

## GENERAL CONDITIONS OF THE ELECTRIC / HYBRID VEHICLE WARRANTY PROGRAM

Upon receipt of payment, the administration of the warranty commits to pay for the cost of labour, parts covered and the necessary taxes for the breakdown of the vehicle for the duration of time chosen by the vehicle owner on the additional pages of this warranty program up to the maximum amount indicated on the warranty.

### A - COVERED COMPONENTS – Battery Electric Vehicles (BEV), Plug-in Hybrid Vehicles (PHEV) and Hybrid Vehicles (HEV).

- Engine - Gas ( PHEV, HEV )** : Cylinder block and the internal lubricated parts here after listed - camshaft, camshaft sensor, variable timing solenoid, connecting rods, connecting rod bearings, timing chain and pinions, camshaft bearings, camshaft caps, main bearing bushings, front cover, front cover gasket, head gasket, intake manifold, intake manifold gasket, exhaust manifold, valve covers, valve cover gaskets, valve lifters, cylinder head, rocker arms, valve guides, pistons, oil pump, oil pressure sensor, lifters, valve springs, ring gears, rings, push rods, crank shaft, crankshaft sensor, balance shafts, oil pan (except if damaged externally), oil pan gasket, engine mounts, engine oil coolers.
  - Engine – Electric system assisted / non-assisted (BEV, PHEV, HEV):** Electric drive motor / generator, voltage inverter, electric water pump, vehicle control module, power distribution control module, DC-DC converter / junction box. (Battery not included unless otherwise indicated in the contract).
  - Turbo and / or Supercharger (PHEV, HEV):** Turbocharger and / or supercharger and the internal lubricated parts here after listed - intercooler, wastegate actuator, boost sensor, inlet lines, supercharger gasket.
- Transmission – Automatic (PHEV, HEV):** Housing and the internal lubricated parts here after listed - internal shafts, bands, valve body, valve body solenoid, valve body gasket, torque converter, bushings, internal clutches, gear sets, flex plate, vacuum modulator, transmission oil pump, governor, internal seals and bearings, drums, transmission coolers.
  - Transmission – Manual (PHEV, HEV):** Housing and the internal lubricated parts here after listed - internal shafts, bushings, forks, gear sets, pinions, internal seals and bearings, flywheel, synchronizers. (Manual clutch components not included)
  - Transmission – (BEV):** shaft assembly, drive rotor assembly, position stator assembly, control module, shift select module, gear shift lever.
- Differential- front and rear - (PHEV, HEV):** Case and the internal lubricated parts here after listed, final drive housing, drive shaft, universal joints, cardan shafts, gear sets, internal bearings, bushings, limited slip clutch pack, axel shafts. Axle seals, shaft seals and pinion seals included only in a major breakdown.
- Transfer Case: 4x4 / AWD - (PHEV, HEV):** Case and the internal lubricated parts here after listed, internal shafts, shift module, drive selector switch, transfer case actuator, gear sets, chain and pinions, internal bearings, bushings. Internal shaft and bearing seals and gaskets included only in a major breakdown.
- Direction (BEV, PHEV, HEV):** Steering gear including inner and outer tie rods (boots not included), steering column including intermediate and lower shaft, shaft coupler, steering knuckles, power steering motor, steering control module, wheel bearings and hubs. Air suspension system and components including compressor, air-suspension bellows, valves, sensors and lines.
- Cooling system (BEV, PHEV, HEV):** Auxiliary and hybrid drive water pumps not otherwise listed above (including heat pump), water pump gaskets, thermostat, thermostat gasket, radiators, radiator cooling fan motor, radiator cooling fan module, coolant temperature sensor, E-drive cooling unit. (Hoses not included).
- Fuel delivery and ignition system (PHEV, HEV):** Fuel pump, fuel pump filter, fuel rail, fuel injectors, fuel pressure regulator, mass air flow sensor, throttle body, throttle body gasket, ignition coils, ignition control module, knock sensor.
- Emissions System (PHEV, HEV):** Exhaust gas recirculation valve and coolers (EGR), oxygen sensors, catalytic converters, positive crankcase ventilation valve (PCV).
- Heating and Air conditioning (BEV, PHEV, HEV):** Heating and cooling unit assembly parts listed here after - A/C compressor, expansion valve, ambient temperature sensor, air conditioning pressure sensor, condenser, evaporator core, evaporator temperature sensor, dryer, heater core, heater core control module, blower motor, blower motor relay, internal seals, and gaskets. (Hoses and refrigerant not included).
- Brakes (BEV, PHEV, HEV):** Friction braking system parts and regenerative braking system parts here after listed – brake master cylinder, master cylinder pressure sensor, vacuum brake booster, brake booster pump, modulator valve, brake calipers, ABS actuator, ABS gravity G- sensor, electronic brake control module (EBCM), wheel speed sensors, steering angle sensor, traction control switch.
- A.V.N.:** Touchscreen and / or video Entertainment screens. DVD and/ or Blu-ray video disc player. CD reader and changer. Bluetooth set to include microphone, hands free phone control and hands-free command control. Collision avoidance - parking assistance front and / or rear cameras and / or sonar sensors. Navigation display system and panel console assembly. GPS navigation system updates and programming (if system assembly is authorized to be replaced).
- Electrical additional (BEV, PHEV, HEV):** cruise control switch, power door lock actuators ( door handle module excluded), turn signal switches, power window switch, headlight switches, power seat switch, power door lock switches, front and rear wiper switch, rear window defroster switch, power sunroof switch, power sunroof motor, wiper delay sensor, power window motors, front and rear wiper motor, power seat switch (gears excluded), front and rear windshield washer pump.
- Electric / High-Tech Plus +:** Transmission solenoid valves, engine control module (ECM), Transmission control module (TCM), seat warmer element and switches, electric tailgate solenoid/motor, USB sockets, auxiliary audio sockets, 12v and 115v power socket outlets, vehicle charging socket (if defective and originally installed by the manufacturer) induction phone charger, engine starter push-button.
- Complementary Battery Coverage:** The costs related to the verification, replacement or reconditioning and necessary cleaning of malfunctioning cells in the Hybrid Vehicle (HV) Battery or the Lithium-ion battery. \*\*Please see conditions C-9 for rules and exclusions related to this additional coverage\*\*\*

### Also included in the program

- Roadside Service +: (1-888-668-6082)** : Emergency roadside assistance during the terms of the present program available 24 hours a day, 7 days a week, across Canada and the continental United States. These services include towing (up to a maximum of 75 km away to a repair center), emergency battery boost, flat tire service, fuel delivery (up to 10 liters), winching service and lock-out service.
- Reimbursement for verification:** A reimbursement for the verification fee if the repair has been authorised and completed by one of our certified repair centers
- Replacement automobile:** Reimbursement for the rental of replacement automobile at thirty (30\$) CAD per day – seven (7) days maximum for the duration of this program if the repair is covered by this program. It is the responsibility of the vehicle owner to declare all invoices necessary.
- Lodging:** Reimbursement for lodging if the repair is covered by this program and the vehicle owner is 300km from his address indicated in the owner identification section program for fifty (50\$) CAD per day -four (4) days maximum for the duration of this program. It is the responsibility of the vehicle owner to declare all invoices necessary
- Oils, liquids, filters, and alignment:** Included if the repair is authorized and covered by the program

I accept and understand the provisions provided by the present warranty program and accept the conditions that apply.

Owner signature \_\_\_\_\_ Date \_\_\_\_\_

Upon receipt of payment, the administration of the warranty commits to pay for the cost of labour, parts covered and the necessary taxes for the breakdown of the vehicle for the duration of time chosen by the vehicle owner on the additional pages of this warranty program up to the maximum amount indicated on the warranty.

**B – REPAIRS AND PARTS NOT COVERED**

1. Tune-ups, maintenance recommended by the manufacturer and all other parts not mentioned above in section 'A', including, but not limited to – lights and headlights, bulbs, wiper blades, windows, minor leaks (including perspiration or moistness), filters, liquids, oil flushes or changes, fuses, tubing, belts (non mentioned), piping (non mentioned), Plugs, brake plates, brake discs, brake rotors, brake drums, tires, shocks, (c.v.) boots, workshop materials and alignment.
2. Electrical supplementary components not mentioned above in section 'A', including, but not limited to – batteries (non mentioned), wiring, electrical cables, antennae's, speakers, remote starters, anti-theft system.

**C – RULES AND CONDITIONS**

1. If the parts mentioned are already covered under the original or extended manufacturer warranty, the repair will not be covered. This warranty will take effect at the end of the manufacturer's warranty or if the manufacturer's warranty covers only the powertrain components. If the information regarding the vehicles program eligibility is falsified or wrongly indicated, no repair will be authorised, and the warranty will automatically be cancelled.
2. If the necessary repair is from environmental causes including fire, water (including infiltration), snow, ice, or wind: If the necessary repair is from lack of oils or lubricants, corrosion (including cable and connector corrosion), rust, contamination, theft, or failure of a part not covered by the program, the repair will not be covered.
3. If the necessary repair is from an accident, collision, misuse, abuse (racing and off-roading are considered abuse), or negligence on behalf of the vehicle owner to take all reasonable care and precaution of the vehicle during the terms of the contract, the repair will not be covered.
4. Scheduled maintenance recommended by the manufacture must be followed and completed at a licensed repair facility for the warranty program to remain valid. Proof of maintenance can be requested by the administration for the repair authorisation number to be given. It is the responsibility of the vehicle owner to assure that all the maintenance indicators of the vehicle are in working order.
5. All requested repairs to remedy vehicle performance, resolve compression loss and / or reduce excessive oil consumption will not be considered a mechanical breakdown and will not be covered.
6. If the vehicle dashboard does not function, if the kilometers indicated have been modified in a manner outside the rule of law, or if the vehicle itself has been modified in a manner not recommender by the manufacture (including, but not limited to the manufacture restrictions, air intake modifications, engine performance or suspension modifications), the repair will not be covered by and the warranty will be automatically cancelled.
7. All repairs that normally would be covered under the program that existed before the delivery date indicated on the warranty or within the thirty (30) days following the delivery date of the contract will not be covered.
8. If the claims procedure has not been followed according to the section CLAIMS PROCEDURES, the repair will not be covered.
9. For the Complementary Battery Coverage (# 14) – The coverage is limited to only 1 year / 20,000 km past the original manufacture warranty coverage and if the terms and conditions of this warranty are still eligible. This coverage is specified to a malfunction or of a defective cell, it does not cover 'capacity loss' of the battery. Furthermore, to be applicable, the maintenance history of the vehicle must be provided with the contract at time of sale and / or at the time of any claim required.
10. In the event of a repair claim, the owner of the vehicle must provide, upon request from Les Produits Avantage Plus, any anomaly code information – previous and present recorded by the vehicles computer monitoring system.

**D – ADDITIONAL INFORMATION REGARDING WARRANTY PROGRAM**

1. No repair will be authorised within the first thirty (30) days following the delivery date of the vehicle indicated on the program. All estimates, work orders or invoices received and/or dated within this time frame will automatically be refused.
2. All repairs must be done at a licensed repair facility pre-approved with an authorization number attributed to the repair order by claims department. This process of preapproval involves a fixed hourly rate established at the licenced repair facility. The owner of the vehicle indicated on the warranty will be informed of the rate established by an authorization order signed by all parties at the beginning of repair. The vehicle owner must accept the authorisation order with their signature for the repair to be validated. The warranty is not held responsible for any additional amount not indicated nor authorized on the order, the quality of the material used for the repair, any damages directly or indirectly caused to the vehicle during or after repair. The vehicle owner indicated on the contract understands that the licensed repair facility is and works independently is not managed by the warranty company. The owner of the vehicle understands and agrees that Les Produits Avantage Plus acts as the entity mandated on its behalf for the warranty of the covered components and the payment of claims. It allows Les Produits Avantage Plus to authorize repairs and request information about your vehicle on your behalf. The owner of the vehicle cannot claim any tax refund on the claim amounts paid by the warranty company.
3. For each authorised repair, the owner of the vehicle accepts the franchise amount that is indicated on the first page of the contract automatically deducted from the authorised repair reimbursed to the licensed repair facility. The vehicle owner indicated on the contract is responsible for any additional amount charged by the licensed repair facility not authorised in the present contract.
4. The vehicle owner indicated on the contract can declare an unlimited number of claims during the term of their program chosen, however will not pay more than the lesser of the following amounts: the total indicated (taxes included) on the first page of the contract, section CLAIMS DESCRIPTION, the market value of the vehicle (according to the value at the SAAQ) or acquisition cost of the vehicle (taxes included) at the time the warranty claim is made.
5. The vehicle distributor (dealer) represents **Les Produits Avantage Plus** for the sole purpose of marketing the warranty program. **Les Produits Avantage Plus** will not be held liable for any statement or alleged engagement made by the vehicle distributor (dealer) in the name of **Les Produits Avantage Plus** for any responsibility greater than this present warranty provides. **Les Produits Avantage Plus** suggests that you read this contract.
6. Only the vehicle owner indicated on this program can use the warranty, but this warranty program is transferable to a new owner if this procedure is followed. The request must be made in writing that includes a copy of the vehicle registration or sales contract, the full name and address of the new owner of the vehicle, the date of transfer, the odometer reading at time of transfer, and the copy of this warranty program. This information must be sent within fifteen (15) working days following the transfer of ownership. Failure to comply will result in non-recognition of transfer. Concessionaires and/or vehicle sales merchants not eligible for transfers.
7. The owner of the vehicle can cancel the warranty and ask for a reimbursement within the first thirty (30) days following the delivery date of the vehicle. The distributor (merchant) sales cost, minus additional fees and claims paid.
  - a. After thirty (30) days the finance company can cancel the warranty and ask for reimbursement if the vehicle has been declared a total loss or repossessed. The amount of reimbursement will be prorated using a portion of the price paid for the warranty, according to time used, less any additional fees and claims paid.
8. All authorized repair work for the same pieces covered by this warranty program will not be covered for a second time for a period of three (3) months or 5000km from the date of the first completed claim.
9. The warranty reserves the right to authorize parts what are used, new or re-built for each claim. In the case that the owner of the vehicle wishes to install a different class of part than the one authorized, he must pay the difference between the piece authorized and the one he wishes if the cost is more expensive.

I accept and understand the provisions provided by the present warranty program and accept the conditions that apply.

Owner signature \_\_\_\_\_ Date \_\_\_\_\_ distributor signature \_\_\_\_\_ Date \_\_\_\_\_