



LIFETIME POWERTRAIN LIMITED WARRANTY

Deal #: 048364P

OBLIGOR / CONTRACTOR / SERVICE PROVIDER

United Car Care, Inc. P.O. Box 3988 Greenwood Village, CO 80155-3988

CONTRACT NO. UCC90074555

CONTRACT HOLDER INFORMATION					CONTRACT CO-HOLDER INFORMATION				
NAME (FIRST)				(LAST)	NAME (FIRST)				(LAST)
NIELLO				AUDI					
ADDRESS	CITY		STATE	ZIP CODE	ADDRESS	CITY		STATE	ZIP CODE
2350 AUBURN BLVD	SACRAMENTO		CA	95821					
PHONE NUMBER	EMAIL				PHONE NUMBER	EMAIL			
(916) 283-7306									

VEHICLE INFORMATION				
VIN #	YEAR	MAKE	MODEL	CURRENT ODOMETER
WA1BBAFYXR2048364	2024	AUDI	Q5 PREMIUM PLUS 40	55

VEHICLE COVERAGE INFORMATION			
EFFECTIVE DATE	IN-SERVICE DATE	VEHICLE PURCHASE PRICE	CLASS
05/13/2024	5/13/2024	\$0.00	Class 3
COVERAGE TERM			
LIFETIME OF VEHICLE AS LONG AS YOU OWN THE VEHICLE			
COVERAGE		DEDUCTIBLE	
MAJOR COVERAGE		\$1000 Deductible	

ISSUING DEALER
NIELLO AUDI 2350 AUBURN BLVD SACRAMENTO, CA 95821

This AGREEMENT, subject to the terms, conditions and liabilities as set forth in this document, are between YOU and the ADMINISTRATOR OBLIGOR, United Car Care Inc., 5700 S Quebec St Ste 110, Greenwood Village, CO 80111.

Lifetime Limited Powertrain Warranty

This Limited WARRANTY begins on the vehicle purchase date and from the mileage on the odometer at the time of sale. This Limited WARRANTY shall end when YOU no longer own the vehicle.

In case of a **MECHANICAL BREAKDOWN** YOU must protect YOUR VEHICLE from further damage. YOUR failure to protect the covered VEHICLE from further damage resulting from the continued operation is not covered by this WARRANTY. Contact OUR claims department, at **303-957-0321**. **PRIOR AUTHORIZATION MUST BE OBTAINED FROM UNITED CAR CARE, INC. BEFORE BEGINNING ANY REPAIRS COVERED BY THIS WARRANTY.**

DEDUCTIBLE: The deductible you must pay per repair visit as shown above.

WHAT IS COVERED

During the effective term of this WARRANTY, WE will remedy any COVERED MECHANICAL BREAKDOWN authorized less YOUR DEDUCTIBLE. This Limited WARRANTY is made available only to YOU on the VEHICLE indicated above, and is not transferable to a subsequent owner.

- ENGINE:** Cylinder block and cylinder head(s), all internal lubricated parts including pistons, piston rings, wrist pins, connecting rods, rod and main bearings, crankshaft, camshaft(s) and bearings, followers, lifters, pushrods, rocker arms, rocker shafts and bushings, balance shafts, valves, valve seats, valve guides, valve springs and retainers, oil pump, oil pump pick up, oil pump drive, water pump, seals and gaskets. The engine block, rotor housing, cylinder barrels, cylinder heads, oil pan, engine oil dipstick, engine oil dipstick tube, timing cover / timing case, and valve cover are covered ONLY IF damaged by the failure of a covered internally oil lubricated engine part.
- TRANSMISSION/TRANSFER CASE:** Automatic Transmission Equipped: Transmission Case and all internal lubricated parts including oil pump, valve body, torque converter, governor, clutches, bushings, shafts, gear sets, bearings, vacuum modulator, dip stick and tube, seals and gaskets. Manual Transmission Equipped: Transmission case and all internal lubricated parts including shafts, bushings, bearings, gear sets, synchronizers, shift forks, seals and gaskets. Transfer Case Equipped: The Transfer Case housing, all internal lubricated parts, seals and gaskets.
- DRIVE AXLE:** Front Wheel Drive Equipped: Drive axle housing and all internal lubricated components including carrier case, gear sets, chain and sprockets, bearings, bushings, axle shafts, constant velocity joints, double offset joints (except if boot was damaged or missing), seals and gaskets. Rear Wheel Drive Equipped: Drive axle case and all internal lubricated parts including carrier, ring and pinion gears, gear sets, bearings, bushings, limited slip clutch pack, axle shafts, drive shaft(s), drive shaft support, u-joints, seals and gaskets. Four Wheel Drive/All Wheel Drive Equipped: All components listed under Front Wheel Drive Equipped and Rear Wheel Drive Equipped are covered.

*Fluids are covered ONLY when required with the replacement of a covered part(s). Diagnostic charges will be covered only for covered repair.

THE PEACE OF MIND YOU WANT, WITH THE PROTECTION YOU NEED.

YOUR RESPONSIBILITIES IN CASE OF A MECHANICAL BREAKDOWN

If **YOU** experience a breakdown **YOU** agree to:

- Use all reasonable means to protect **YOUR VEHICLE** from further damage.
- Safely pull **YOUR VEHICLE** off the road and shut down the engine immediately when the oil warning light/gauge or the temperature warning light/gauge indicates a problem.
- Return **YOUR VEHICLE** to the **SELLING DEALERSHIP** for covered **MECHANICAL BREAKDOWN** repairs, if you are within 50 miles. If you are more than 50 miles from the **SELLING DEALERSHIP** then you may take **YOUR VEHICLE** to any ASE Licensed repair facility in the US and Canada.
- Authorize **YOUR SELLING DEALERSHIP** or ASE Licensed repair facility to perform necessary diagnostic work and provide them with **YOUR** "teardown authorization" so they can provide an accurate diagnosis and estimate of repairs to the **ADMINISTRATOR**.
- Furnish the **ADMINISTRATOR** with such information as may reasonably be required.
- Allow the **ADMINISTRATOR** to examine **YOUR VEHICLE** if asked to do so.
- Accept that all repairs must be authorized by the **ADMINISTRATOR** prior to beginning any repairs covered by this **WARRANTY**.

ROADSIDE ASSISTANCE: Roadside Assistance will be provided to **YOU** on the covered **VEHICLE** for 10 years from the **VEHICLE PURCHASE DATE** up to a maximum of \$80 per occurrence: **Towing** - If an emergency tow is required as a result of a **COVERED BREAKDOWN**. Battery Service - A "jump start" will be applied in an attempt to start the covered **VEHICLE**. **Flat Tire Change** - Service will be provided to remove the flat tire and replace it with **YOUR** properly inflated spare tire. **Lockout** - If **YOUR** keys are accidentally locked inside the covered **VEHICLE**, we will provide assistance to gain entry to the **VEHICLE** with **YOUR** proper identification. Fuel, Oil, Fluid and Water Delivery If **YOUR VEHICLE** requires an emergency supply of fuel, oil, fluid or water we will arrange a delivery to **YOU**. **YOU** will be required to pay for the actual costs of the Fuel, Oil, Fluid or Water when it is delivered, if so requested. No service may be duplicated within 72 hours of the initial request.

For Emergency Roadside Services call 1-800-380-2165.

MAINTENANCE REQUIREMENTS AND RECEIPTS: As with any vehicle, proper care and maintenance is necessary to ensure the operating components function as intended, especially those related to the powertrain. **YOU** will need to perform regular and proper maintenance to the powertrain components of **YOUR VEHICLE** covered by this **WARRANTY** in order to receive benefits. Please refer to maintenance schedule outlined in the Owner's Manual published by the **VEHICLE'S** Manufacturer or other similar manual providing the same servicing information for **YOUR** make and model **VEHICLE** for additional maintenance guidance. If **YOU** are not sure of the manufacturer's recommended maintenance intervals, it is **YOUR** responsibility to contact the nearest dealership of the make of **YOUR VEHICLE** or **US** for this information. If requested, proof of required service including verifiable store receipts showing date, mileage, and VIN (Vehicle Identification Number) of the **VEHICLE** at the time of service must be presented in order to have repairs begin on **YOUR VEHICLE**. Failure to provide verifiable receipts of required maintenance may result in the denial of coverage.

WHAT IS NOT COVERED

- Repairs not receiving prior authorization from **US**.
- Repairs to any **VEHICLE** that has not been manufactured to specifications required by any agency of the United States government for the approved operations on the roadways within the United States.
- **VEHICLES** designed to use fuels other than gasoline or diesel fuels or **VEHICLES** designed to use multiple fuels individually or in combination are NOT covered under this **WARRANTY**.
- **VEHICLES** for which the title has been branded such as salvage, junk, rebuilt, totaled, floods, fire, or water damaged.
- Rebuilt **VEHICLES**.
- Any **MECHANICAL BREAKDOWN** which existed prior to or was caused by a condition which was present on the **EFFECTIVE DATE** of this **WARRANTY**.
- Loss resulting from a covered **MECHANICAL BREAKDOWN**, including property damage, personal injury, loss of **VEHICLE** use, loss of time, inconvenience, lodging, food, storage charges or other incidental and consequential charges.
- Losses resulting from delays or failures caused by acts of **GOD**, labor strikes, or other causes beyond **OUR** control.
- Accidental loss or damage due to: collision, upset, falling missiles or objects, fire, theft, larceny, salt, environmental damage, rust or corrosion, carbon, acts of **GOD**, contamination of fluids, leaking fluids, fuels, coolants, lubricants; overheating, lack of oil viscosity, sludge or restricted oil flow; explosion, lightning, earthquake, wind storm, hail, volcanic eruption, water, flood, freezing, malicious mischief, vandalism, riot, war, acts of war, terrorism or acts of terrorism.
- Any and all associated charges for the required or suggested maintenance, other than those limited services specifically identified herein, by either the manufacturer, or servicing dealership including but not limited to adjustments, miscellaneous shop supplies or disposal of environmentally unsafe materials.
- If **YOU** fail to have **YOUR VEHICLE** serviced according to the maintenance schedule outlined in the Owner's Manual published by the **VEHICLE'S** Manufacturer or other similar manual providing the same servicing information for **YOUR** make and model **VEHICLE**, or cannot document such required service to **US** when **WE** request it, this **WARRANTY** will be cancelled at that time.
- Including but not limited to: batteries; battery cables; manual clutch disc; strut inserts, shock absorbers; exhaust system – pipes, mufflers, catalytic converter; wheels; rims; light bulbs; lenses, HID system components; belts; hoses; brake shoes/ pads, rotors; non-factory installed audio / video equipment. The following unless required in connection with Covered Repairs: adjustments, alignment, engine tune-ups, fluids, lubricants or Freon.
- Repairs, retrofit, or replacement of any components required as an order for compliance by any local, state or federal law or legislation.
- Repairs covered by a manufacturer's warranty whether or not such warranty has been transferred as may have been required by the manufacturer.
- A repair or replacement of any component where the Manufacturer has issued any notice, recall or factory bulletin in which the manufacturer may or may not bear the responsibility of such repair or replacement. If a Manufacturer provides notice in which they will pay for covered repairs after **WE** had authorized such repair, **WE** will retain the additional rights of recovery against **YOU**. **WE** shall be subrogated to all **YOUR** rights of recovery against any person or organization and **YOU** shall do whatever is necessary to secure such rights. **YOU** shall do nothing to prejudice such rights.
- Negligence or misuse by **YOU** or any driver.
- The continued operation of the **VEHICLE** resulting in damage to a **COVERED COMPONENT** after the Manufacturer has made a public announcement by a recall, service campaign or other similar notification of the potential **FAILURE** of any such identified component.
- Any component not specifically listed or coverage defined under the section "What is Covered" herein.
- The repair or replacement of any **COVERED COMPONENT** that was damaged as a result of the **FAILURE** of a **non-COVERED COMPONENT**.
- The repair or replacement of any **non-COVERED COMPONENT** damaged as a result of the **FAILURE** of a **COVERED COMPONENT**.
- Any component that has not suffered a **MECHANICAL BREAKDOWN**.
- Diminished operating performance due to wear and tear.

- If a **MECHANICAL BREAKDOWN** occurs as a result of **YOUR** failure to correct **YOUR VEHICLE'S** diminished operating performance.
- Continued operation of the **VEHICLE** after the **FAILURE** of any component causing a **MECHANICAL BREAKDOWN**.
- Any **MECHANICAL BREAKDOWN** that occurs from the use of components for which the manufacturer has not designed the **VEHICLE**.
- **MECHANICAL BREAKDOWNS** of any component(s) that have been modified or added to the **VEHICLE** after the purchase date.
- Any **MECHANICAL BREAKDOWN** that occurs as a result of using the covered **VEHICLE** for purposes for which it was not intended.
- Overheating of any component regardless of the cause.
- Any **MECHANICAL BREAKDOWN** caused directly or indirectly by rust or corrosion.
- Any **MECHANICAL BREAKDOWN** caused by or contributed to the **MECHANICAL BREAKDOWN** by contamination or the lack of lubrication of any fluid, lubricant or coolant, sludge, restricted oil flow or lack of lubricant viscosity.
- Any **MECHANICAL BREAKDOWN** where the true and accurate mileage driven cannot be determined due to odometer tampering or the **MECHANICAL BREAKDOWN** of the odometer failing to properly record accurate mileage driven. If an odometer **FAILURE** has occurred **YOU** must take immediate action to have it repaired. It is **YOUR** responsibility to keep service records for such repair and to document the accurate miles driven during the brief period in which the odometer is not properly recording the miles driven. If **YOU** do not have the necessary repairs performed or **YOU** cannot support the true and accurate miles driven **WE** may void this **WARRANTY**. If the odometer has been tampered with so as to misrepresent the true and accurate mileage on the **VEHICLE** or miles driven, **WE** will cancel this **WARRANTY** on the date of discovery.
- Pulling a trailer with a gross weight in excess of 1500 pounds unless the **VEHICLE** is designed by the manufacturer and equipped as required by the manufacturer to do so.
- **VEHICLES** equipped with snow plows used to plow snow.
- **MECHANICAL BREAKDOWNS** on **VEHICLES** used for commercial purposes which include, but are not limited to: Business, Deliveries, Livery Service, Shuttle, Towing, Construction Trades, Commercial Hauling, Taxi, Police or other Emergency Vehicles.

DEFINITIONS

- **WE, US, OUR, ADMINISTRATOR, ADMINISTRATOR OBLIGOR** – means **United Car Care Inc.**, 5700 S Quebec St Ste 110, Greenwood Village, CO 80111, **303-306-0502**.
- **YOU, YOUR** – is the individual person or entity named in the information section of this **WARRANTY**.
- **SELLING DEALERSHIP, DEALERSHIP** – means the **DEALERSHIP** named in the information section of this **WARRANTY** where you purchased the described **VEHICLE**.
- **VEHICLE** – means the covered **VEHICLE** identified in the information section of this **WARRANTY**.
- **DEDUCTIBLE** – means the amount **YOU** must pay, per visit, against the **COVERED BREAKDOWN REPAIR COSTS**.
- **WARRANTY EFFECTIVE DATE** – means the date **YOU** purchased the described **VEHICLE**.
- **EFFECTIVE DATE** – means the date coverage takes effect under this **WARRANTY**, which shall be the same date as the **VEHICLE** purchase date.
- **WARRANTY, AGREEMENT** – means this document which conveys certain benefits to **YOU** named herein.
- **COVERED COMPONENT** – means a part or assembly that is eligible for coverage, subject to the terms and conditions of this **WARRANTY**.
- **COVERED BREAKDOWN** – means a **MECHANICAL BREAKDOWN** which is eligible for coverage, subject to the terms and conditions of this **WARRANTY**.
- **MECHANICAL BREAKDOWN, MECHANICAL FAILURE, FAILURE** – means the inability, because of a defect or faulty workmanship, of any **COVERED COMPONENT(S)**, which have received the Manufacturer's recommended services, to perform the function or functions for which it was designed. This does not include diminished operating performance due to wear and tear, which is not covered.
- **REPAIR COST** – means the customary parts and labor charges required to complete the **COVERED BREAKDOWN** repair, which in no case shall exceed the manufacturer's suggested retail price for parts and time / labor allowances as defined in the manufacturer's labor time guide or other nationally recognized parts and labor time guides. At our discretion, replacement parts used in the repair of **COVERED BREAKDOWNS** may include remanufactured, non-original manufacturer parts, new or used parts that meet **OUR** quality standards.

OTHER PROVISIONS

LIMIT OF LIABILITY – COVERED MECHANICAL BREAKDOWNS

The aggregate total of all benefits payable under this **AGREEMENT** are limited to the actual cash value (ACV) of the **VEHICLE** at the time of loss. The NADA Used Car Guide will be used to determine the actual cash value (ACV) of **YOUR VEHICLE**.

LIMITATIONS OF THE IMPLIED WARRANTY

All Implied Warranties which may arise under state law, including all Implied Warranties of Merchantability or Fitness for a particular purpose, are limited to the duration of the **WARRANTY** and do not cover incidental or consequential damages. Some states do not allow limitations on how long an Implied Warranty lasts or the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. When a **COVERED MECHANICAL BREAKDOWN** is covered by an insurance policy, vehicle service contract, manufacturer certification program, or any warranty from the manufacturer, such as extended drive train, major component or full coverage warranties, or a repairer's guarantee warranty then coverage will not apply. Further, Coverage under this **WARRANTY** is similarly limited in the event of a Breakdown if the manufacturer has announced its responsibility through any means, including public recalls and factory service bulletins. The **WARRANTY** gives you specific legal rights, and you may also have other rights which vary from state to state.

CANCELLATION AND TRANSFER

This **AGREEMENT** is Non-Cancelable and Non-Transferable.

FOR NATIONWIDE CLAIMS CALL 303-957-0321