

Royal Drive is a fully insured product backed by more than 30 years of dependability. Whether you need repairs to your car as a result of a mechanical breakdown, roadside assistance or have general questions regarding your coverage, we're there with the expertise to resolve any issues quickly. Our claims associates have decades of experience in automotive. Our state-of-the-art call center and national coverage, ensures an immediate response to your needs.

## ADDITIONAL BENEFITS:

### All plans include:

#### 24 Hour Roadside Assistance:

Your Vehicle will be covered for up to ten (10) occurrences over the term of Your Service Contract. Towing benefits are provided for up to a maximum of one hundred dollars (\$100.00) per occurrence. Lock out service, fuel and fluid delivery services (excluding the cost of the fuel or fluids), or battery boost/jump services are provided for up to a maximum of fifty dollars (\$50.00) per occurrence. Battery boost/jump services are not available for electric or hybrid vehicles. If Your Vehicle requires Roadside Assistance, **You must contact Quest Towing Services for prior approval and assistance, otherwise no coverage for the service will be provided.**

**Please Note: The Emergency Roadside Assistance benefit is not intended to provide reimbursement of services secured through a provider other than the Road Service Processing Center.**

**You will be provided with Your Roadside Assistance number in the welcome letter You receive. Transfer of the Service Contract does not include transfer of the 24-Hour Roadside Assistance Program.**

**The 24 Hour Roadside Assistance benefits are provided through: Quest Towing Services Inc. & Quest Claims Services Quest Software, Inc. d/b/a**

106 West Tolles Drive, St. Johns, MI 48879  
1-855-513-5184

#### Rental Benefit:

Rental reimbursement will only be approved for an authorized repair, beginning on the claim submission date. Reimbursement for a rental vehicle is provided for a maximum of forty dollars (\$40.00) per day, up to a maximum of five (5) days. Any authorized repair which requires the Vehicle to be left at a repair facility will qualify for one (1) day of rental reimbursement. Parts delays will qualify for up to three (3) days of reimbursement. Delays for inspection required by the Administrator qualify for up to one (1) day of rental reimbursement. In no case will delays caused by parts or inspections increase the maximum limit of five (5) days. Rental car agreement charges will only be reimbursed to You for charges incurred from a licensed rental agency. You must provide the paid rental receipt to the Administrator to be reimbursed for the charges. In no case will reimbursement exceed the actual cost included on the rental receipts, and no reimbursement will be provided to You until the authorized repairs are complete and paid.



## OPTIONAL COVERAGE:

### Maintenance Package 1

#### Seals & Gaskets

Seals and gaskets will be covered only if the Seals and Gaskets option is selected at the time of purchase and the appropriate surcharge is paid.

*Note: Seepage of seals and gaskets is considered wear and tear and is not covered under the Service Contract.*

*\$1,000 Maximum benefit during the term of the service contract. .*

*No surcharge is required if Redline Coverage Plan is purchased*

#### Technology Group

The following Manufacturer-Installed components will be covered only if the Technology Group option is selected at the time of purchase and the appropriate surcharge is paid: DVD Players; Radio; CD Players; Video and Gaming Systems; Navigation Systems, Back-up Camera, Parking Sensors. Coverage does not include any removable components such as Remote Controls, DVD or CDs. The maximum benefit allowed is \$2500 during the term of Your Service Contract.

*Note: No surcharge is required if Redline Coverage Plan is purchased*

#### Brake Pads/Shoes

You are eligible for the replacement of Brake Pads or Shoes only if the Brake Pads/Shoes option is selected at the time of purchase and the appropriate surcharge is paid. The maximum benefit allowed is \$100 during the term of Your Service Contract.

### Maintenance Package 3

Maintenance Packages 1 & 2 Combined

### Maintenance Package 2

#### Oil Changes

You are eligible for reimbursement for the following only if the Oil Change option is selected at the time of purchase and the appropriate surcharge is paid: one (1) Oil Change up to \$40 per year during the term of Your Service Contract. Paid in full receipts for all oil changes must be provided to the Administrator with your request for reimbursement. All oil changes must be performed during the term of this Contract. Reimbursement will be provided for the lesser of the following: either (a) the MSRP cost of five (5) quarts of convention oil, one (1) OEM replacement oil filter, and a maximum of .2 hours of labor at the maintaining facility's charged customer-pay labor rate, or (b) the maintaining facility's menu price for a convention oil change.

#### Wiper Blades

You are eligible for reimbursement for the following only if the Wiper Blades option is selected at the time of purchase and the appropriate surcharge is paid: two (2) services up to \$20 each for the replacement of Wiper Blades during the term of Your Service Contract. The maximum reimbursement available for this benefit is \$40 during the term of Your Service Contract.

#### Battery & Lights

You are eligible for reimbursement for the following only if the Battery & Lights option is selected at the time of purchase and the appropriate surcharge is paid: (1) the cost of an Alignment and replacement of Exterior Lamps & Bulbs with a maximum reimbursement of \$200 during the term of Your Service Contract, or (2) a one-time benefit of \$50 for Battery Replacement. The maximum reimbursement available for these benefits is \$250 during the term of Your Service Contract

## MANDATORY SURCHARGES:

#### 1. 4 Wheel/All-Wheel Drive Coverage:

If Your Vehicle is equipped with 4 Wheel/All-Wheel Drive, the following components are covered: 4 Wheel Drive Actuator and Locking Hubs

**2. Diesel:** If You have a diesel Vehicle, an additional mandatory surcharge is applied.

**3. 1 Ton Vehicle:** If You have a vehicle with a one-ton gross vehicle weight capability, (GVW) an additional mandatory surcharge is applied.

**4. Towing Package:** If Your Vehicle is equipped with a Manufacturer Installed Fifth Wheel or Gooseneck Hitch Tow package modification and Manufacturers towing specification are followed, an additional mandatory surcharge is applied. No coverage is provided for components that were utilized to facilitate the vehicle's modification, including but not limited to the Hitch and its components. Proof of installation will be required.

**5. Turbocharger/Supercharger** (factory installed only): all internal components contained within the Turbocharger/Supercharger Housing, Turbo Boost Valve, Turbo Waste Gate Actuator, Bearing, Bushing, and all other internal components, and Seals and Gaskets, Supply Line.

**6. Lift Kit:** If Your Vehicle is equipped with a Lift Kit modification, an additional mandatory surcharge is applied. No coverage is provided for components that were utilized to facilitate the vehicle's modification, including but not limited to the Lift Kit and its components. Oversize wheels and tires are included within the guidelines of Lift Kit Coverage. The modification to the height and width of wheels and tires is limited to a maximum of 6 inches, inclusive of any modifications to the wheels or tires, or both. Vehicles with Lift Kits that exceed 6 inches are not

eligible for coverage and will be excluded from coverage. The 6 inch modification is measured from the manufacturer's vehicle specifications (as listed in nationally published repair manuals); inclusive of any and all modifications of the vehicle's body and suspension. The vehicle must be equipped with the lift kit modification at the time of vehicle purchase to be eligible for coverage, and if the installation date of the Lift Kit cannot be verified, the Administrator may deny any claim. No coverage is available for suspension reductions or undersized wheels or tires. Any damage resulting from suspension reductions or undersized wheels or tires is excluded from coverage. Coverage is supplemental to the manufacturer's coverage and will not apply to any failure for which the manufacturer has denied coverage due to the installation of the Lift Kit.

**7. Rideshare Coverage:** A ridesharing vehicle is defined as any vehicle, not commercially registered, used for the purpose of transportation of others regardless of whether you receive any compensation for that use.

**8. Commercial Use Coverage:** Use is defined as any vehicle being used in accordance with the definition provided in this Service Contract.

*Note: Any vehicle which has any of the following features is not eligible for Commercial Use Coverage: Diesel, Turbo/Supercharger.*

**9. Hybrid Vehicle:** Electric Motor, Power Controller, Inverter Assembly, Generator, Drive Motor Temperature Sensor/Switch, Battery Cooling Fan Relay/Module, Damper, Electric Water pump, Electric Air Conditioning Compressor and Battery Cooling Fan, Water Assembly Valve. A mandatory surcharge is applied if Your Vehicle is a hybrid model.

Royal Drive Is backed by an insurance company that Is rated A by A.M. Best For Inquiries, please contact:



#### Royal Administrative Services, Inc.

51 Mill Street, Building F Phone: **800.871.0467**  
Hanover, MA 02339 Fax: **781.261.2522**  
[www.RoyalAdmin.com](http://www.RoyalAdmin.com) Florida license #60109



This brochure Is not a contract. Be sure to read a contract for coverage Information, Including limitations, exclusions and terms and conditions. Certain Conditions and components are excluded, such as inadequate maintenance of the vehicle, corrosion, and parts designed for limited life such as bulbs, filters and brake pads. See the exclusion section of the service contract for complete details.

# Royal Drive



## WE'RE DRIVEN TO PROTECT...

## SO YOU CAN ENJOY THE DRIVE.



# IGNITION COVERAGE:

# ACCELERATE COVERAGE:

# OVERDRIVE COVERAGE:

# REDLINE COVERAGE:

## The following component groups are covered.\*

Only those components specifically listed are covered, and coverage for components in multiple component groups only applies for the component groups in which the part is specifically listed in the contract.

### 1. Engine

The following are covered if damage is caused by the mechanical failure of an internally lubricated part: Cylinder Block, Cylinder Head(s), and Water Pump. All internal components of engine block and cylinder heads, including but not limited to Camshaft, Crankshaft, Pistons, Bearings.

### 2. Automatic or Standard Transmission & Transfer Case

The internal components of the Automatic Transmission or Manual Transmission. Drive Chain, Drive Chain Gears, Carrier Bearings, Internal Transaxle Seal. The Manual Transmission Case and Automatic Transmission Case and Torque Converter are covered, if damaged by the failure of internally lubricated parts. Transfer Case, Drive Chain, Drive Chain Gears, Planetary Gears, Shift Rail Forks, Bearings, Bushings, Oil Pump, Output Shaft, Main Shaft, and all internal lubricated parts.

### 3. Seals & Gaskets

Seals and Gaskets are covered only for those parts listed in component groups 1-2, provided that they are required in connection with the repair of a covered part.

*Note: Leaking or seepage of seals and gaskets is considered wear and tear and is not covered under this Service Contract*

## The following component groups are covered.\*

### 1. Engine

Cylinder Block, Cylinder Head(s) and all internal parts contained within the engine block, including: Pistons, Piston Rings, Connecting Rod Bearings, Crankshaft, Crankshaft Main Bearings, Camshaft, Camshaft Bearings, Cam Followers, Timing Chain/Belt, Timing Gears, Guides, Tensioners, Water Pump, Rocker Arms, Rocker Shafts, Rocker Bushings, Cylinder Head Valves, Valve Guides, Valve Lifters, Valve Springs, Valve Seals, Valve Retainers, Valve Seats, Push Rods, Oil Pump, Oil Pump Housing, Harmonic Balancer, Oil Pan, Timing Chain Cover, Intake and Exhaust Manifolds, Valve Covers, Engine Mounts, Wrist Pins, Connecting Rods, Distributor Drive Gear, Dip Stick Tube, Balance Shaft, Balance Shaft Bearing, Balance Shaft Bushing, Valve Locks and Oil Pump Pickup, and Engine Cooler.

### 2. Transmission

Flywheel/Flex Plate, Electronic Shift Control Unit, Transmission Cooler, Transmission Mounts, Oil Pan, Shift Linkage and Shift Bushing, Manual Transmission Case and Automatic Transmission Case, and Transmission Cooler Lines.

### 3. Differential Assembly (Front & Rear)

Differential Housing, Axle Shaft, Ring and Pinion, Bearings, Bushings, and Washers. Differential Cover and all other internal parts contained within the differential assembly.

### 4. Drive Axle (Front & Rear)

The following components are covered: (Front and Rear) Drive Axle, Constant Velocity Joints, Center Support Bearings, Drive Shaft and Universal Joints, Locking hubs, drive shafts, center support bearings, universal joints, and the CV joints (except

when damaged as a result of a torn or missing CV boot). In addition, all internally lubricated components contained within the drive axle housing are covered. The drive axle housing and differential cover are covered only if damaged by the failure of an internally lubricated drive axle component.

### 5. Transfer Case

All internal components of the transfer case that require lubrication for operation are covered.

### 6. Turbo/Supercharger

All internally lubricated parts of the turbocharger or supercharger are covered, provided the mandatory surcharge has been paid. Coverage applies to factory installed units only.

### 7. Air Conditioning System

The following components are covered: Compressor, condenser, evaporator, expansion valve, blower motor, accumulator/receiver-dryer and the orifice tube.

### 8. Electrical

The following components are covered: Alternator, voltage regulator, starter motor, starter solenoid, ignition switch, front and rear wiper motors and switches, washer pump and switch, headlamp switch, turn signal switch, rear defroster switch, blower speed switch, power window motors, regulators and switches, and the power door lock actuators and switches.

### Seals & Gaskets

Head Gaskets and Intake Manifold Gaskets; other Seals and Gaskets are covered only if required in conjunction with a covered repair.

*Note: Leaking or seepage of seals and gaskets is considered wear and tear and is not covered under this Service Contract.*

## The following component groups are covered.\*

### 1. Engine

Cylinder Block, Cylinder Head(s) and all internal parts contained within the engine block, including: Pistons, Piston Rings, Connecting Rod Bearings, Crankshaft, Crankshaft Main Bearings, Camshaft, Camshaft Bearings, Cam Followers, Timing Chain/Belt, Timing Gears, Guides, Tensioners, Water Pump, Rocker Arms, Rocker Shafts, Rocker Bushings, Cylinder Head Valves, Valve Guides, Valve Lifters, Valve Springs, Valve Seals, Valve Retainers, Valve Seats, Push Rods, Oil Pump, Oil Pump Housing, Harmonic Balancer, Oil Pan, Timing Chain Cover, Intake and Exhaust Manifolds, Valve Covers, Engine Mounts, Wrist Pins, Connecting Rods, Distributor Drive Gear, Dip Stick Tube, Balance Shaft, Balance Shaft Bearing, Balance Shaft Bushing, Valve Locks and Oil Pump Pickup, and Engine Cooler.

### 2. Transmission

Flywheel/Flex Plate, Electronic Shift Control Unit, Transmission Cooler, Transmission Mounts, Oil Pan, Shift Linkage and Shift Bushing, Manual Transmission Case and Automatic Transmission Case, and Transmission Cooler Lines.

### 3. Drive Axle (Front & Rear)

The following components are covered: Locking hubs, drive shafts, center support bearings, universal joints, and the CV joints (except when damaged as a result of a torn or missing CV boot). In addition, all internally lubricated components contained within the drive axle housing are covered. The drive axle housing and differential cover are covered only if damaged by the failure of an internally lubricated drive axle component.

### 4. Transfer Case

All internal components of the transfer case that require lubrication for operation are covered.

### 5. Turbo/Supercharger

All internally lubricated parts of the turbocharger or supercharger are covered, provided the mandatory surcharge has been paid. Coverage applies to factory installed units only.

### 6. Front & Rear Suspension

Upper and Lower Control Arms, Control Arm Shafts and Bearings, Bushings, Torsion Bars, Mounts and Bushings, Upper and Lower Ball Joints, Strut Bearing Plates, Radius Arms and Bushings, Stabilizer Bar, Links and Bushings, Spindle and Spindle Support, Wheel Bearings. The following parts of the Variable Dampening Suspension are covered: Compressor, Control Module, Dampening Actuator, Solenoid, Strut Height Sensor, Mode Selector Switch.

### 7. Steering

Steering Box, Steering Rack, Power Steering Pump, Power Steering Hoses, Steering Knuckles, Pitman Arm, Idler Arm, Tie Rod Ends, Drag Link, Steering Dampeners, Upper and Lower Steering Column Shaft and Couplings including Internal Tilt Wheel Mechanism, Stepper Motors, and Control Valve. The following parts of the Rear Wheel Steering are covered: Rear Steering Shaft and Couplings, Power Cylinder and Pump, Electronic Control Unit/Solenoid, Phase Control Unit, Stepper Motor, Control Valve and Rack and Tie Rod Ends.

### 8. Cooling System

Cooling Fan and Motor, Fan Clutch, Belt Tensioner, Radiator, Heater Core, Thermostat, Blower Motor, Hot Water Valve, Overflow Reservoir, Radiator Cap, Thermostat Housing, Low Engine Coolant Module.

### 9. Air Conditioning System

Condenser, Compressor, Compressor Clutch and Pulley, Air Conditioning Lines and Hoses, Evaporator, Idler Pulley and Idler Pulley Bearing, High/Low Compressor Cut-Off Switch, Expansion Valve, Pressure Cycling Switch, Accumulator/Receiver Dryer, Orifice Tube, Compressor Pressure Relief Valve. Coverage applies to factory installed units only.

### 10. Fuel System

Fuel Pump, Fuel Injection Pump and Injectors, Vacuum Pump, Fuel Tank, Fuel Tank Sending Unit, Metal Fuel Delivery Lines, Pressure Regulator, and Idle Air Control Motor.

### 11. Electrical

Automatic Climate Control Programmer, Electronic Instrument Cluster, Mileage Computer, Distributor, Ignition Coil, Powertrain Control Module, Electronic Combination Entry System (Does not include Transmitter or Receivers for Remote Control Locks), Cruise Control Module, Cruise Control Engagement Switch, Headlamp Motors, Power Window Motor, Power Window Regulator, Power Seat Motor, Power Mirror Motor, Power Antenna Motor/Mast Assembly, Convertible Top Motor, Power Sunroof Motor, Power Seat Switch, Power Mirror Motor Switch, Rear Defogger Switch, Power Door Lock Actuator and Switch, Ignition Coil, Cooling Fan Motor, Fuel Gauge, Oxygen Sensor, Mass Air Flow Sensor, and Throttle Position Sensor, EVP Sensor, Knock Sensor, Cooling Sensor, Crank/Cam Sensor, and Ambient Temp Sensor.

### Seals & Gaskets

Seals and Gaskets are covered only if required in conjunction with a covered repair.

*Note: Leaking or seepage of seals and gaskets is considered wear and tear and is not covered under this Service Contract.*

## All Components are covered \*\*EXCEPT\*\* those listed:

- Any Component Listed in the Section Entitled "What is Not Covered"
- Any Equipment When Not Installed by the Manufacturer
- Anti-Theft Systems
- Battery
- Body Panels
- Bolts/Nuts/Fasteners Unless Needed in Conjunction With a Covered Repair
- Brake Lining & Brake Pads
- Catalytic Converter
- Coolant Hoses & Drive Belts
- Drums & Rotors Except When Damaged by a Covered Part
- Exhaust System
- Glass & Any Treatments or Chemicals Related to Any Glass
- Lenses
- Light Bulbs, Halogen Bulbs Or H.I.D Diodes
- Manual Transmission Clutch Components
- Moldings/Weather-Strips
- Paint
- The components described in the Vehicle's Manufacturer's Maintenance Schedule when such components are repaired or replaced as part of routine or manufacturer-recommended maintenance
- Passive or Active Safety & Restraint Systems, And Any Sensors &/or Components Related to Those Systems
- Radio/Speaker Equipment
- Recreational Vehicle Equipment
- Remote Controls, Key Fobs or Keyless Components
- Sealed Beams
- Sheet Metal/Bumpers
- Shocks & Struts
- Spark Plugs & Wires
- Suspension Air Bags
- Telephones, Satellite Services or Systems
- Televisions
- Tires/Wheels/Wheel Covers
- Trim
- Upholstery/Convertible & Vinyl Tops
- Video Entertainment &/or Gaming Systems
- Wiper Blades
- Any Aftermarket Parts

\*Includes Seals & Gaskets and Technology Group components listed under Optional Coverage for no additional charge

Before Starting Any Teardown Or Repairs,  
Please Call Claims At 1-800-871-0467  
For Authorization & Instructions

\*See contract for coverage details.