANICAL INSPECTIONS AT EACH SERVICE[3]
Inspect Air Filter
Inspect Battery
Inspect CV Joint Boots (if applicable)
Inspect Engine Drive Belt(s)
Inspect Fluid Levels (add, if required)
Inspect Horn
Inspect Hoses
Inspect Lights (Head, Tail, Brake, Turn Signals)
Inspect Parking Brake Operation
Inspect Wiper Blades

OIL CHANGE ONLY[3]	OIL & FILTER CHANGES, PLUS TIRE ROTATIONS[1,3]
Service Level 1: Up to a maximum of $35 per service, including oil and filter change only.	**Service Level 1:** Up to a maximum of $50 per service, including: oil & filter change, plus tire rotation.[1]
Recommended for most mass-market vehicles utilizing conventional or semi-synthetic engine oil.	
Service Level 2: Up to a maximum $60 per service including: oil & filter change only.	**Service Level 2:** Up to a maximum $75 per service including: oil & filter change, plus tire rotation.[1]
Recommended for most mass-market & luxury brand vehicles utilizing conventional, semi-synthetic or synthetic engine oil.	
Service Level 3: Up to a maximum $85 per service including: oil & filter change only.	**Service Level 3:** Up to a maximum $100 per service including: oil & filter change, plus tire rotation.[1]
Recommended for most vehicles utilizing synthetic or diesel engine oil.	

1. $15 for tire rotation reimbursement included in maximum amount. Vehicles equipped with staggered fitment tires cannot be rotated, and are not available for reimbursement with tire rotation claims.
2. Tire Road Hazard protection not available on Oil Change Only plans and all contracts sold by dealers in Florida and California.
3. Both plans include a complimentary 10-point inspection when serviced at the selling dealer.
4. Mounting, balancing, valve stems, disposal fees are included in this amount up to $25 per tire.

SUMMARY OF PREPAID MAINTENANCE PLANS

Oil Change, Tire Rotation & Tire Road Hazard Plan Coverage Options

		SERVICE INTERVAL OPTIONS		
	Months	3	4	6
	Miles	3,750	5,000	7,500
PLAN TERM OPTIONS	**# OF SERVICES TO BE PERFORMED BASED ON THE SERVICE INTERVAL CHOSEN**			
12 Months / 15,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	4	3	2
	Rotate Tires & Check Tire Pressure (as applicable)	2	3	2
24 Months / 30,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	8	6	4
	Rotate Tires & Check Tire Pressure (as applicable)	4	6	4
36 Months / 45,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	12	9	6
	Rotate Tires & Check Tire Pressure (as applicable)	6	9	6
48 Months / 60,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	16	12	8
	Rotate Tires & Check Tire Pressure (as applicable)	8	12	8
60 Months / 75,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	20	15	10
	Rotate Tires & Check Tire Pressure (as applicable)	10	15	10
72 Months / 90,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	24	18	12
	Rotate Tires & Check Tire Pressure (as applicable)	12	18	12
84 Months / 105,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	28	21	14
	Rotate Tires & Check Tire Pressure (as applicable)	14	21	14
96 Months / 120,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	32	24	16
	Rotate Tires & Check Tire Pressure (as applicable)	16	24	16

REIMBURSEMENT AMOUNT	OIL & FILTER CHANGE	TIRE ROTATION	TOTAL
$50	$35	$15	$50
$75	$60	$15	$75
$100	$85	$15	$100

Oil Change Only Plan Coverage Options

		SERVICE INTERVAL OPTIONS		
	Months	3	4	6
	Miles	3,750	5,000	7,500
PLAN TERM OPTIONS	**# OF SERVICES TO BE PERFORMED BASED ON THE SERVICE INTERVAL CHOSEN**			
12 Months / 15,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	4	3	2
24 Months / 30,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	8	6	4
36 Months / 45,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	12	9	6
48 Months / 60,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	16	12	8
60 Months / 75,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	20	15	10
72 Months / 90,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	24	18	12
84 Months / 105,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	28	21	14
96 Months / 120,000 Miles	Replace Engine Oil and Filter, Lubricate Chassis (as applicable)	32	24	16

REIMBURSEMENT AMOUNT LEVEL OPTIONS		
$35	$60	$85

SCHEDULED MAINTENANCE UPSELL PLANS

All Mitsubishi customers purchasing a new MY24+ Mitsubishi vehicle receive a 2-year Complimentary Scheduled Maintenance Contract. The 2-year / 30,000-mile maintenance program covers three oil and filter changes, three tire rotations, and one cabin air filter replacement.

Optional Diamond Care Upgrade plans[1] are available for purchase up to 6 months / 7,500 miles from Original Warranty start date (OWSD).

SERVICE INTERVALS

Two service intervals available, depending on your Mitsubishi model:

- 12-month / 10,000-mile for Outlander[2] (excluding Sport and PHEV)
- 6-month / 7,500-mile for all other models

COVERED SERVICES & INSPECTIONS

COVERED SERVICES[3]
Replace engine oil and filter
Rotate tires
Replace brake fluid
Replace engine air filter
Replace air purifier filter

10 MECHANICAL INSPECTIONS AT EACH SERVICE[3]
Inspect Air Filter
Inspect Battery
Inspect CV Joint Boots (if applicable)
Inspect Engine Drive Belt(s)
Inspect Fluid Levels (add, if required)
Inspect Horn
Inspect Hoses
Inspect Lights (Head, Tail, Brake, Turn Signals)
Inspect Parking Brake Operation
Inspect Wiper Blades

1. Upsell plans can be used after the complimentary services have been all been utilized and/or expired.
2. Only available on Outlander (excluding Sport & PHEV)
3. Not all services preformed at each Service Interval. Services must be performed by the selling dealer or another Mitsubishi dealer in the United States (excluding U. S. Territories) only. Services performed by non-Mitsubishi dealers are NOT covered under the terms of this PMA and will NOT be eligible for reimbursement.

NO REFUNDS WILL BE GIVEN FOR SCHEDULED MAINTENANCE NOT PERFORMED AT THE PRESCRIBED INTERVALS OR FOR MAINTENANCE SERVICES THAT DO NOT APPLY TO A PARTICULAR VEHICLE.

Claims & Cancellation Information

All cancellations, including customer originated, are made via PCRS+.

Customers are instructed to submit a written cancellation request, which includes the mileage (odometer reading) of the vehicle at the time the cancellation is to be effective, to the original selling dealer as listed on the front page of their contract.

Original Selling Dealers have the ability to cancel their own policies as long as they meet the following criteria:

- The Cancellation Effective Date is within 90 days of the Cancellation Entry Date
- The Retail Refund amount is less than $6,000
- The policy is NOT financed through Service Payment Plan (SPP)

For paid claims deduction information, see bulletin NESSCB/25-02.

All Non-Original Selling Dealers, and Original Selling Dealers with cancellations that fall outside the above criteria, must submit their cancellation requests through the PCRS+ website for Administrator review and processing (cancellation documents are required).

The form on page 17 is available in PCRS+. For support, call 833-700-7783, or email nesna_cancellations@nesna.com.

Please allow up to 30 days for processing upon complete submission.

Vehicle Service Contract Mechanical breakdown claims process:

- All claims require pre-approval
- Obtain customer complaint, cause and correction
- Have full repair estimate ready including part numbers and labor:
  - MSRP pricing and labor hours via Motors, Mitchell or AllData
  - If applicable, have rental, towing or sublet invoices available
  - Call Diamond Care Protection Plan (DCPP) @ 833-700-7783 for pre-approval
  - If applicable, you will be given an approval number and dollar amount
  - All mechanical claims have a $100 deductible per repair visit
- Click here or scan QR Code to download the Diamond Care VSC Claims Process Guide.

High-Mileage Plan Claims Process for Plans Purchased June 2, 2025 or Prior

(See page 47 for High-Mileage Plans purchased June 3, 2025 or later)

Claims MUST have prior authorization through program administrator at 817-383-7251
Monday - Friday 8:00 AM - 6:00 PM CST.

Click here or scan QR code to download the CareGard High-Mileage Plan Claims Process PDF file.

Pre-Paid Maintenance Claims Process

Did you know you can self-process maintenance claims and receive payment instantly?

Our "Front Facing Maintenance" portal is available to all stores with PCRS+ access. (All stores actively selling DCPP, regardless of brand, can gain access to PCRS+. Ask your regional field representative for details.)

Click here or scan QR Code to download the NESNA FFM Quick Reference Guide.

If not using the FFM portal, all maintenance claims require pre-approval.

Please call Diamond Care Claims @ 833-700-7783 before starting any work.

Dealer Assistance Directory

- Dealer Assistance with VSC/PMA Applications, Transfers or Cancellations 800-362-4111
  Option 1, then option 1
- VSC & PMA Claims 833-700-7783
- VSC Towing and Roadside Assistance 800-225-2476
- PMA Tire Road Hazard Protection Claims ..... see below
  (Purchased prior to 5/1/24, contact AgeroRider.com; on 5/1/24 or later contact AAA.com/nissantire)
- 0% Consumer Finance Plan (Service Payment Plan) 800-346-5990

Customers should be directed to call 800-647-7261 with any questions about their VSC or PMA Plan.

PRE-PURCHASE INSPECTION REPORT

VEHICLE SERVICE CONTRACT PRE-PURCHASE VEHICLE INSPECTION REPORT

MITSUBISHI MOTORS
Drive your Ambition

DIAMOND CARE PROTECTION PLAN®

VIN: ____________________

Sales Type: (Check all that apply)

☐ Original Owner ☐ Subsequent Owner ☐ Certified Pre-Owned
☐ Service Drive Sale ☐ Lease Buyout

Dealer Name: ____________ Year: ____________ License Number & State: ____________ Mileage: ____________

Dealer Code: ____________ Make: ____________ OEM Warranty Expiration Date: ____________ Work Order (WO) ____________

Date: ____________ Model: ____________ Number of Keys: ____________ Stock Number: ____________

Technician: ____________ Body Type: ____________ Number of Keyless Remotes: ____________

The Vehicle Inspection Report (VIR) is required for vehicles outside of the OEM Powertrain Warranty and not required for vehicles that are still covered under the OEM Powertrain Warranty.

Qualifications for all vehicles: Dealer expressly acknowledges and agrees that before issuing a VSC or Limited Warranty (LW), it will thoroughly inspect and properly recondition the vehicle as necessary.

If applicable, the VIR, WO, VSC Application and Bill of Sale, may be requested in the future to determine repair eligibility.

Check the ○ if the item is OK. Note all specifications/readings on WO. Check the ☐ if adjustments or repairs are required and note on WO.

#	VIN / TSB's / Recalls / Maintenance / Engine Mechanical	OK	Repair
1	Verify VIN (Original / No Alterations)	○	☐
2	Perform Scheduled Maintenance	○	☐
3	Check for OEM recalls	○	☐
4	Check all systems for Diagnostic Trouble Codes (Repair as needed)	○	☐
5	All Belts / Hoses (Condition/Leaks)	○	☐
6	Start-up: Cold / Hot (Extended Crank Time)	○	☐
7	Engine: Sludge / Smoke From Tail pipe (Inspect for signs of sludge)	○	☐
8	Engine: Noise (Ticking/Knocking/Abnormal: List where and what is making noise)	○	☐
9	Engine: Leaks (Gaskets/Seals: Record where and what is leaking)	○	☐
10	All Fluids: Condition/Levels	○	☐
11	Engine Mounts (Cracked/Oil Soaked/Broken)	○	☐
12	Exhaust Manifold (Warped/Cracked)	○	☐
13	Catalytic Converter (Operation/Condition)	○	☐

#	Advanced Driver Assistance Systems (ADAS)	OK	Repair
14	Scan for Diagnostic Trouble Code(s) (Repair as needed)	○	☐
15	ADAS Operation (All ADAS components / systems)	○	☐
16	OEM Rear / Around View Monitor (Operation)	○	☐

#	Electrical / Fuel System	OK	Repair
17	All OEM Wiring (Condition)	○	☐
18	Starter Operation: Cranking Voltage ______ Amperage Draw ______	○	☐
19	Alternator Charging: Output Voltage ______	○	☐
20	Fuel Pump (Operation/Noise)	○	☐
21	Fuel Lines / Hoses (Condition/Leaks)	○	☐

#	Cooling System	OK	Repair
22	Cooling System (Pressure Test/Leaks/Freeze Protection)	○	☐
23	Recovery Tank / Radiator / Water Pump incl. electric / Cooling Fan(s) (Operation/Condition)	○	☐

#	HVAC / Defroster	OK	Repair
24	HVAC Operation (Hot/Cold, PTC Heater, Compressor Noise)	○	☐
25	A/C Hoses / Lines (Condition/Leaks)	○	☐
26	Auto Climate Control (Air Flow / Fan Speed)	○	☐
27	Rear Window Defroster (Operation)	○	☐

#	Brakes / Steering / Suspension	OK	Repair
28	Brake Lines / Hoses / Fittings (Condition/Leaks)	○	☐
29	Calipers / Wheel Cylinders (Operation/Leaks)	○	☐
30	Parking Brake (Operation/Adjustment)	○	☐
31	Master Cylinder and Booster (Operation/Leaks)	○	☐
32	Power Steering Hoses / Lines (Condition/Leaks)	○	☐
33	Power Steering Pump (Operation/Leaks/Noise)	○	☐
34	Electronic or Electro-Hydraulic Controlled Power Steering Pump / Systems (Operation/Leaks)	○	☐
35	Steering / Suspension (Control Arms/Ball Joints/Bushings/Springs: Condition/Excessive Play/Modifications)	○	☐
36	Struts (Leaks/Noise/Damage)	○	☐
37	Wheel / Hub / Axle Bearings (Condition/Noise)	○	☐

#	Audio / Alarm / Navigation	OK	Repair
38	OEM Multi-Information Display (Operation)	○	☐
39	OEM Supplied Mobile Entertainment Systems (Operation)	○	☐
40	OEM Audio System-Radio, CD (Operation)	○	☐
41	OEM Navigation System (Operation)	○	☐
42	OEM Alarm/Theft Deterrent Systems (Operation)	○	☐

#	Interior / Exterior Amenities	OK	Repair
43	Windows Controls: Motors / Regulators / Switches (Operation)	○	☐
44	Door Handles / Locks / Controls (Manual / Automatic Operation)	○	☐
45	Tilt / Telescopic Steering Wheel / Adjustable Pedal (Operation)	○	☐
46	Seat Adjustments / Controls: Manual / Power / Automatic Drive Positioner (Operation)	○	☐
47	Multifunction Switch (Headlight / Turn Signal)	○	☐
48	Wipers / Washer (Operation/Speeds/Delay)	○	☐
49	Horn (Operation)	○	☐
50	Interior Courtesy Lights: Vanity / Dome / Map (Operation)	○	☐
51	HomeLink® (Operation)	○	☐
52	Rear / Side View Mirror: Auto-dimming / Power Folding / Controls / Motors (Operation)	○	☐
53	Seat: Heated / Cooled (Operation)	○	☐
54	Steering Wheel: Heated / Cooled (Operation)	○	☐
55	Steering Wheel Controls (Operation)	○	☐
56	Shift Interlock (Operation)	○	☐
57	Sunroof / Moonroof / Convt. Top (Operation)	○	☐
58	Headlights: High / Low Beams (Operation)	○	☐
59	Tail / Brake / Hazard Lights (Operation)	○	☐

#	Transmission / Transaxle / Transfer Case / Differential Assemblies	OK	Repair
60	Transmission / Transfer Case / Drivetrain (Fluid Condition/Leaks)	○	☐
61	Transmission / Transfer Case Mounts (Cracked / Oil Soaked / Broken)	○	☐
62	Universal Joints / CV Joints / Drive Axles (Condition/Leaks)	○	☐
63	CV Boots (Condition/Leaks)	○	☐

#	Road Test	OK	Repair
64	Instrument Cluster and Gauges (Operation)	○	☐
65	Engine Performance (Operation / Noise / Vibration)	○	☐
66	Transmission (Operation / Noise)	○	☐
67	Differential / Transfer Case (Operation/Noise)	○	☐
68	Steering and Suspension (Operation / Noise / Vibration / Ride Quality / Handling)	○	☐
69	Cruise Control (Operation)	○	☐
70	Tire Pressure Monitoring System (Operation)	○	☐

#	* Hybrid (HEV) System	OK	Repair
71	*Hybrid Transaxle - Motor and Generator (Operation / Noise / Leaks)	○	☐
72	*Water Pump / Sub Radiator / Hybrid Cooling System / Inverter Coolant (Operation / Level / Leaks)	○	☐
73	*Hybrid Electronic Control Unit - Motor Power Regeneration Controls (Run Diagnostic)	○	☐
74	*Diagnostic Scan (Check for Codes & Software Updates)	○	☐

#	* Electric Vehicle (EV)	OK	Repair
75	Trickle Charge Cable (Operation/Condition)	○	☐
76	*Charge Port Inspection (Visually for Cracks/ Dirt/Debris) / (Operation of Charging Ports Caps/ Does Air Exit Back of Port)	○	☐
77	*EV Control Systems: (Run Diagnostic)	○	☐
78	*Traction Motor Systems - Motor Power Regeneration Controls (Run Diagnostic)	○	☐
79	*Vehicle Charging Systems - On Board Charger (Operation / Run Diagnostic)	○	☐
80	*High Voltage Cooling System (Leaks/Levels/ Condition)	○	☐
81	*High Voltage Battery capacity inspection (Battery Usage Report)	○	☐
82	*Reduction Gear (Operation / Noise / Leaks)	○	☐
83	*Electric Shift Control (Run Diagnostic)	○	☐
84	*Brake Systems / Brake Control / Parking Brake Systems (Operation)	○	☐

*** HEV / EV Certified Technician Name and Signature**

Technician Name (print): ____________

Technician Signature: ____________

NESNA
P.O. Box 685004
Franklin, TN 37068-5004
Customer questions: 833-700-7783

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DIAMOND CARE PROTECTION PLAN®

DEALER CANCELLATION REQUEST FORM

Processed via Policy, Claims & Reporting Solution (PCRS)

Step 1: REASON FOR CANCELLATION (attach supporting documents)

Proof of mileage is always required. Make sure the supporting document(s) below include mileage.

Cancellation Reason (see below): ____________________

- **Cancel & Reissue:** corrected policy must be entered into PCRS
- **Customer Request:** attach odometer statement or recent service record dated within 60 days of cancellation date
- **Default on Loan:** attach letter from lienholder
- **Duplicate:** same customer and VIN#
- **Entered in Error:** attach original buyers order showing policy was not purchased
- **Private Party Sale:** attach copy of odometer statement or bill of sale showing date and mileage
- **Repossession/Abandonment:** attach repo/abandon letter from lienholder
- **Rewrite:** attach documents showing rewrite
- **Theft:** attach insurance report or police report showing loss date and mileage
- **Too Expensive:** attach odometer statement or recent service record dated within 60 days of cancellation date
- **Total Loss:** attach insurance report or lienholder's letter of demand showing total loss date and mileage
- **Trade:** attach copy of odometer statement or buyer's order showing date and mileage
- **Unwind:** attach unwind documents showing date of unwind

NESNA reserves the right to request additional documentation to support the cancellation reason (i.e. missing cancellation date and mileage)

Step 2: CUSTOMER, VEHICLE AND POLICY INFORMATION

Customer Name: ____________________

Customer Address (current): ____________________

VIN#: ____________________ Policy#: ____________________

STEP 3: CANCELLATION DATE, MILEAGE, REFUND INFORMATION

Date: __________ Mileage: __________ Retail Refund Amount: __________

STEP 4: DEALERSHIP INFORMATION (the Dealer completing this form)

Dealer Name (PRINT) __________ Dealer Code __________ Dealer Signature __________

- **A refund quote can be obtained in the cancellation section of PCRS**
- **All cancellation requests are now processed via PCRS with supporting documents attached**
- **All refunds are credited to the cancelling dealership's Non-Vehicle Account statement**
  - Policies financed through Service Payment Plan (SPP) will be refunded directly to SPP for proper disbursement, unless proof of loan payoff is attached
- **Cancelling dealership is responsible for issuing a check for the RETAIL REFUND to the appropriate party (LIENHOLDER/CUSTOMER)**
  - Cancelling dealership is responsible for verifying lien holder payoff before refunding customer
  - If the cancelling dealership is not the original selling dealership, then any unearned portion will be debited to the original selling dealer's NVA

STEP 5: CUSTOMER SIGNATURE AND DATE

I request cancellation of the VSC/PMA listed above, and release and forever discharge Nissan Extended Services North America, its parent, subsidiaries and the affililates of each entity, as well as each office, agent, distributor, employee, attorney, dealer successor and assignee of any of the above from and against any and all expenses, damages, claims, demands, suit, losses, judgments, liabilities, actions, payments and all costs whatsoever (including without limitation, attorney's fees) with respect to the VSC/PMA cancelled. In addition, a processing fee, as noted in your contract, will be automatically deducted from the retail refund amount.

This form must be completed in its entirety in order for the cancellation to be processed. I understand that this Cancellation Request is irrevocable. Please allow up to 30 days for processing upon complete submission. (The customer must sign the cancellation request.)

X

PRINT NAME	CUSTOMER SIGNATURE	DATE

How to Order Product Collateral

Interested in ordering supplies? Here's how easy it is to do in 6 simple steps!

01 | Via NNAnet.com. Go to www.nnanet.com and choose My Links--> Dealer Operations --> Dealer Materials Ordering --> VSC/Extended Protection Plans

02 | Select the Brand and then the category of item to open the ordering page and locate the item you want to order.

VSC/EXTENDED PROTECTION PLANS

MITSUBISHI DIAMOND CARE

03 | Click on the button labeled 'Add to cart' to add the item to your cart for checkout.

DIAMOND CARE VSC LAMINATE EA/1

UOM: EA

SKU: _MDC-VSC-LAM

QUANTITY IN STOCK: 21

04 | Once you have finished adding to your cart, click the shopping cart link at top to finish checking out

05 | Optionally, orders can also be placed via email to nesna.supplies@imsretail.com. Use PDF order form available for download to the right.

Diamond Care
Collateral Order Form

06 | You can also call 800-247-5321 to check the status of an existing order.

We create and distribute a variety of marketing collateral to dealers free of charge.

Increase sales with brand compliant, regularly updated sales tools and consumer brochures.

Easy and convenient on-line ordering and fulfillment with free ground shipping on all orders.

QUESTIONS?

Contact your NESNA Representative for assistance.

MITSUBISHI MOTORS Drive your Ambition

DIAMOND CARE PROTECTION PLAN®

Important Contact Information

CONSUMER ASSISTANCE

For VSC, CPO Wrap or PMA contract information, customers can contact the Diamond Care Protection Plan administrator at 833-700-7783.

MITSUBISHI DIAMOND CARE PROTECTION PLAN DIRECTORY

Dealers may call the Diamond Care Hotline @ 833-700-7783 **Menu Option**

- Mitsubishi Diamond Care Claims 1
- Customer questions about their VSC or PMA 5

DEALER ASSISTANCE

- Dealer Assistance with VSC/PMA Applications, Transfers or Cancellations 800-362-4111
  Option 1, then option 1
- VSC & PMA Claims 833-700-7783
- Roadside Assistance 800-225-2476
- PMA Tire Road Hazard Protection Claims .... see below
  (Purchased prior to 5/1/24, contact AgeroRider.com; on 5/1/24 or later contact AAA.com/nissantire)
- 0% Consumer Finance Plan (Service Payment Plan) 800-346-5990
- Materials Order Status Check 800-247-5321

Ancillary Products: Overview

The following section provides additional detail on some of the included benefits in the products mentioned in the Ancillary Products section.

Vehicle Protection

- **Bundles:** Two options to choose from: Select provides Emergency Road Service, Tire & Wheel Road Hazard Protection, Paintless Dent Repair and Windshield Repair Protection; Preferred provides all the benefits of Select and adds a Key Replacement Plan benefit, plus Cosmetic Coverage to the Tire & Wheel benefit.
- **Paintless Dent Repair:** Provides hail damage coverage up to the dollar value of the customer's comprehensive insurance deductible.
- **Tire & Wheel Protection:** Expanded coverage with the addition of a cosmetic option.
- **Key Replacement:** No restriction for coverage with one key. Full programming provided regardless of method.
- **360Shield:** A suite of products for windshield, wheels, anti-corrosion, antimicrobial, air quality, and screens protection.
- **Vehicle Care:** Helps cover the cost of common maintenance and cosmetic repairs.

Extended Lease Care

- Comprehensive coverage that protects all breakdowns or damage, unless specifically excluded, plus "Extended Lease Care Plus" for additional benefits.

Financial Protection

- **GAP:** Customizable GAP solutions, with expanded eligibility and flexibility.
- **Lease Excess Wear & Tear:** Covers excess wear and tear charges at time of lease turn-in.
- **Theft Protection:** Flexible replacement benefit for increased adaptability. Flexible benefit amounts for car rental, travel and deductible reimbursement for enhanced versatility.
- **Total Loss Protection:** Provides theft prevention and a credit towards vehicle replacement in the event of a total loss.
- **Value Protect:** Diminished value benefit options for greater flexibility.
- **PaymentShield:** Providing consumers protection in the event they lose their job.

High-Mileage Plan

- Four levels of protection and additional selectable options with no limits on mileage or term.

Lifetime Limited Warranty

- Valuable coverage that includes the most important and potentially expensive parts of a new or previously owned vehicle, extended for the lifetime of ownership.

CLAIMS & CANCELLATION INFORMATION

To file a claim for GAP, Key Protection, Lease Excess Wear & Tear, 360Shield, Theft Protection, Value Protect, or Towing/Roadside Reimbursement:

1. Go to: claims.diamondcare-products.com
2. Choose your product from the drop-down section. The system will provide the respective information.
3. Log in to start your claim.

To file a claim for Bundle, Extended Lease Care, High-Mileage, Lifetime Limited Warranty, Paintless Dent Repair, Tire & Wheel, Total Loss Protection, Vehicle Care or Windshield Protection:

- Call: 800-385-9017
- Email: claims@diamondcare-products.com

To cancel a contract for Ancillary, Vehicle & Financial Protection, High-Mileage, Extended Lease Care, and Lifetime Limited Warranty, see page 47.

For questions, additional information, or assistance with Extended Lease Care, High-Mileage, Lifetime Limited Warranty, and Ancillary Products including Vehicle and Financial Protection products, call 800-385-9017.

Vehicle Eligibility Listings

The lists below outline all eligible and ineligible vehicles for the following products: 360Shield, Bundle, GAP, Key Protection, Lease Excess Wear and Tear, Extended Lease Care, Lifetime Limited Warranty, Paintless Dent Repair, PaymentShield, Tire & Wheel, Total Loss Protection, Value Protect, and Vehicle Care.

ELIGIBLE VEHICLES

NISSAN
INFINITI
MITSUBISHI
ACURA
ALFA ROMEO
AUDI
BMW
BUICK
CADILLAC
CHEVROLET
CHRYSLER
DODGE
FIAT
FISKER
FORD
GENESIS
GMC
HONDA
HUMMER
HYUNDAI
JAGUAR
JEEP
KARMA
KIA
LAND ROVER
LEXUS
LINCOLN
LUCID
MASERATI
MAZDA
MERCEDES-BENZ
MINI
POLESTAR
PORSCHE
RAM
RIVIAN
SPRINTER
SUBARU
TESLA
TOYOTA
VINFAST
VOLKSWAGEN
VOLVO

INELIGIBLE VEHICLES

ACURA
NSX

ASTON MARTIN
All Models

BENTLEY
All Models

BUGATTI
All Models

FERRARI
All Models

FORD
GT

INEOS
All Models

LAMBORGHINI
All Models

LEXUS
LFA

LOTUS
All Models

MAYBACH
All Models

MCLAREN
All Models

PORSCHE
911 Turbo
911 GT2 RS
911 GT3 RS

ROLLS-ROYCE
All Models

VEHICLES OVER 20 YEARS OLD
Includes all products except Lease Excess Wear & Tear, Extended Lease Care, and Vehicle Care

VEHICLES OVER 10 YEARS OLD
Vehicle Care Only

HIGH-MILEAGE PLAN ONLY

MAKE/MODEL	CLASS
ACURA	
NSX	IE
All Other Models	3
ALFA ROMEO	
All Models	7
AUDI	
R8	IE
RS Series	8
S6 / S7 / S8	8
All Other Models	7
BMW	
All M Models	IE
ALPINA B6 / B7 / B8 / XB7	IE
i8	IE
All Other Models	7
BUICK	
All Models	5
CADILLAC	
V Models	6
All Other Models	5
CHEVROLET	
Corvette	6
Corvette ZR-1 / Stingray / E-Ray	IE
Suburban	5
Uplander	5
Silverado 2500 / 3500	5
Silverado 4500 / 5500 / 6500	6
Silverado Medium Duty	6
All Other Models	4
CHRYSLER	
All Models	4
DODGE	
Challenger SRT Demon	IE
Challenger SRT Demon 170	IE
Challenger SRT Hellcat	IE
Challenger SRT Hellcat Redeye	IE
Charger SRT Hellcat	IE
Durango SRT Hellcat	IE
Viper	IE
All Other Models	4
DODGE (RAM) TRUCKS	
4500 Chassis Cab	6
ProMaster 1500 / 2500 / 3500 / City	7
All Other Models	5
FIAT	
All Models	6
FORD	
GT	IE
Mustang Shelby GT350	IE
Mustang Shelby GT500	IE
F250 / F350	5
F450 / F550 / F650	6
All Other Models	4

MAKE/MODEL	CLASS
GENESIS	
All Models	3
GMC	
Yukon / Yukon XL	6
All Models	5
HONDA	
All Models	2
HUMMER	
All Models	7
HYUNDAI	
All Models	1
INFINITI	
All Models	3
JAGUAR	
All Models	8
JEEP	
All Models	4
KIA	
All Models	1
LAND ROVER	
All Models	8
LEXUS	
LFA	IE
All Other Models	3
LINCOLN	
Navigator	7
All Other Models	4
MASERATI	
All Models	8
MAZDA	
RX7 / RX8	7
All Other Models	1
MERCEDES-BENZ	
ALL AMG	IE
A / C / CLA	6
G	IE
Metris	8
R / S / SL / SLS	8
Sprinter	8
All Other Models	7
MERCURY	
All Models	2
MINI	
All Models	7
MITSUBISHI	
All Models	1

MAKE/MODEL	CLASS
NISSAN	
GT-R	IE
All Other Models	1
OLDSMOBILE	
All Models	2
PLYMOUTH	
All Models	2
PONTIAC	
All Models	3
PORSCHE	
911	IE
Cayenne Turbo	IE
Macan Turbo	IE
Panamera Turbo	IE
All Other Models	8
SAAB	
All Models	2
SATURN	
All Models	2
SPRINTER	
All Models	8
SUBARU	
BRZ	4
WRX	5
All Models	2
SUZUKI	
All Models	2
TOYOTA	
86 / GR 86	4
GR Supra	5
All Other Models	2
VOLKSWAGEN	
All Models	6
VOLVO	
All Models	6
INELIGIBLE VEHICLES	
Electric Vehicles	
Heavy Duty Trucks	
Manufacturers Not Listed	

Note: Any model listed above that is followed by 'IE' is ineligible for coverage.

High-Mileage Plan

The High-Mileage Plan offers four levels of protection and additional selectable options with no limits on mileage or term. Coverage is provided for a wide range of vehicles, including both everyday and commercial. Each plan includes essential benefits such as 24-hour emergency road service and rental/rideshare reimbursement, which can be fully tailored to meet specific driver needs.

TERMS

- Terms up to 60 months/60,000 miles and unlimited mileage terms on all levels of coverage
- 12 months, any vehicle year, unlimited miles for Level 1 coverage
- Terms vary based on the vehicle odometer at the time of sale

ADDITIONAL BENEFITS

- **Simplified Mileage Bands:** Now offering coverage plans without limits.
- **Emergency Road Service:** Reimbursement up to $100 per road service (towing, battery jumpstart, flat tire change, and fuel, oil and water delivery service), and $45 per locksmith service. The customer is responsible for the cost of any fluids delivered.
- **Rental Vehicle or Rideshare Reimbursement:** Coverage for rental or rideshare is provided at up to $50 a day, for up to 30 days for the term of the contract. Also includes rideshare in lieu of rental.
- **Trip Interruption Reimbursement:** Coverage includes up to 4 days at $100 a day for alternate transportation, meals, and lodging when a covered breakdown occurs 100 miles or more from home.

AVAILABLE SURCHARGES

- Commercial Use
- Lift Kit/Leveling Kit/Lowering Kit
- Branded Title
- Seals and Gaskets
- Hybrid Drive Battery

ENHANCED DEDUCTIBLE OFFERING

- **Standard:** $100
- **Additional Options:**
  - $0 deductible
  - $200 deductible

COVERAGE OPTIONS

LEVEL 1* POWERTRAIN

Engine

- Gasoline
- Diesel
- Turbocharged
- Supercharged

Transmission

- Automatic
- Standard

Drivetrain

- Front & Rear Wheel Drive
- Hybrid Vehicle Components
- 4x4/AWD

LEVEL 2* DELUXE

All coverages in level 1 plus

- Air Conditioning
- Braking System
- Electrical
- Steering
- Suspension

LEVEL 3* DELUXE PLUS

All coverages in levels 1 & 2 plus

- Technology
- Enhanced Electrical
- Enhanced Suspension
- Enhanced Hybrid Vehicle Components
- Miscellaneous Components

LEVEL 4* SUPREME

All coverages in levels 1, 2, & 3 plus

- Comprehensive coverage for all mechanical breakdowns, except for items listed as excluded.

* See contract for a full list of exclusions

Extended Lease Care

Extended Lease Care provides comprehensive coverage for mechanical breakdowns for leased vehicles that are not covered by vehicle warranties or automotive insurance policies. This plan can protect your driver from paying for these out-of-pocket expenses. Hybrid/electric vehicles are also covered.*

COVERAGE DETAILS

Provides comprehensive coverage for a vehicle including the following parts:

Extended Lease Care Benefit

Lease End Benefit | We will pay for approved lease end charges subject to the eligibility requirements outlined within the service contract.

Engine

Gasoline Engine | Cylinder block and all internally lubricated parts, including crankshaft, rod and main bearings, cam bearings, connecting rods, wrist pins, pistons, piston rings, camshaft, cam tower, lifters, cylinder head, valves and guides, valve springs, rocker arms, pushrods, timing chain and sprockets, oil pump, oil pump housing, oil pump pressure relief valve, timing chain housing, intake and exhaust manifolds, flywheel, balance shafts, harmonic balancer and retainer bolt, crankshaft pulley, valve covers, oil pan, engine oil cooler, oil filter adapter/housing, engine oil sending unit, thermostat and housing, water pump, temperature sending unit, expansion plugs, fuel supply pump, vacuum pump, dipstick and tube, and fasteners for these components.

Diesel Engine | Fuel distributor, fuel injection pump, fuel regulator and injectors. The auxiliary fuel pump is excluded.

Turbocharged/Supercharged Engine | Turbocharger, supercharger, waste gate controller, intercooler, hard lines, compressor, clutch and pulley, bypass valve, injection pump, and lines and nozzles.

Transmission

Automatic/CVT | Case and all internally lubricated parts, including oil pump, valve body, torque converter, governor, main shaft, input/output shafts, clutches, bands, drums, gear sets, bearings, bushings, solenoids, TV cable, electronic shift control unit, computer operated clutch, cooler, dipstick and tube, and fasteners for these components.

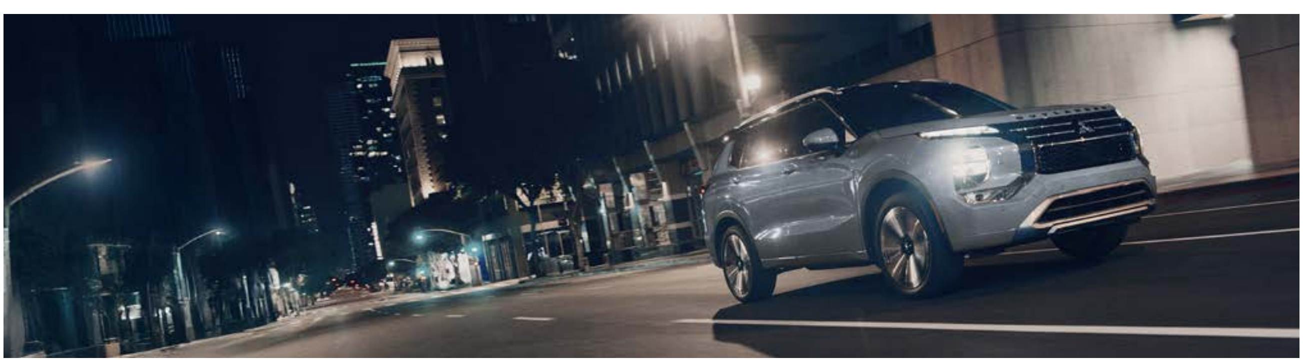
Standard (Manual) | Case and all internally lubricated parts, including main shaft, input/output shafts, gear sets, shift forks, synchronizers, bearings, bushings, shift linkage and cables, and fasteners for these components.

Drivetrain

Front Wheel Drive | Final drive housing and all internally lubricated parts, including carrier case, gear sets, chain and sprockets, bearings, bushings, axle shafts, front hub bearings, rear hub bearings, drive shaft support, drive shaft, and fasteners for these components.

Rear Wheel Drive | Drive axle housing and all internally lubricated parts, including carrier case, gear sets, bearings, bushings, limited slip clutch pack, axle shafts, front hub bearings, rear hub bearings, drive shaft support, drive shaft, and fasteners for these components.

Transfer Case – 4X4/AWD | Case and all internally lubricated parts, including main shaft, gear sets, chain and sprockets, bearings, bushings, and fasteners for these components, four-wheel drive selector switch, transfer case module, electronic and vacuum engagement components, including manufacturer's all-wheel drive systems.



* Batteries for hybrid/electric vehicles are excluded.

Hybrid Vehicle Drivetrain Components | Hybrid battery junction block, hybrid battery main battery cable, and electric alternating current compressor, electric motor/ generator(s) and all internal components, inverter/converter/transformer units and all internal components, inverter/converter/ transformer units cover, continuously variable transmission (CVT) and all internal components, power split device and all internal components, reduction/reducer box and all internal components, and fasteners for the components listed above.

Seals & Gaskets

Covered only if required in connection with a covered repair.

Dual Rear Wheels

Coverage will be provided when your driver's vehicle is equipped with dual rear wheels.

Canadian Vehicle

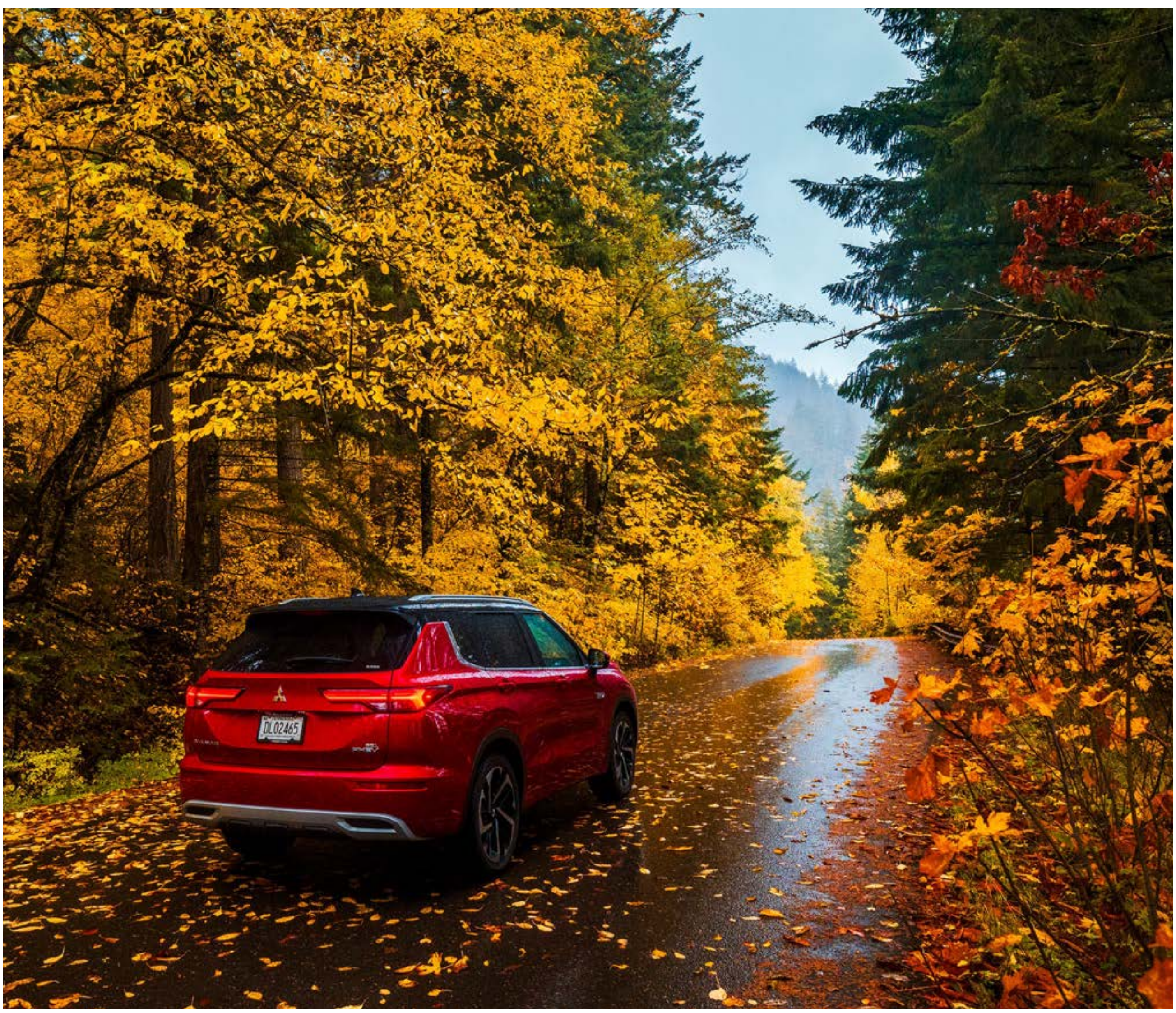
Coverage will be provided even though your driver's vehicle has been manufactured for sale in Canada.

Air Conditioning

Condenser, compressor, clutch and pulley, orifice tube, accumulator, HVAC control module, high/low pressure cutoff switches, high/low pressure hoses, pressure cycling switch, thermostat, drier, temperature control head, fasteners for these components, and Freon-refrigerant if necessary for a covered repair.

Brakes

Wheel cylinders, master cylinder, combination valve, assist booster, disc brake calipers, hard lines and fittings, backing plates, springs, clips and retainers, self-adjusters, parking brake linkage and cables, and fasteners for these components.



Electrical

Voltage regulator, alternator, front and rear windshield wiper motors, front and rear windshield wiper delay controller, back up lamp switch, brake light switch, hazard warning switch, headlamp switch, ignition switch, multi-function switch, neutral safety switch, turn signal switch, wiper switch starter motor and drive, starter solenoid, electronic ignition module, ignition coils, electronic ignition module, body control module, engine control module and engine management control unit, keyless entry system, instrument gauges, compass display, thermometer display, power steering electronic control unit, cruise control system, power seat motor, power seat transmission, power window motor, power window regulator, low fuel sensor, low coolant sensor, low oil sensor, power antenna motor, electronic rear view mirror motor, headlight door motor, power sunroof motor, convertible top motor, wiring harnesses, back up lamp switch, brake light switch, hazard warning switch, headlamp switch, ignition switch, multi-function switch, neutral safety switch, turn signal switch, wiper switch, power window switch, power door lock actuator/switch, power mirror switch, power seat switch, power trunk/ liftgate lock actuator, seat memory switch, seat temperature switch, sunroof switch, traction control switch, transmission position switch, transmission temperature switch, accelerator pedal position sensor, air temp sensor, ambient temp sensor, brake fluid level sensor, brake fluid pressure sensor, cabin temperature sensor, camshaft position sensor, crankshaft position sensor, oil pressure sensor, oil temperature sensor, seat position sensor, transmission position sensor, transmission temperature sensor, fuel level sensor, coolant level sensor, coolant temperature sensor and relay, electronic fuel injection system except exhaust gas recirculation valve, electronic suspension sensors, electronic suspension controller and limiting valve, electronic suspension lines and electronic throttle body.

Steering

Housing/case and all internally lubricated parts (examples include rack and pinion equipped valve assembly, sector shaft, rack mounts and cushions, inner rod ends and bellows boots, speed sensor or steering gear equipped pitman shaft and valve assembly and bearings), bushings, pitman arm, center link, idler arm, power steering pump/electric steering motor, power steering pump pulley, fluid reservoir, coupling, and fasteners for the components listed above.

Suspension

Bump stop cushions, torsion bar mounts and bushings, upper and lower ball joints, including dust boots, steering knuckle (spindle), spindle support, stabilizer shaft, stabilizer linkage, including mounts, and bushings, kingpins, electronic suspension actuator/motor and compressor, electronic suspension sensors, electronic suspension controller and limiting valve, electronic suspension lines, air suspension springs, upper and lower control arms, control arm shafts, and fasteners for the components listed above.

Hybrid/Electric Vehicle Components

Onboard battery charging system, battery charge controller, motor/generator belt tensioner, drive motor dampener, voltage inverter reservoir, three-phase high voltage cables, hydraulic or electric regenerative braking system, onboard computer system, including all relays, sensors, ECU & ECM (electronic control units/electronic control modules), power switch/button and controller/electronic throttle control system.

Miscellaneous Components

Fuel tank, fuel tank sending unit, fuel tank hard lines, fuel injectors, radiator, radiator fan, including fan clutch, fan motor, fan blade, and fan relay, temperature sensor and relay, struts, including upper mount and pivot bearing assembly, heated back glass, windshield wiper washer pump(s), heater-A/C blower motor, heater core assembly, heater control valve, horn assembly and clutch starter interlock switch.

Technology

Adaptive lighting control motors, actuators, and sensors (composite headlight assembly, only as a result of failure of a listed component); audio system, including displays and control modules; auto dimmers; blind spot monitoring control module and sensors; Bluetooth systems, module, and microphone; collision avoidance systems; cruise control systems, including adaptive/autonomous cruise control technologies, control unit, sensors, and cameras; driver information center; driver recognition systems, entertainment technology; eye detection systems, factory installed vehicle hot-spot/cellular transceiver; hands free systems and controls, heads-up display systems; HomeLink®/ garage door control transmitter; humidity sensors; infrared systems; keyless access systems; lane departure systems; multimedia interface systems; navigation packages; power trunk/lift gate motor and sensors; proximity sensors; rear monitoring cameras; rear, front, and side mounted cameras and control unit; rest recommendation systems; seat heaters and coolers; self-parking systems, module, sensors, and cameras; SOS systems; touch screen technology; USB ports; vibration sensors; voice recognition/ command systems.

ADDITIONAL COVERAGE

During the term, we will also pay a repair facility, or at our option, reimburse your driver the cost to repair or replace, as applicable, damage to the following:

Battery Coverage | Replacement of 1 failed battery. A covered battery shall be considered failed when it is no longer capable of holding a charge and/or being recharged and has been proven by way of negative battery testing results supplied by an approved repair facility to the administrator at the time of the filing of a claim for replacement. Batteries for hybrid/electric vehicles are excluded.

Belts and Hoses | Repair/replacement of failed belts and/or hoses as a result of normal wear and tear.

Chrome, Moldings, & Trim Protection | Repair or replacement of factory installed chrome, moldings, and trim as a result of normal wear and tear.

Convertible & Vinyl Tops Protection | Repair of convertible and vinyl tops as a result of normal wear and tear.

Cosmetic Alloy Wheel Protection | Repair of the wheel(s) on a vehicle due to cosmetic wheel damage.

Interior Protection | Repair of rips, cuts, punctures or tears in fabric, leather, or vinyl up to 2" or less in length and not wider than 1/8" and/or stains that are no greater than 6" in length or diameter as a result of normal wear and tear. In some instances, repair of the stain may require re-dying the affected area.

Light Bulbs & Lenses | Replacement of bulbs and tail light lenses, turn signal lights, brake lights, head lamps, running lights, and fog lights as a result of normal wear and tear.

Paintless Dent Repair Protection | Paintless Dent Repair (PDR) is an industry recognized process that involves the removal of dings and minor dents from a vehicle's exterior steel or aluminum body panels without disturbing the paint finish. This does not include services that involve the replacement of Vehicle body panels, sanding, bonding, or repainting. During the Term, We will pay a Repair Facility, or at Our option, reimburse You the Cost to repair covered minor dents and minor dings less than 4" in length and/or diameter on exterior body panels of the Vehicle that are accessible and are repairable through existing PDR techniques. Hail damage is covered up to the dollar value of Your comprehensive primary carrier deductible. This Service Contract is limited to Vehicles with steel or aluminum body panels.

Rental/Rideshare Reimbursement | If a vehicle experiences a breakdown and is inoperable or unsafe to drive and needs to be held for 8 hours or more (a "day") by a repair facility for a covered repair, we will reimburse the driver the cost to rent a vehicle from a licensed rental agency at a rate not to exceed $50 per day up to the lesser of: (i) $1,500; or (ii) the cost of 30 days for which reimbursement is paid. In lieu of a rental vehicle, we will reimburse the driver the cost to use a rideshare service (e.g., Uber or Lyft) at a rate not to exceed $50 per day up to the lesser of: (i) $1,500; or (ii) the cost of 30 days for which reimbursement is paid. Rental/Rideshare reimbursement is limited to a maximum of 5 days per breakdown of the same covered part and an aggregate maximum of 30 days.

Technology | Adaptive lighting control motors, actuators, and sensors (composite headlight assembly, only as a result of failure of a listed component); audio system, including displays and control modules; auto dimmers; blind spot monitoring control module and sensors; Bluetooth systems, module, and microphone; collision avoidance systems; cruise control systems, including adaptive/autonomous cruise control technologies, control unit, sensors, and cameras; driver information center; driver recognition systems, entertainment technology; eye detection systems, factory installed vehicle hot-spot/cellular transceiver; hands free systems and controls, heads-up display systems; HomeLink®/garage door control transmitter; humidity sensors; infrared systems; keyless access systems; lane departure systems; multimedia interface systems; navigation packages; power trunk/lift gate motor and sensors; proximity sensors; rear monitoring cameras; rear, front, and side mounted cameras and control unit; rest recommendation systems; seat heaters and coolers; self-parking systems, module, sensors, and cameras; SOS systems; touch screen technology; USB ports; vibration sensors; voice recognition/command systems.

Wheel Alignment | One wheel alignment during the term of this service contract.

Windshield Repair | Repair of minor chips no larger than 1.5" in diameter, and cracks less than 6" in length due to road hazard Damage on the front windshield only.

Windshield Wiper Coverage | Replacement of one set of front windshield wiper blades and one rear wiper blade (if applicable).

Extended Lease Care Plus | We agree to pay, or in our sole discretion, reimburse the driver only the cost, including the labor rate, to replace one set of front and rear brake pads and/or rotors that need replacement due to normal wear and tear. Replacements are limited to the manufacturer's original parts or "like kind and quality" comparable replacements as determined by the administrator.

Surcharge

Commercial Use | Coverage for a vehicle if being used for a commercial purpose, including but not limited to: hauling, construction work, principal off-road use, pickup and/or delivery service, snowplowing, company pool use, business travel when the vehicle is used by more than one driver, vehicles used by a single driver for sales/services, one-time shared passenger rides on demand as part of Uber and Lyft, food courier service such as Grubhub, DoorDash and Uber Eats, light duty contracting, vehicles equipped with dump beds, hoisting, or lifting equipment. The commercial use surcharge does not provide coverage to a vehicle if used for one of the following purposes: daily rentals, carrying passengers for hire (e.g., taxi, limousine, shuttle services, or other livery type services), towing or road service operations, government/military use, law enforcement, fire, ambulance or other emergency services. These uses are excluded without exception.

Vehicle Protection

BUNDLES – TWO PLAN OPTIONS

PRODUCT	SELECT	PREFERRED
No Deductible for Customers	●	●
Emergency Road Service	●	●
Paintless Dent Repair	●	●
Windshield Protection	●	●
Tire & Wheel Road Hazard Protection	●	●
Key Protection		●
Tire & Wheel w/ Cosmetic Coverage		●
Identity Theft Protection		●

Select provides Emergency Road Service, Tire & Wheel Road Hazard Protection, Paintless Dent Repair and Windshield Repair Protection[1].

Preferred provides all the benefits of Select and adds an $800 Key Replacement Plan benefit, plus Cosmetic Coverage to the Tire & Wheel benefit.

1. Windshield Replacement available where permitted.

SELECT

Tire & Wheel Protection

Tire Repair | Repair of flat tire(s) due to road hazard damage. Tire repair coverage is limited to tires that do not exceed original equipment manufacturer ("OEM") specifications for the vehicle.

Tire Replacement | Replacement of tire(s) should a vehicle's tires become unserviceable due to road hazard damage as determined by the repair facility and confirmed by the administrator. We will pay only the cost of a replacement tire (including mounting and balancing) as shown on the repair order. Tire replacement coverage is limited to tires that do not exceed OEM specifications for the vehicle. "Like kind and quality" comparable tires, as determined by the administrator, may be used to complete replacements. If an AWD or 4WD vehicle requires a tire replacement due to a covered event, an additional tire replacement on the same axle will be authorized when the difference in tread is greater than 4/32''.

Wheel Repair | Repair of a vehicle's wheels due to road hazard damage. Wheel repair coverage is limited to wheels that do not exceed OEM specifications for the vehicle.

Wheel Replacement | Covers the replacement of the wheel should a vehicle's wheels become unserviceable due to road hazard damage as determined by the repair facility and confirmed by the administrator. We will pay only the cost of a replacement wheel (including mounting and balancing) as shown on the repair order. Wheel replacement coverage is limited to wheels that do not exceed OEM specifications for the vehicle. "Like kind and quality" comparable wheels, as determined by the administrator, may be used to complete replacements.

Windshield Protection

Windshield Protection Standard | Repair of minor chips no larger than 1.5" in diameter, and cracks less than 6" in length due to road hazard damage on the front windshield only.

Windshield Protection Plus | Replacement of front windshield, only, if chips or cracks caused by a road hazard cannot be repaired. Windshield replacement coverage is limited to windshields that do not exceed OEM specifications for the vehicle. OEM or "like kind and quality" comparable windshields, as determined by the administrator, may be used to complete replacements.

Emergency Road Service

In the event your driver's vehicle is disabled, they may obtain towing, battery jump start, flat tire change, delivery of supplies (fuel, oil, water), and/or locksmith services ("emergency road service") by (i) contacting us directly for assistance or (ii) obtaining emergency road service on their own. Drivers must seek reimbursement in either scenario. Coverage does not include the cost of supplies (fuel, oil, water).

Paintless Dent Repair

Paintless Dent Repair (PDR) is an industry recognized process that involves the removal of dings and minor dents from a vehicle's exterior steel or aluminum body panels without disturbing the paint finish. This does not include services that involve the replacement of vehicle body panels, sanding, bonding, or repainting. During the term, we will pay a repair facility, or at our option, reimburse the cost to repair covered minor dents and minor dings less than 4" in length and/or diameter on the exterior body panels that are accessible and are repairable through existing PDR techniques. Hail damage is covered up to the dollar value of the comprehensive primary carrier deductible, not to exceed $1,000. Coverage is limited to steel or aluminum body panels.

PREFERRED

Everything in Select, also including Cosmetic Wheel Protection, Key Protection, and Identity Theft Protection.

Cosmetic Wheel Protection

Repair of the wheel(s) on a vehicle due to cosmetic wheel damage.

Key Protection

Key Protection includes an $800 benefit to replace the vehicle key/remote should it become lost, stolen or destroyed. Battery replacement is not included.

Repair or replacement of a covered key/remote as a result of damage due to mechanical failure, electrical failure, a defect in workmanship, damage, loss, theft, or normal wear and tear not to exceed the key protection maximum benefit per 12 month period. Replacements are limited to the manufacturer's original key/remote or "like kind and quality" replacements.

Identity Theft Protection

Dark Web Monitoring & Alerting | The driver will receive proactive monitoring and alerting services that will notify the driver to any potential breach of and/or suspicious activity relative to their identity. Dark Web Monitoring includes the following services: Social Security Number Monitoring, Bank Account Number Monitoring, Credit Card Account Number Monitoring, Debit Card Account Number Monitoring, Driver's License Monitoring, Email Monitoring, Medical Insurance ID Monitoring, Passport Number Monitoring, and Phone Number Monitoring. In connection with monitoring services, drivers will receive prompt alerts to take immediate action to prevent or remediate identity theft, including notifications of suspicious activity, compromised credentials, and/or potential account takeovers. As part of the identity theft protection, drivers will also receive identity threat alerts that will notify the driver of any major data breaches, identity theft incidents, and/or new identity theft laws. Monitoring and alerting services include access to the mobile app to rapidly review information from a smartphone, Mobile Attack Control scanning for potential identity threats, and Mobile VPN to encrypt and protect phone data being transmitted or received.

Identity Fraud Reimbursement | The driver will be reimbursed for identity fraud expenses, as defined in and limited by the terms and conditions set forth at diamondcare-products.com/idprotectionterms, up to the aggregate maximum Identity Fraud Expense Reimbursement limit of $1,000,000 for the term of this service contract addendum. To qualify for Identity Fraud Expense Reimbursement, the driver must experience a stolen identity event, which is the fraudulent use of their personal identification, social security number, or other method of identifying the driver, with an occurrence date during the term of this contract addendum and be reported within 90 days of discovery of such stolen identity event.

Identity Theft Protection | The driver will receive White Glove Restoration services to remediate incidents of identity theft, which are fully managed by Certified Protection Experts available to you 24/7, 365 days a year. Upon the filing of a claim here under, the Certified Protection Expert will work with the driver to confirm identity theft or fraudulent activity. The driver will also receive Lost Wallet Assistance to aid in the replacement of credit, debit, and ATM cards, Junk-Mail Opt-Out to remove the driver's name from marketing databases, and Medical ID Fraud Protection to review usage of medical benefits. As a condition of receiving any and/or all of these services, the driver agrees to provide any required documentation to the Certified Protection Expert, including, but not limited to, a power of attorney to handle complex identity theft issues, that may arise throughout the remediation process.

Surcharges*

Chrome/Mixed Media | Coverage will be provided for chrome wheels, wheels with PVD coating or wheels that have a mixed media finish, meaning when the wheel is finished in more than one of the following: (i) paint; (ii) machine-finished; (iii) chrome; (iv) powder-coat; or (v) clear-coat.

Commercial Use | Coverage for a vehicle if being used for a commercial purpose, including but not limited to: hauling, construction work, principal off-road use, pickup and/or delivery service, snowplowing, company pool use, business travel when the vehicle is used by more than one driver, vehicles used by a single driver for sales/services, one-time shared passenger rides on demand as part of Uber and Lyft, food courier service such as Grubhub, DoorDash and Uber Eats, light duty contracting, vehicles equipped with dump beds, hoisting, or lifting equipment. The commercial use surcharge does not provide coverage to a vehicle if used for one of the following purposes: daily rentals, carrying passengers for hire (e.g., taxi, limousine, shuttle services, or other livery type services), towing or road service operations, government/military use, law enforcement, fire, ambulance or other emergency services. These uses are excluded without exception.

Dual Rear Wheels | Coverage will be provided when your driver's vehicle is equipped with dual rear wheels.

Tire and Wheel | Tires with 3/32" or less tread depth; damage caused by curb impact; valve or rim leaks; improper installation; dry rot in either sidewall or tread; tire chains; and/or off-road use; wheels that will not seal due to rust and corrosion; off-road tires and wheels; tire pressure monitoring system; chrome wheels; wheels with PVD coating or wheels that have a mixed media finish: paint, machine-finished, chrome, power-coat, or clear-coat unless the Chrome/Mixed Media Surcharge is selected and paid; any wheel constructed of carbon fiber, ceramic, or any materials other than steel or aluminum alloy.

Windshield | Damage to areas of the vehicle other than front windshield & stress cracks or cracks over 6".

Paintless Dent Repair | Dents that have been previously repaired; large or deep dents in excess of 4"; creased metals; the punctured metal of the vehicle; vehicles utilizing plastic; fiberglass or non-metal body panels; repair requiring sanding, priming, clear coat, tail gates, truck beds, door jambs.

Key Protection | Additional loss or damage which is occasioned by the driver or the operator's negligence or failure to use all reasonable precautions to protect the covered keys/remotes from any further loss or damage after damage has occurred or been indicated.

WHAT'S NOT COVERED

Parts of the vehicle subject to regular maintenance. For a complete and detailed list of exclusions, please refer to the contract.

* Surcharges are subject to payment by your driver of the applicable surcharge price.

Standalone Products

PAINTLESS DENT REPAIR

Paintless Dent Repair (PDR) is an industry recognized process that involves the removal of dings and minor dents from a vehicle's exterior steel or aluminum body panels without disturbing the paint finish. This does not include services that involve the replacement of vehicle body panels, sanding, bonding, or repainting. During the term, we will pay a repair facility, or at our option, reimburse the driver the cost to repair covered minor dents and minor dings less than 4" in length and/or diameter on exterior body panels of the vehicle that are accessible and are repairable through existing PDR techniques. Hail damage is covered up to the dollar value of the driver's comprehensive primary carrier deductible, not to exceed $1,000. This service contract is limited to vehicles with steel or aluminum body panels.

KEY PROTECTION

Key Protection may include either an $800 or $1,400 benefit to replace the vehicle key/remote should it become lost, stolen or destroyed. Battery replacement is not included.

Repair or replacement of a covered key/remote as a result of damage due to mechanical failure, electrical failure, a defect in workmanship, damage, loss, theft, or normal wear and tear not to exceed the key protection maximum benefit per 12 month period. Replacements are limited to the manufacturer's original key/remote or "like kind and quality" replacements.

EMERGENCY ROAD SERVICE

In the event your driver's vehicle is disabled, they may obtain towing, battery jump start, flat tire change, delivery of supplies (fuel, oil, water), and/or locksmith services ("emergency road service") by (i) contacting us directly for assistance or (ii) obtaining emergency road service on their own. Drivers must seek reimbursement in either scenario. Coverage does not include the cost of supplies (fuel, oil, water).

TIRE & WHEEL PROTECTION

Tire & Wheel Protection provides tire repair/replacement and/or wheel (rim) repair/replacement in the event tires and/or wheels become damaged due to a road hazard.

Tire Repair | Repair of flat tire(s) due to road hazard damage. Tire repair coverage is limited to tires that do not exceed original equipment manufacturer ("OEM") specifications for the vehicle.

Tire Replacement | Replacement of tire(s) should a vehicle's tires become unserviceable due to road hazard damage as determined by the repair facility and confirmed by the administrator. We will pay only the cost of a replacement tire (including mounting and balancing) as shown on the repair order. Tire replacement coverage is limited to tires that do not exceed OEM specifications for the vehicle. "Like kind and quality" comparable tires, as determined by the administrator, may be used to complete replacements. If an AWD or 4WD vehicle requires a tire replacement due to a covered event, an additional tire replacement on the same axle will be authorized when the difference in tread is greater than 4/32''.

Wheel Repair | Repair of a vehicle's wheels due to road hazard damage. Wheel repair coverage is limited to wheels that do not exceed OEM specifications for the vehicle.

Wheel Replacement | Covers the replacement of the wheel should a vehicle's wheels become unserviceable due to road hazard damage as determined by the repair facility and confirmed by the administrator. We will pay only the cost of a replacement wheel (including mounting and balancing) as shown on the repair order. Wheel replacement coverage is limited to wheels that do not exceed OEM specifications for the vehicle. "Like kind and quality" comparable tires, as determined by the administrator, may be used to complete replacements.

360SHIELD

360Shield is a suite of products that protects a vehicle's interior and exterior, preserving its appearance and value throughout the warranty period. Meeting the highest industry standards, all treatments come with warranties covering cleaning, repair, repainting, or replacement of covered parts, with no deductible.

PaintShield

Ceramic sealant that protects exterior factory painted surfaces against acid rain, bird droppings, tree sap, industrial fallout, insects, permanent hard water etching, oxidation and weather-induced fading or loss of gloss. We will pay, or in our sole discretion, reimburse your drivers the cost to repair or repaint each exterior factory painted surface.

InteriorShield

Protection for interior carpet, fabric, leather, and/or vinyl surfaces that are damaged by weather induced fading or permanent staining due to food, drink, urine, vomit, lipstick, crayons, or oil-based stains. We will pay, or in our sole discretion, reimburse your drivers the cost to repair or replace the damaged covered area.

GlassShield

Protection from windshield damage due to acid rain, water spots, chips, cracks, or insects. We will pay, or in our sole discretion, reimburse your drivers the cost to repair or replace the damaged covered area. The warrantor's obligation as to the damaged covered area shall be payment of the cost of 1 repair or, if repair is not possible, in the administrator's sole discretion 1 replacement per damaged covered area up to the product maximum benefit.

WheelShield

Protection for the wheels on a vehicle that are damaged due to discoloration or flaking of painted surfaces. We will pay the cost, or at our sole discretion, reimburse your driver the cost to refinish the damaged covered area.

BodyShield

Protection for the sheet metal or steel frame of a vehicle that is damaged due to corrosion. We will pay, or in our sole discretion, reimburse your driver the cost to repair the damaged covered area.

Interior Anti-Microbial Protection

Protection for the interior surfaces of a vehicle that are damaged due to the formation of mold, mildew, and other harmful microbes. We will pay the cost, or at our sole discretion, reimburse your driver the cost to repair the damaged covered area.

Air Quality & Odor Protection

Protection for a vehicle's climate control system, including the ducts, vents, and/or other components therein, if damaged due to the growth or formation of mold, mildew, and/or other harmful microbes. We will pay the cost, or at our sole discretion, reimburse your driver the cost to repair the damaged covered area.

ScreenShield

Protects and strengthens the screens and lenses throughout your driver's vehicle and covers the repair or replacement. We will pay, or in our sole discretion, reimburse your driver the cost to repair or replace the damaged covered area up to the product maximum benefit.

WHAT'S NOT COVERED

Components not treated with applicable 360Shield Vehicle Protection Product. For a complete and detailed list of exclusions, please refer to the contract.

PaintShield: Body panels and components not treated with applicable product, damage due to paint defects, damage to chrome, bumper, & grills. **InteriorShield:** Defects in vehicle's manufacturing materials, burned, torn, ripped materials, staining or fading caused by corrosive substances, blood, bleach, acid, dyes, inks, tar, paint, gum. **GlassShield:** Damage to areas of the vehicle other than front windshield. **WheelShield:** Chrome wheels, wheels that have mixed finishes: paint, machine-finished, chrome, powder-coat, clear-coat. **BodyShield:** Minor surface rust, corrosion caused by the exhaust system. **ScreenShield:** Display screens or camera lenses not treated with the applicable 360Shield Vehicle Protection Product, replacement of screen/camera that has experienced an internal failure, replacement or repair due to delamination. **Interior Anti-Microbial:** Interior surfaces not treated with the applicable Interior Anti-Microbial 360Shield Vehicle Protection Product, Mold & Mildew that existed prior to the purchase. **Air Quality and Odor:** Components of the vehicle's climate control systems not treated with applicable Air Quality and Odor Protection product, exterior surfaces of the vehicle, interior surfaces other than those relative to the vehicle's climate control system.

VEHICLE CARE

Driving every day takes a toll even on the best vehicles. Tires wear down. Brake pads thin out. Small dents and dings show up over time. These are the realities of owning or leasing a car, but they're often not covered by traditional protection plans.

Vehicle Care is built exactly for that kind of everyday wear. It helps cover the cost of common maintenance and cosmetic repairs, so your drivers are not left paying out of pocket for the most routine parts of vehicle ownership. Whether they're commuting, road-tripping, or just running errands, Vehicle Care keeps them covered where it counts most.

COVERAGE DETAILS

During the term, we will also pay a repair facility, or at our option, reimburse you the cost to repair or replace, as applicable, damage to the following:

Battery Coverage | Replacement of 1 failed battery. A covered battery shall be considered failed when it is no longer capable of holding a charge and/or being recharged and has been proven by way of negative battery testing results supplied by an approved repair facility to the administrator at the time of the filing of a claim for replacement. Batteries for hybrid/electric vehicles are excluded.

Chrome, Moldings, & Trim Protection | Repair or replacement of factory installed chrome, moldings, and trim because of normal wear and tear. For chrome, moldings, and trim protection, the total of all covered repairs and/or reimbursements during the term may not exceed $1,000.

Windshield Wiper Coverage | Replacement of 1 set of front windshield wiper blades and 1 rear wiper blade (if applicable).

Belts and Hoses | Repair or replacement of failed belts and/or hoses because of normal wear and tear.

Interior Protection | Repair of rips, cuts, punctures or tears in fabric, leather, or vinyl up to 2 inches or less in length and not wider than 1/8 of an inch and/or stains that are no greater than 6 inches in length or diameter as a result of normal wear and tear. In some instances, repair of the stain may require re-dying the affected area.

Wheel Alignment | 1 wheel alignment, not to exceed $1,000.

Light Bulbs & Lenses | Replacement of bulbs and lenses of tail lights lenses, turn signal lights, brake lights, headlamps, running lights, and fog lights because of normal wear and tear. The total of all covered repairs and/or reimbursements during the term may not exceed $2,500.

Convertible & Vinyl Tops Protection | Repair of convertible and vinyl tops because of normal wear and tear, the total of all covered repairs and/or reimbursements during the term may not exceed $5,000.

Paint Protection | Repair of clear coat scratches, scuff marks, and paint defects that require touch-up repair.

Brake Pad and/or Rotor Replacement | Replacement of 1 set of front and rear brake pads and/or rotors that need replacement due to normal wear and tear. Carbon ceramic brakes are limited to $5,000 in aggregate.

Diagnostic Coverage | Necessary and customary charges incurred in conjunction with the diagnosis of the Damaged Covered Part. Diagnostic time will not be covered for those conditions where the proper repair is readily apparent.

DISCLAIMER: Commercial Use coverage requires payment of an additional surcharge. Without it, related claims may be denied.

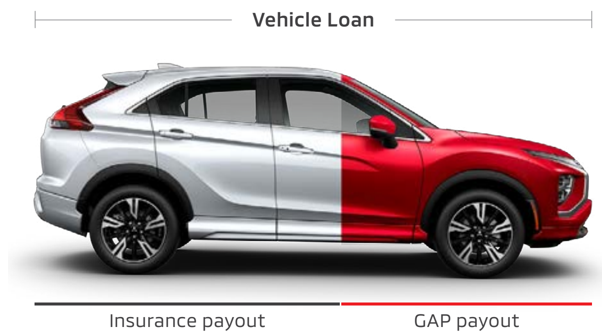
Financial Protection

GAP

PRODUCT	GAP PLUS	GAP
No Deductible for Customers	●	●
GAP Protection	●	●
Insurance Deductible Assistance	●	●
Vehicle Replacement Credit	●	

Guaranteed Auto Protection (GAP) helps cover what the customer owes on their vehicle loan or lease agreement if they experience a total loss before it is paid off.

Commercial Use | If the driver has selected and made payment for the commercial use surcharge, the driver will be eligible for waiver coverage even though the driver is using their vehicle for a commercial use as defined in the GAP waiver contract.



Vehicle Replacement Credit | In the event of a covered total loss and waiver of the GAP amount, the vehicle replacement credit surcharge provides eligibility for a $1,000 credit toward a replacement vehicle financed or leased from the original dealer within 90 days of the date of waiver of the GAP Amount. The vehicle replacement credit has no cash value and will only be applied in the form of a credit towards the amount financed or leased on the replacement vehicle. Documentation must be submitted to the administrator evidencing the purchase or lease of a replacement vehicle. In the event the vehicle replacement credit exceeds the amount financed or leased on the replacement vehicle, any unused portion of the vehicle replacement credit is non-transferable and will not result in any refund due.

ADDITIONAL COVERAGE AVAILABILITY

GAP Plus | Primary carrier deductible coverage is available up to $1,000. As part of the GAP Plus program, Vehicle Replacement Credit coverage is also available as a surcharge to provide down payment assistance if you return to the selling dealer and purchase or lease a replacement vehicle after a covered total loss.

WHAT DOES NOT QUALITY FOR WAIVER COVERAGE

Towing charges, rental fees, storage charges, administrative fees, salvage value, damage resulting from bodily injury or property damage liability, physical damage, medical payments, personal injury protection, uninsured motorist, underinsured motorist, self-financed vehicles, loss as a result of criminal acts, misrepresentation of fact, race or speed contest, vehicles classified as a lemon, resulting from wear and tear, gradual deterioration, obsolescence, rust, corrosion, latent defect, inherent vice, freezing, overheating. Please refer to the GAP Addendum for exact details.

LEASE EXCESS WEAR & TEAR

Lease Excess Wear & Tear covers up to $5,000 in excess wear and tear charges at time of lease turn-in. Covers new leased vehicles valued up to $150,000 MSRP.

COVERAGE (INCLUDING BUT NOT LIMITED TO)

- Chipped paint and scratches
- Chipped windshield or windows
- Damaged wheels
- Exterior dents and dings
- Damaged headlamps, rear lamps, lenses, & fog lights
- Interior stains

THEFT PROTECTION

If an installed theft deterrent doesn't help prevent a theft or recover a vehicle if it's stolen while your driver is covered, and the vehicle is considered a total loss, we'll offer support to help your driver get back on their feet.

UV Body Panel & Warning Labels | Leaves a permanent and unique code on a vehicle that is visible under UV light, deterring theft and allowing law enforcement agencies to identify the owner of a recovered vehicle.

THEFT PROTECTION EXPENSES

Rental Expenses | In the event of a total loss, we will pay, or in our sole discretion, reimburse the driver's expenses for a rental car incurred by the driver as a direct result of the theft of the driver's vehicle up to the maximum benefit identified on the information schedule on the limited warranty form.

Travel Expenses | In the event of a total loss, we will pay, or in our sole discretion, reimburse the driver's travel expenses up to the maximum benefit identified on the information schedule. Travel expenses are limited to $100 of expenses per day, inclusive of meals (restaurants only) and lodging (hotels and motels only), that the driver incurs if the driver's vehicle is stolen more than 200 miles from the driver's permanent residence.

Deductible Reimbursement | In the event of a total loss, we will reimburse the driver for their primary carrier's deductible up to the maximum benefit identified on the information schedule, but not to exceed $1,000.

We will pay the theft protection expenses to the driver. Theft protection expenses are excess to and may not duplicate any other available coverage, including, but not limited to, those provided by the driver's primary carrier's (e.g., travel or transportation expenses). These expenses are only reimbursable to the extent that they are not covered by the driver's primary carrier's insurance policy. Our payment of theft protection expenses is subject to the terms and conditions of this limited warranty, including, but not limited to, the driver's report of the theft to the police within 24 hours of the driver's discovery of the theft, and contacting the administrator and providing the administrator with the required documents within 60 days of the primary carrier settlement.

Replacement Benefit | In the event of a total loss, we will pay the selling dealer of the replacement vehicle the replacement benefit up to the maximum benefit identified on the information schedule. The replacement benefit shall be calculated as follows: (i) when both the vehicle and replacement vehicle are purchased, the difference between the replacement vehicle cost basis, and the retail value of the vehicle as determined by the driver's primary carrier on the date of loss; or (ii) when both the vehicle and the replacement vehicle are leased, the difference between the sum of the monthly lease payments for the driver's replacement vehicle and the sum of the monthly lease payments for the vehicle for the entire term of the respective leases. Our payment of the replacement benefit is subject to the following: (i) the replacement vehicle must be of the same transaction type as the vehicle (e.g., purchase or lease); (ii) the replacement vehicle must be purchased or leased within 60 days from the date of loss; (iii) the cost of the replacement vehicle must be greater than the retail value of the driver's vehicle in order to receive the replacement benefit; and (iv) the replacement vehicle must be purchased or leased (as applicable) from the original selling dealer. The replacement benefit will be paid directly to the selling dealer at the time the driver purchases or leases their replacement vehicle. The replacement benefit is excess to and may not duplicate any other available coverage, including, but not limited to, that provided by the driver's primary carrier. Our payment of the replacement benefit is subject to the terms and conditions of this limited warranty, including, but not limited to, the driver's report of the theft of the vehicle to the police within 24 hours of the driver's discovery of the theft, and contacting and providing the administrator with the required documents within 60 days of the primary carrier settlement. Rollover balances from prior loans are specifically excluded from this definition and the warrantor hereby specifically excludes coverage for such balances.

Surcharge

Commercial Use (ONLY when Surcharge has been selected and paid) | The driver will be eligible for coverage hereunder even though the driver is using their vehicle for a commercial use as defined herein.

TOTAL LOSS PROTECTION

Total Loss Protection is designed to safeguard your driver's finances and get them back on the road. In the event a vehicle is declared a total loss due to an accident or theft, we provide coverage up to the maximum benefit, alleviating the financial burden of replacing the vehicle.

UV Body Panel & Warning Labels | Leaves a permanent and unique code on a vehicle that is visible under UV light, deterring theft and allowing law enforcement agencies to identify the owner of a recovered vehicle.

COVERAGE DETAILS

Total Loss Protection Dealer Replacement Benefit | In the event that the product installed on your driver's vehicle fails to prevent, or facilitate recovery of, the theft of your driver's vehicle or your driver's vehicle is deemed a total loss resulting from physical damage loss, we will provide a dealer replacement benefit as follows: (i) a credit of $1,000 when your driver purchase or lease a replacement vehicle of the same original equipment manufacturer ("OEM") as the vehicle, from any dealer; (ii) a credit of $1,000 if your driver return to the original selling dealer and your driver purchase or lease a replacement vehicle of any OEM other than the OEM of the vehicle; or (iii) a credit of $2,000 if your driver return to the original selling dealer and your driver purchase or lease a replacement vehicle of the same OEM as the vehicle.

Responsibilities and Requirements | In order for your driver to be eligible for the credit under this limited warranty, your driver is required to maintain primary carrier coverage. Payment of the dealer replacement benefit is subject to the terms and conditions of hereof, including, but not limited to, your driver reporting the theft of the vehicle to the police within 24 hours of your driver's discovery of the theft, and contacting and providing the administrator with the required documents within 30 days of the primary carrier settlement.

VALUE PROTECT

Value Protect guards your drivers and their budgets from potentially diminished value of their vehicle. Coverage designed to maintain the trade-in value of their vehicle and the soundness of their investment even in the event of an accident.

COVERAGE BENEFITS

- Provides your driver the option to trade-in their vehicle to the selling dealer for a credit of the guaranteed repurchase price toward the purchase or lease of another vehicle.

DIMINISHED VALUE BENEFITS

- The dealer's offer can vary based on vehicle demand and any reduced value from accidents; if the driver rejects the offer, they can still trade in their vehicle for a guaranteed price that factors in diminished value and repair costs.

PAYMENTSHIELD

With the PaymentShield program, in the unfortunate event that your driver loses their job due to covered circumstances, they will receive reimbursement for loan or lease payments made for up to six months. PaymentShield is available for new vehicles that are leased or purchased, as well as for loans on used vehicles.

HOW PAYMENTSHIELD WORKS

The benefit available is dependent on your payment tier. Below is an example assuming a maximum total benefit of $2,500.

IF PAYMENT IS...		
$399/mo	**$499/mo**	**$999/mo**
May receive a monthly reimbursement for entire payment up to six months.	May receive a monthly reimbursement for entire payment up to five months	May receive a $999 reimbursement for two months, then receive $502 toward the third month's payment.

COVERAGE BENEFITS

In the event a driver is terminated or furloughed from their current employment, we agree to reimburse them the eligible payment protection reimbursement amount within 30 days of proof of payment of the monthly vehicle payment amount by them as defined herein, subject to the terms and conditions of this payment protection agreement.

ANCILLARY PRODUCT PAYMENT PLANS

Payment Plans are valuable programs offered to help your drivers finance the protection products that make sense for them. It provides a solid alternative to cash or a welcome solution if your driver's financial institution's borrowing limit has been reached. Whether your drivers are seeking protection against unexpected breakdowns, theft, tire and wheel damage, or any other circumstances our wide range of plans cover, we can build flexible, easy to afford payment plans for your drivers today.

PURCHASER PAYMENT PLAN OPTIONS

Your driver can choose the 0% installment plan they would like to use:

84 MONTHS OR LESS	Longest term is 42 months.*
72 MONTHS OR LESS	Longest term is 36 months.*
60 MONTHS OR LESS	Longest term is 30 months.*
48 MONTHS OR LESS	Longest term is 24 months.*
36 MONTHS OR LESS	Longest term is 18 months.*
24 MONTHS OR LESS	Longest term is 12 months.*
12 MONTHS OR LESS	Longest term is 6 months.*

Down payment must be 10% or more of the product(s) purchase price but no less than $100.

POWERFUL TOOLS

Our online account management system includes:

- Streamlined payment plan portal makes new account and agreement setup a breeze.
- User-friendly customer portal allows for easy management of payment, current balance, and loan history.

ADDITIONAL BENEFITS

- Direct funding for vehicle protection products of your driver's choice
- 0% monthly payment plans
- Easy and secure online payments

*We may modify the installment term if it exceeds 50% of the remaining time of the plan.

Lifetime Limited Warranty

Lifetime Limited Warranty coverage is an excellent way to protect against unexpected repair costs for the life of the contract when purchasing a new or previously owned vehicle. A Lifetime Limited Warranty is extended for the lifetime of vehicle ownership, and offers valuable coverage that includes the most important and potentially expensive parts of the vehicle; the engine, transmission, and drivetrain. Emergency road service is also included.

New and Pre-Owned Vehicles: $100 deductible for covered repairs per covered claim.

POWERTRAIN COVERAGE

Gasoline Engine | Cylinder block and all internally lubricated parts including crankshaft, rod and main bearings, cam bearings, connecting rods, wrist pins, pistons, piston rings, camshaft, cam tower, lifters, cylinder head, valves and guides, valve springs, rocker arms, pushrods, timing chain and sprockets, timing chain housing, intake and exhaust manifolds, flywheel, balance shafts, harmonic balancer and retainer bolt, crankshaft pulley, valve covers, oil pump, oil pump housing, and oil pump pressure relief valve, oil pan, engine oil cooler, oil filter adapter/housing, engine oil sending unit, thermostat and housing, water pump, temperature sending unit, expansion plugs, fuel supply pump, vacuum pump, dipstick and tube, and fasteners for these components.

Diesel Engine | Fuel distributor, fuel injection pump, fuel regulator, and injectors. The auxiliary fuel pump is excluded.

Turbocharged/Supercharged Engines (Manufacturer installed only) | Turbocharger, supercharger, waste gate controller, intercooler, hard lines, compressor, clutch and pulley, bypass valve, injection pump, and lines and nozzles.

Transmission (Automatic) | Case and all internally lubricated parts, including oil pump, valve body, torque converter, governor, main shaft, input/output shafts, clutches, bands, drums, gear sets, bearings, bushings, and solenoids, TV cable, electronic shift control unit, computer operated clutch, cooler, dipstick and tube, and fasteners for these components.

Transmission (Standard/Manual) | Case and all internally lubricated parts, including the main shaft, input/output shafts, gear sets, shift forks, synchronizers, bearings, and bushings, shift linkage and cables, and fasteners for these components.

Drivetrain (Front Wheel Drive) | Final drive housing and all internally lubricated parts, including carrier case, gear sets, chain and sprockets, bearings, and bushings, axle shafts, front hub bearings, rear hub bearings, locking hub assemblies (4x4), drive shaft support, drive shaft, and fasteners for these components.

Drivetrain (Rear Wheel Drive) | Drive axle housing and all internally lubricated parts, including carrier case, gear sets, bearings, bushings, and limited slip clutch pack, axle shafts, front hub bearings, rear hub bearings, drive shaft support, drive shaft, and fasteners for these components.

Transfer Case - 4x4/AWD | Case and all internally lubricated parts, including main shaft, gear sets, chain and sprockets, bearings, and bushings, fasteners for these components, and electronic and vacuum engagement components, including manufacturer's all-wheel drive systems.

Ancillary Miscellaneous

ANCILLARY STATE AND LENDER AVAILABILITY DISCLAIMERS

Due to varying state and lender regulations, product availability and other conditions and/or limitations may apply. This section provides details to ensure compliance with state and lender regulations and to give the most current and accurate information regarding product availability. This section is subject to change pursuant to additional developments in applicable regulations and any such updates will be provided.

Ancillary Product Bundle

- Locked Retail Prices for all service contracts to be sold in FL (inclusive of bundle selectable coverages), regardless of lender.
- Applicable form for all lenders except FMCC / Lincoln and Toyota / Mazda / Lexus / Mobility One ("TFS family of companies"): BNDL_SEN.
- TFS family of companies permit a bundle that does not include wheel repair. This contract is notated by "BNDLNWR_SEN."
- FMCC / Lincoln Financing (BNDL_SPS_FMCC or BNDL_APS_FMCC): Lender permits only a static bundle of Tire and Wheel, Paintless Dent Repair, and Windshield Repair (not replacement). Such coverages are automatically bundled and not individually selectable.
- FMCC / Lincoln Financing (BNDL_SPS_FMCC or BNDL_APS_FMCC): In FL, the static bundle is Tire and Wheel and Paintless Dent Repair only. Such coverages are automatically bundled and not individually selectable. Windshield (Repair or Replacement) is not permitted in FL pursuant to lender guidelines.

Windshield Protection (Selectable on Bundle Form)

- Locked and filed retail price in NY for Windshield Repair.
- Windshield Replacement (Plus or Ultra coverage) is not permitted in NY.
- BNDL_SEN or BNDLNWR_SEN: Windshield Protection Standard (repair) not available in FL, KS, and SC.
- BNDL_SEN or BNDLNWR_SEN: Windshield Protection Plus (replacement) not available in CT, FL, GA, KS, MA, ME, MT, NY, PA, SC, TX, and VT.
- BNDL_SEN or BNDLNWR_SEN: Windshield Protection Ultra (replacement) not available in AK, CT, FL, GA, KS, MA, ME, MT, NY, PA, SC, TX, and VT.
- FMCC / Lincoln Financing (BNDL_SPS_FMCC or BNDL_APS_FMCC): Windshield Replacement not permitted in any state pursuant to lender guidelines. Windshield Repair not permitted in FL pursuant to lender guidelines (BNDL_APSFL_FMCC).
- FMCC / Lincoln Financing (BNDL_SPS_FMCC or BNDL_APS_FMCC): Static bundle (except FL) that automatically includes Tire and Wheel, Paintless Dent Repair and Windshield Repair.

Key Protection (Selectable on Bundle Form)

- FMCC / Lincoln Financing: Key not permitted pursuant to lender guidelines.

Paintless Dent Repair (Selectable on Bundle Form)

- Locked and filed retail price in NY for Paintless Dent Repair.
- CA: Hail damage is not limited to primary carrier deductible.
- LA: Hail damage coverage is not available.
- FMCC / Lincoln Financing (BNDL_SPS_FMCC or BNDL_APS_FMCC): Static bundle (except FL) that automatically includes Tire and Wheel, Paintless Dent Repair and Windshield Repair.

Extended Lease Care

- EC_SEN is for lease finance types. Includes "lease end benefit."
- EC_SEN not available with Ally, Capital One, FMCC / Lincoln, Hyundai / Kia / Genesis, or TFS family of companies.
- EC_SEN is the available "lease" product in NY with applicable lenders.
- EC_SEN is not available in OR.

Total Loss Protection

- Not available for financing with Chase, Ally, or FMCC / Lincoln.
- Total Loss Protection Dealer Replacement Benefit not available in AK, KS, NE, NY, TN, TX, and WV.

ANCILLARY STATE AND LENDER AVAILABILITY DISCLAIMERS (CONTINUED)

Lease Excess Wear & Tear

- LEWT_SEN: Not available with Chase, Ally, or FMCC / Lincoln.
- LEWT_SEN: Not available in NY.
- EC_SEN offers approved Lease End Benefit in NY (see above).

Value Protect

- Not available in CO, MO, NC, or TX.
- Chase, Ally, or FMCC / Lincoln do not finance Value Protect agreements.

Theft Protection

- $5,000 Benefit / 36 Month Term for all.
- $5,000 Benefit Includes: Rental Max $1,000, Travel Max $1,000, Deductible Max $1,000, and Replacement Benefit $2,000.
- Ally does not fund theft in DC and VT.
- NY (TP_SEN_NY): Please select NY specific form for all sales in NY.
- Florida (TP_SEN_FL): Please select FL specific form for all sales in FL.
- Tennessee (TP_SEN_TN): Please select TN specific form for all sales in TN.

Guaranteed Asset Protection (GAP)

- STATE PRICING RESTRICTIONS (All Lenders): Maximum fee that may be charged for GAP in TX and OR is 5% of the amount financed by the buyer; CA - 4% of the amount financed by the buyer; CO - higher of $600 or 4% of the amount financed by the buyer; and NY, cannot exceed the cost of creditor GAP insurance (dealer cost). In NY, there is a restricted mark-up of $10 on lease finance type GAP only.
- All Lenders: Minimum LTV for sale of GAP in IN and SC is 80% and 70% in CA.
- All Lenders: GAP may not be sold on vehicles valued at less than $5,000 in MN.
- All Lenders: No lease finance type GAP in MD, ME, or TX.
- All Lenders: No deductible coverage available in AK or LA.
- All Lenders: No lease deductible coverage is available in NH or IL.

Sentinel GAP - Unlimited

- GAP_SEN_GP (Finance with NMAC, VW / Audi, Hyundai / Kia / Genesis, Stellantis / First Investors, Capital One, Exeter, Chrysler, Santander, GM / AmeriCredit, and others not specifically indicated): Offers deductible coverage of $1,000, commercial use, and $1,000 "GAP Plus" Vehicle Replacement Credit ("VRC"). VRC not available in AK, KS, NE, NY, TN, TX, and WV. See above for deductible restrictions.
- GAP_SEN_NGP (Financed with Ally, AHFC / Acura, SETF, TFS family of companies): Offers deductible coverage of $1,000 and commercial use. Does not offer VRC. See above for deductible restrictions.
- **Sentinel State Notes:**
  - AHFC / Acura, Capital One, Exeter, GM / AmeriCredit, and Ally do not finance NY GAP.
  - TFS family of companies do not finance in HI.
  - TX is sold on a separate form. VRC and lease coverage not available.
  - NY is sold on a separate form (GAP_SEN_NY). VRC and deductible coverage are not available.

Chase GAP - Not Unlimited

- Offers deductible coverage of $1,000 and light duty commercial use. See above for deductible restrictions.
- Offers VRC (excluded in AK, CO, FL, GA, KS, NE, TN, TX, WV).
- Chase does not finance GAP in DC or NY.
- Chase GAP allows LTV of 150%.
- TX is sold on a separate form (GAP_CHASE_TX). VRC is not available.

Ford GAP - Unlimited

- Ford does not permit LEASE finance type on GAP.
- Ford does not finance GAP in DC or NY.
- Ford only allows one use per form - personal or commercial.
- See above for deductible restrictions.
- CA, IN, and TX sold on separate forms.
- VRC is excluded in: AK, AR, IL, IN, KS, MD, MI, MT, NE, NV, ND, OR, RI, TN, TX, VT, VA, WV.

Claims & Cancellation Information

CLAIMS & CANCELLATION INFORMATION FOR ANCILLARY CONTRACTS SOLD PRIOR TO MARCH 31, 2025 AND HIGH-MILEAGE PLANS SOLD PRIOR TO JUNE 3, 2025

All claims require prior authorization.

NSD claims process by plan type - https://nsdditto.com/processes/#claim-procedures

Should customers have any questions regarding their NSD ancillary products, please have them call 800-338-2680. Office hours are Monday through Friday from 8:30 AM - 5:00 PM EST.

For High-Mileage Plan claims prior authorization, contact CareGard at 817-383-7251 Monday - Friday 8:00 AM - 6:00 PM CST. Customers should call 800-856-0990 for Plan questions or Benefits (Towing / Road Service; Trip Interruption; Lost Key / Lockout).

Dealer Assistance Directory

- Ancillary Plan Claims Assistance 888-684-9327
- Ancillary Plan Appearance Protection Claims 800-323-3521
- Ancillary Plan GAP and Value Protect Claims 888-272-5517
- Ancillary Plan Lease Wear & Tear Claims Administrator 866-910-5547
  Option 3, then option 1
- Ancillary Plan Roadside Assistance 866-330-0760
- High-Mileage Plan Claims 817-383-7251
  (Purchased on or prior to 6/2/25)
- High-Mileage Plan Dealer Assistance & Consumer Benefits 800-856-0990
  (Purchased on or prior to 6/2/25, Towing / Road Service; Trip Interruption; Lost Key / Lockout)

ANCILLARY, VEHICLE & FINANCIAL PROTECTION PRODUCTS CLAIMS INFORMATION FOR CONTRACTS SOLD ON OR AFTER APRIL 1, 2025 AND HIGH-MILEAGE OR VEHICLE CARE CONTRACTS SOLD ON JUNE 3, 2025 OR LATER

To file a claim for GAP, Key Protection, Lease Excess Wear & Tear, 360Shield, Theft Protection, Value Protect, or Towing/Roadside Reimbursement:

1. Go to: claims.diamondcare-products.com
2. Choose your product from the drop-down section. The system will provide the respective information.
3. Log in to start your claim.

To file a claim for Bundle, Extended Lease Care, High-Mileage, Lifetime Limited Warranty, Paintless Dent Repair, Tire & Wheel, Total Loss Protection, Vehicle Care or Windshield Protection:

- Call: 800-385-9017
- Email: claims@diamondcare-products.com

For questions, additional information, or assistance with Extended Lease Care, High-Mileage, Lifetime Limited Warranty, and Ancillary Products including Vehicle and Financial Protection products, call 800-385-9017.

CANCELLATION INFORMATION FOR ANCILLARY, VEHICLE & FINANCIAL PROTECTION, EXTENDED LEASE CARE, AND LIFETIME LIMITED WARRANTY CONTRACTS SOLD ON OR AFTER APRIL 1, 2025 AND HIGH-MILEAGE OR VEHICLE CARE CONTRACTS SOLD ON OR AFTER JUNE 3, 2025

Customer Initiated Cancellation

Visit diamondcare-products.com. When a customer clicks on "Cancel a Contract Info", they will be redirected to our cancellation FAQs which includes these detailed instructions.

"The next step is to review your contract and the cancellation process in General Provisions Section. Next, you should reach out to your selling dealer to inquire about the cancellation process. You may also contact us for guidance. To obtain a copy of your contract, contact us at support@diamondcare-products.com or 800.385.9017. A cancellation fee may apply."

When a customer contacts our support team with a request to cancel, we will first direct them back to the selling dealer for assistance. If the customer is unable to cancel the contract with the dealer, we will provide them with a link to the cancellation form so they can start the cancellation process.

"If you are having an issue getting in touch with your selling dealer to cancel your contract, contact us at support@diamondcare-products.com or 800.385.9017.

All cancellation refunds are handled by the dealership. Once your contract has been cancelled, the administrator processes the cancellation and notifies the dealership of the refund obligation. If you have any questions or concerns regarding your refund, please contact the dealership directly."

Cancellation Notification Process

Customer Submits Cancellation Request

Once the customer submits the cancellation form, the following email notifications will be triggered:

Day 1 – Confirmation of Request Received:

- The customer, dealer and MarketSource will receive an email confirming that the cancellation request has been received.

Day 6 – Confirmation of Intent to Proceed:

- The customer will receive an email asking them to confirm whether they wish to proceed with the cancellation.
- If we do not receive a response, we will proceed with the cancellation on Day 7.

Day 7 – Final Confirmation of Cancellation:

- The customer, dealer and MarketSource will receive an email confirming that the contract has been cancelled.

What information does a customer need to cancel their contract?

- Contract #
- VIN #
- Odometer
- Cancel Reason

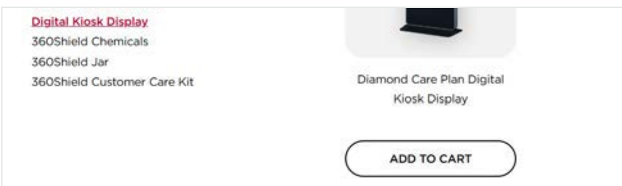
How to Order Ancillary Supplies

Interested in ordering supplies? Here's how easy it is to do in 6 simple steps!

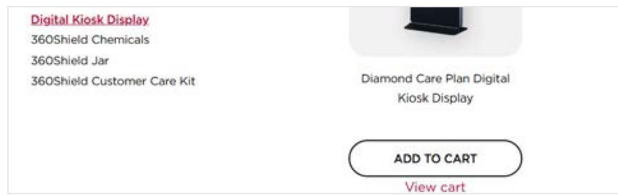
01 | Go to nesna-resources.com and click on "Supplies Store" in the navigation bar. You can also go directly to nesna-dealers.com/supply-store/

02 | Select your brand, then browse the left-hand menu and click directly on an item to select it.

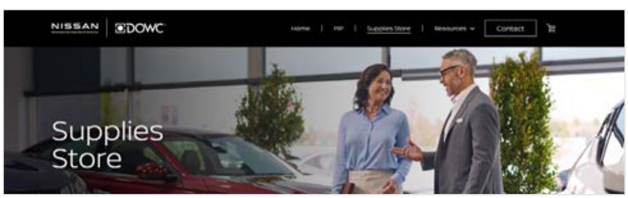
03 | Click on the button labeled 'Add to cart' to add the item to your cart for checkout.



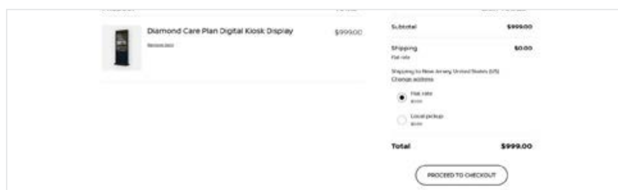
04 | Once an item is added to your cart, a button labeled "View cart" will appear directly below the button, allowing you to view the items in your cart.

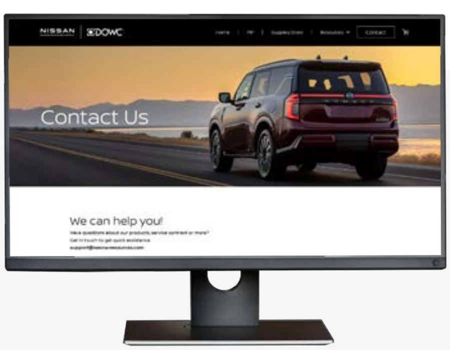


05 | Optionally, you can also view the items in your cart by clicking on the shopping cart icon at the upper right of the screen.



06 | When you have finished adding items to your cart, click the 'Proceed to checkout' button to complete your order.





QUESTIONS?

Reach out to us by email or online

support@nesna-resources.com

nesna-resources.com/contact-us/

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