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**OVERVIEW**

In purchasing a new car, the buyer is offered a paid car service and maintenance plan. More often than not, the buyer sees that the plan is complicated. However, this plan is designed for buyers to fully understand that a paid car service and maintenance plan is financially beneficial to them in the long run.

It should be understood that a car service and maintenance plan is separate and distinct from the car’s warranty. The car’s warranty covers any failure in the car manufacturing, or any errors in the car. The car service and maintenance plan is focused on the scheduled services on the car within a period of years after the purchase of the car. While warranty is always attached upon the purchase of the car, the car service and maintenance plan is sold by the manufacturers, and such car service and maintenance plan covers the basic car care services. The payment of the car service and maintenance plan is often a monthly installment, as compared to a separate maintenance cost.

For this car service and maintenance plan, it covers the following: filters (oil, pollen, air, fuel); tyre rotations; cam belts; fluids (brake fluid, transmission fluid, coolant oil, gearbox oil); and spark plugs.

As the car service and maintenance plan covers basic car care services, it does not cover complex instances such as clutch and engine failures.

Having a car service and maintenance plan is beneficial to the buyer because in the event that a problem arise, and such problem is covered in the car service and maintenance plan, the buyer can just drive to the shop and have the car fixed because the service have already been paid. As such, if the buyer decides to sell the car, the car service and maintenance plan can be transferred to the buyer of the car since the plan is paid for with the car.

**PLAN DESCRIPTION**

This Car Service and Maintenance Plan is designed to provide the buyer a peace of mind with respect to buyer’s servicing requirements. This Car Service and Maintenance Plan will protect the buyer against the rising costs of parts and labor.

The buyer has the option to choose to pay an affordable monthly payment. The payment options are as follows:

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| --- | --- | --- |
| VEHICLE | SERVICE PLAN | MONTHLY PAYMENT |
| (New) Vehicle is purchased less than 1 year and less than 20,000 kilometers | 5 years coverage or 80,000 kilometers (whichever comes first) | [SPECIFY MONTHLY PAYMENT] |
| (New) Vehicle is purchased less than 1 year and less than 20,000 kilometers | 5 years coverage or 100,000 kilometers (whichever comes first) |  |
| (New) Vehicle is purchased less than 1 year and less than 20,000 kilometers | 5 years coverage or 120,000 kilometers (whichever comes first) |  |
| Used vehicle is less than 3 years old and less than 72,000 kilometers | 3 years coverage or additional 30,000 kilometers (whichever comes first) |  |
| Used vehicle is less than 3 years old and less than 72,000 kilometers | 4 years coverage or additional 40,000 kilometers (whichever comes first) |  |
| Used vehicle is less than 3 years old and less than 72,000 kilometers | 5 years coverage or additional 50,000 kilometers (whichever comes first) |  |

It should be noted that the monthly fee is always fixed.

The highlights of this Car Service and Maintenance Plan are:

* It includes the cost of filters (oil, pollen, air, fuel); tyre rotations; cam belts; fluids (brake fluid, transmission fluid, coolant oil, gearbox oil); and spark plugs.
* It includes the payment for charges of labor.
* It includes a 24-hour emergency roadside and medical assistance, and such is applicable throughout the whole duration of the Car Service and Maintenance Plan.
* As provided above, the Car Service and Maintenance Plan is available for vehicles that are of different ages, and of different mileage.

This Car and Service Maintenance Plan can be purchased in any dealerships within the period specified above.

As such, the validity of the service is within the limits specified above, whichever comes first.

Hence, the provision “whichever comes first” should be strictly followed by the buyers before availing of the service.

**COVERAGE**

The Buyer shall receive an owner’s manual. The owner’s manual includes a specification on the complete list of the checks, replacements and repairs covered in the warranty. The coverage in this Car Service and Maintenance Plan also covers the same, and applicable for the period of time specified in the terms of this plan.

The parts that are covered in this Car Service and Maintenance Plan are the following:

1. Engine Oil
2. Oil Filter
3. Petrol Filter
4. Pollen Filter
5. Diesel Filter
6. Brake Fluid
7. Spark Plugs
8. Sump Plug
9. Engine Cleaner
10. Cam belt
11. Labor costs
12. Consumables
13. 24-hour Roadside Assistance

The following are the checks, replacements and repairs covered in this Car Service and Maintenance Plan:

1. Changing of the engine oil
2. Changing of the manual transmission fluid
3. Replacement of the oil filter
4. Replacement of the engine coolant
5. Replacement of the air filters
6. Replacement of the fuel filters
7. Check the windshield washer spray
8. Check the windshield wiper operation
9. Check the air pressure in all the tires
10. Check the coolants
11. Check the fluids
12. Check the parking brake
13. Check the hinges
14. Check the latches
15. Check the locks
16. Check the battery connections
17. Check the door weather strips
18. Check and drain fuel
19. Check the operation of the horn
20. Check the operation of the warning lights
21. Check the operation of the exterior lights
22. Check the operation of the turn signals
23. Lubricate the hinges, latches and locks
24. Lubricate the door weather strips
25. Lubricate the wheel bearings
26. Inspection of the engine cooling system
27. Inspection of the hoses
28. Inspection of the clamps
29. Inspection and rotation of the tires
30. Inspection of the half shaft boots
31. Inspection of the automatic transmission fluid level
32. Inspection of the brake system
33. Inspection of the steering linkage
34. Inspection of the ball joints
35. Inspection of the suspension and driveshaft
36. Visual inspection of the cooling system
37. Visual inspection of the exhaust system

The following checks, replacements and repairs shall be done at specific intervals:

1. Changing of the engine oil
2. Replacement of the oil filter
3. Replacement of the engine coolant
4. Replacement of the air filters
5. Replacement of the fuel filters

**24-HOUR EMERGENCY ASSISTANCE**

The Car Service and Maintenance Service Plan includes the 24-hour emergency roadside and medical assistance.

The following 24-hour emergency roadside assistance are included in this Car Service and Maintenance Plan:

1. In the event that when the car owner runs out of fuel, the car owner may ask for the assistance of the dealer, as covered in this plan
2. In the event that the car owner needs to tow in the car, the car owner may ask for the assistance of the dealer, as covered in this plan
3. In the event that the car owner has a flat tyre, a flat tyre assistance is covered in this plan
4. In the event that the car owner has a flat battery, a flat battery assistance is covered in this plan
5. In the event that the car owner locked the keys inside the vehicle, this service is also covered in this plan
6. Overnight Accommodation
7. Car Rental

The following 24-hour emergency medical assistance are included in this Car Service and Maintenance Plan:

1. Medical Transportation of the owner and the passengers inside the car
2. Emergency medical advice
3. Emergency assistance hotline
4. Medical advice and information hotline
5. Inter-hospital transfer

**TERMS**

The terms of the Car Service and Maintenance Plan shall vary depending on the age of the vehicle, or of the kilometer reading.

1. [SPECIFY THE NAME OF THE VEHICLE], with a Gasoline Engine, with different terms.

A. With respect to the age of the vehicle:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **AGE** | **PRICE** |
| [NAME] | Gasoline | 1 year | [ ] visits | [AGE] | [PRICE] |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
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|  |  |  |  |  |  |

B. With respect to the kilometer reading of the vehicle:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **KM READING** | **PRICE** |
| [NAME] | Gasoline | 1 year | [ ] visits | \_\_\_ km | [PRICE] |
|  |  |  |  |  |  |
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2. [SPECIFY THE NAME OF THE VEHICLE], with a Diesel Engine, with different terms.

A. With respect to the age of the vehicle:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **AGE** | **PRICE** |
| [NAME] | Diesel | 1 year | [ ] visits | [AGE] | [PRICE] |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
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B. With respect to the kilometer reading of the vehicle:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **KM READING** | **PRICE** |
| [NAME] | Diesel | 1 year | [ ] visits | \_\_\_ km | [PRICE] |
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It should be well noted that the price stipulated are already inclusive of the Value Added Tax, and, as provided above, the terms of this Car Service and Maintenance Plan shall follow the “whichever comes first” stipulation.

**PURCHASE OF PLAN**

With respect to the purchasing of the plan, the monthly payments shall vary with the installment plan of the car owner.

1. [SPECIFY THE NAME OF THE VEHICLE], with a Gasoline Engine, with a purchase plan of 1 year or 12 months.

A. With respect to the age of the vehicle:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **AGE** | **PRICE** | **PAYMENT PER MONTH** |
| [NAME] | Gasoline | 1 year | [ ] visits | [AGE] | [PRICE] | [PAYMENT] |
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B. With respect to the kilometer reading of the vehicle:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **KM READING** | **PRICE** | **PAYMENT PER MONTH** |
| [NAME] | Gasoline | 1 year | [ ] visits | [ ] km | [PRICE] | [PAYMENT] |
|  |  |  |  |  |  |  |
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2. [SPECIFY THE NAME OF THE VEHICLE], with a Diesel Engine, with different terms.

A. With respect to the age of the vehicle:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **AGE** | **PRICE** | **PAYMENT PER MONTH** |
| [NAME] | Diesel | 1 year | [ ] visits | [AGE] | [PRICE] | [PAYMENT] |
|  |  |  |  |  |  |  |
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B. With respect to the kilometer reading of the vehicle:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **KM READING** | **PRICE** | **PAYMENT PER MONTH** |
| [NAME] | Diesel | 1 year | [ ] visits | [ ] km | [PRICE] | [PAYMENT] |
|  |  |  |  |  |  |  |
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The monthly payment shall always be fixed. No additional payments shall be made by the car owner, unless the service is beyond the coverage of the Car Service and Maintenance Plan, and the car owner was expressly informed that a separate and additional payment should be made, and the car owner has agreed to it

**MODE OF PAYMENT**

The prices provided above, as well as the monthly payment may vary depending on the mode of payment.

**1. Cash Payment**

a. Gasoline

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **AGE** | **ADJUSTED PRICE** | **ADJUSTED PAYMENT PER MONTH** |
| [NAME] | Gasoline | 1 year | [ ] visits | [AGE] | [PRICE] | [PAYMENT] |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
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b. Diesel

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **AGE** | **ADJUSTED PRICE** | **PAYMENT PER MONTH** |
| [NAME] | Diesel | 1 year | [ ] visits | [AGE] | [PRICE] | [PAYMENT] |
|  |  |  |  |  |  |  |
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**2. Cheque**

a. Gasoline

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **AGE** | **ADJUSTED PRICE** | **ADJUSTED PAYMENT PER MONTH** |
| [NAME] | Gasoline | 1 year | [ ] visits | [AGE] | [PRICE] | [PAYMENT] |
|  |  |  |  |  |  |  |
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b. Diesel

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **AGE** | **ADJUSTED PRICE** | **PAYMENT PER MONTH** |
| [NAME] | Diesel | 1 year | [ ] visits | [AGE] | [PRICE] | [PAYMENT] |
|  |  |  |  |  |  |  |
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**3. Bank Draft**

a. Gasoline

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| --- | --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **AGE** | **ADJUSTED PRICE** | **ADJUSTED PAYMENT PER MONTH** |
| [NAME] | Gasoline | 1 year | [ ] visits | [AGE] | [PRICE] | [PAYMENT] |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

b. Diesel

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **VEHICLE** | **ENGINE** | **TERM** | **NO. OF VISITS** | **AGE** | **ADJUSTED PRICE** | **PAYMENT PER MONTH** |
| [NAME] | Diesel | 1 year | [ ] visits | [AGE] | [PRICE] | [PAYMENT] |
|  |  |  |  |  |  |  |
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Payments made in cash does not have any adjustments, either in Gasoline or diesel.

However, it can be noted that there are large adjustments in the price when the mode of payment is through a cheque or a bank draft. The reason for such is that checks and bank drafts may be issued, even when there is an insufficiency of the car owner’s account.

**DISCLOSURES**

The information that are provided in this Car Service and Maintenance Plan is on an “as is” basis. As such, it could contain or include any technical or other errors.

The Company does not make any representations or warranties of any kind on the information and content of this Car Service and Maintenance Plan.

The Company also reserves its right in changing the specifications of the product, as well as its pricing and equipment.

With respect to the price of the service plan, the price shall not include the delivery charge, or taxes on the title and registration. It shall also exclude the document fees.

The mileage of the vehicles for the kilometer reading may vary.

The price of the service plan shall exclude the taxes based on the Credit Financing of the Company over months. However, not all buyers shall be qualified for the Credit Financing of the Company.

In order to avail of the 24-hour emergency assistance, the vehicle’s electrical system, as well as the connected mobile phone of the car owner must be available and is operating.

Available additional features are sold separately, and is not covered in this Car Service and Maintenance Plan.

Prices may vary depending on the mode of payment.