



## Interior/Exterior Vehicle Environmental Protection Frequently Asked Questions

**Q: What items are covered by SecureShield?**

**A:** SecureShield offers two levels of protection:

<b>SILVER*</b>		<b>GOLD*</b>	
<b><u>PAINT</u></b>	<b><u>FABRIC &amp; VINYL/LEATHER</u></b>	<b><u>PAINT</u></b>	<b><u>FABRIC &amp; VINYL/LEATHER</u></b>
Fading	Food/Drink/Oil-Based Stains	Fading	Food/Drink/Oil-Based Stains
Chalking		Chalking	Fading
Loss of Gloss		Loss of Gloss	Chewing Gum
Acid Rain		Acid Rain	Loose Seam Stitches
Tree Sap		Tree Sap	Ink; Dye
Bird Droppings		Bird Droppings	Lipstick; Makeup
Love Bugs		Love Bugs	Crayons
		Industrial Fallout	Urine; Vomit
		All Insects	Punctures less than 1/4"
		Water Spotting	Rips/tears less than 1"
		Road Salt	

\*See actual guarantees for limitations and restrictions.

**Q: Who applies the products to the vehicles?**

**A:** Service Group representatives will provide a training CD which includes a complete demonstration on how to apply the SecureShield products.

**Q: Are pre-owned vehicles eligible for SecureShield coverage?**

**A:** YES. SecureShield coverage is available for pre-owned vehicles up to 5 previous model years.

**Q: Is SecureShield cancelable?**

**A:** NO. Since the protective chemicals are permanently applied to the vehicle's interior and exterior surfaces, coverage can not be cancelled.

**Q: If SecureShield is non-cancelable, what happens if a deal unwinds?**

**A:** The warranty can be voided if the sale unwinds. In this situation, the dealership will need to immediately provide a voided Buyer's Order.

**Q: Can coverage be transferred?**

**A:** YES. Coverage can be transferred once during the term of the warranty. There is a \$50 transfer fee and the Administrator should be notified of the transfer within 30 days of the sale.

**Q: Is the customer required to perform any specific maintenance to his vehicle to ensure coverage remains in force?**

**A:** NO. The customer will receive a complimentary maintenance kit shipped directly to his home with recommended procedures on how to preserve the protective capabilities of the product. However, this is not a requirement to maintain coverage.