

LIFETIME LIMITED PRODUCT WARRANTY - CV AXLE

PART NAME	PART NUMBER	PURCHASE DATE	COVERAGE EFFECTIVE DATE	WARRANTY NUMBER
CUSTOMER / OWNER INFORMATION				
OWNER LAST NAME		OWNER FIRST NAME		PHONE
CO-OWNER LAST NAME (IF APPLICABLE)		CO-OWNER FIRST NAME (IF APPLICABLE)		PHONE
ADDRESS				
CITY	STATE	ZIP CODE	EMAIL ADDRESS	
ISSUING LOCATION INFORMATION				
ISSUING LOCATION ID #		ISSUING LOCATION NAME	SELLING ASSOCIATE NAME	PHONE
ADDRESS		CITY	STATE	ZIP CODE
VEHICLE INFORMATION				
VEHICLE MILEAGE AT TIME OF CV AXLE PURCHASE		YEAR	MAKE	MODEL
VIN (Required)			DEDUCTIBLE: \$0.00	
IMPORTANT LIFETIME REPLACEMENT LIMITED WARRANTY INFORMATION FOR ABOVE LISTED CV AXLE				
<p>TERM: LIFETIME. Coverage under this LIMITED WARRANTY begins on the CV Axle coverage effective date. This coverage is ongoing for as long as YOU continuously own this SAME VEHICLE. This LIMITED WARRANTY only applies to the Customer & Vehicle listed on this LIMITED WARRANTY. This LIMITED WARRANTY is NOT TRANSFERABLE to a subsequent owner or vehicle. CLAIM AUTHORIZATION: YOU must obtain prior approval from the ADMINISTRATOR before COVERED CV AXLE replacement is performed and follow the instructions outlined under "HOW TO FILE A CLAIM" within the body of this LIMITED WARRANTY.</p>				

SECTION 1. KEY TERMS AND PROVISIONS

This **LIMITED WARRANTY** gives you specific legal rights, and you may also have other rights which vary from State to State. Any modification, alteration, or change to the preprinted terms and conditions of this **LIMITED WARRANTY** is invalid and of no force or effect.

THIS LIMITED WARRANTY IS NOT TRANSFERABLE, RENEWABLE OR CANCELABLE. THIS LIMITED WARRANTY IS NOT AN INSURANCE POLICY OR SERVICE CONTRACT. IT IS PROVIDED TO THE CUSTOMER AT NO ADDITIONAL CHARGE. THIS LIMITED WARRANTY TERMINATES WHEN OWNERSHIP OF THE ABOVE VEHICLE HAS TRANSFERRED TO A NEW OWNER, IF YOU NO LONGER OWN YOUR VEHICLE, THE COVERED CV AXLE IS REMOVED OR USED ON ANOTHER VEHICLE, OR IF THE MAINTENANCE REQUIREMENTS, IF ANY, AS REQUIRED BY THE MANUFACTURER ARE NOT PERFORMED.

The General Provisions of this **LIMITED WARRANTY** contain several words that have special meanings. The following words are important in this **LIMITED WARRANTY**, and they are printed in **BOLD** type below:

- **"ADMINISTRATOR"** means **CareGard Warranty Services, Inc.**, P.O. Box 293, Bedford, TX 76095, 1-844-333-0520
- **"APPROPRIATE REPLACEMENT CV AXLE"** is a Southeast Toyota CV Axle with Lifetime **LIMITED WARRANTY** of the same quality originally provided and required by the vehicle manufacturer or, if such CV Axle is not available, then a like kind quality CV Axle with a lifetime **LIMITED WARRANTY**.
- **"CV AXLE PURCHASE DATE"** means the date the **COVERED CV AXLE** was sold to the **CUSTOMER** by the **ISSUING LOCATION**.
- **"COVERAGE EFFECTIVE DATE"** means the date coverage begins on the **COVERED CV AXLE** which is the **CV AXLE PURCHASE DATE** and is ongoing for as long as **YOU** continuously own this **SAME VEHICLE**.
- **"COVERED CV AXLE"** means the lifetime limited CV Axle that **YOU** purchased from the **ISSUING LOCATION** or an **APPROPRIATE REPLACEMENT CV AXLE** with a Lifetime **LIMITED WARRANTY** that was issued to **YOU** under this **LIMITED WARRANTY**, that is in the **SAME VEHICLE** that is owned by **YOU**.
- **"CUSTOMER," "YOU,"** and **"YOUR"** means the owner(s) designated as such on this **LIMITED WARRANTY**.
- **"FAILURE" or "FAILED"** means the **COVERED CV AXLE** has a **FAILURE** due to a defect in material or workmanship, but does not include failures due to **CUSTOMER** negligence, abuse, or listed under "What is not Covered" herein.
- **"SAME VEHICLE"** means the vehicle listed above under Vehicle Information.
- **"TOYOTA DEALERSHIP"** means any licensed **TOYOTA DEALERSHIP** within the continental United States or Canada.
- **"WARRANTY" or "LIMITED WARRANTY"** means the lifetime **LIMITED WARRANTY** described herein.
- **"WE," "US,"** and **"OUR"** means Southeast Toyota Distributors from whom you purchased your **COVERED CV AXLE**, who is the warrantor under this **LIMITED WARRANTY**.

SECTION 2. WHAT IS COVERED BY THIS LIMITED WARRANTY

This **LIMITED WARRANTY** will cover the approved replacement of the **COVERED CV AXLE**, including labor for CV Axle installation as described herein. Authorized **COVERED CV AXLE** replacement must be performed at a **TOYOTA DEALERSHIP** with an **APPROPRIATE REPLACEMENT CV AXLE** unless such facility is more than **60 miles** away or such CV Axle is not available, in which case contact the **ADMINISTRATOR**.

SECTION 3. MAINTENANCE RESPONSIBILITIES

In order for this **LIMITED WARRANTY** to remain valid, the **CUSTOMER** must have the **COVERED CV AXLE** serviced exactly as the **CV AXLE** and vehicle manufacturer recommends, and **FAILURE** cannot be due to **CUSTOMER** negligence or abuse. **FAILURE** to implement these maintenance responsibilities will result in denial of coverage, therefore voiding this **LIMITED WARRANTY**.

SECTION 4. HOW TO FILE A CLAIM

ADMINISTRATOR PHONE NUMBER: Toll Free 1-844-333-0520 Customer Service available 24 hours per day, 365 days per year. **ADMINISTRATOR ADDRESS & BUSINESS HOURS:** P.O. Box 293 Bedford, TX 76095, Monday-Friday, 7am-6pm, Central Time. Closed holidays. **TO FILE A CLAIM ONLINE:** Go to www.dealerlifetime.com

1. Take your **SAME VEHICLE** to a **TOYOTA DEALERSHIP** which has an **APPROPRIATE REPLACEMENT CV AXLE** in stock. To locate the nearest **TOYOTA DEALERSHIP**, go to www.Toyota.com. If **YOU** are more than **60 miles** away from a **TOYOTA DEALERSHIP** and **YOUR COVERED CV AXLE** has **FAILED**, needs to be inspected, and possibly replaced, contact the **ADMINISTRATOR** for instructions.
2. The **TOYOTA DEALERSHIP** or **YOU** must contact the **ADMINISTRATOR** prior to **COVERED CV AXLE** replacement to obtain authorization. **YOU** are responsible for authorizing diagnosis of the **COVERED CV AXLE**. If the **CV AXLE FAILURE** is not covered under this **LIMITED WARRANTY**, **YOU** will be responsible for these costs. The **TOYOTA DEALERSHIP** will inspect your **COVERED CV AXLE** and, if it has a **FAILURE**, replace it according to the terms of this **LIMITED WARRANTY**. Authorized **COVERED CV AXLE** replacement must be performed at a **TOYOTA DEALERSHIP** and replaced with an **APPROPRIATE REPLACEMENT CV AXLE** unless it is a Hardship Claim" (see below) or otherwise approved by **ADMINISTRATOR**.
3. **Hardship Claims:** If a **COVERED CV AXLE** replacement covered by this **LIMITED WARRANTY** is required outside the nearest **TOYOTA DEALERSHIP** which is more than **60 miles** away, the **CUSTOMER** must contact the **ADMINISTRATOR** for instructions and bring their vehicle with the **FAILED COVERED CV AXLE** to a licensed repair facility to have the **COVERED CV AXLE** inspected and, if necessary, replaced at a reasonable and customary charge. If the **COVERED CV AXLE** is not replaced with an **APPROPRIATE REPLACEMENT CV AXLE**, then the only warranty provided is that of the **CV AXLE** manufacturer's warranty. Within the next five (5) business days, the **CUSTOMER** must report the **COVERED CV AXLE** replacement to the **ADMINISTRATOR**. To report a Hardship claim and obtain a reimbursement, please call 1-844-333-0520 for instructions. Hardship Claims may be submitted to the **ADMINISTRATOR** at: P.O. Box 293, Bedford, TX 76095, by Fax to: 817-527-1964, at the www.dealerlifetime.com or on the 1Basket App (when available). Repair Orders must include: Odometer Reading, Diagnosis, Repairs Performed, Labor Time, Labor Rate, Parts Utilized, Part Numbers and Cost. Also, please ensure the Customer Name, Limited Warranty Number, and Customer Signature are clearly indicated.

SECTION 5. WHAT IS NOT COVERED

- A. Repairs or replacements not authorized in advance by the **ADMINISTRATOR**.
- B. Any part, repair, or replacement thereof while covered by insurance, a manufacturer's warranty, recall program, factory service bulletins, or special policy.
- C. Any **FAILURE** caused by not servicing the **COVERED CV AXLE** as recommended by the manufacturer or if due to Customer negligence or abuse.
- D. Any **COVERED CV AXLE** on **SAME VEHICLE** used for any form of competitive driving or racing.
- E. Commercial use including, but not limited to, public hire, rental, taxi, or livery, and/or vehicles with non-standard equipment installed specifically to facilitate commercial use.
- F. **CV AXLE** failures or damage caused by any other component or part.
- G. Storage charges, shop supplies, and materials charge; diagnostic procedures not in the flat rate time to replace the **COVERED CV AXLE**.
- H. Losses resulting from: delays or failure caused by acts of God, accidental loss or damage, collision or upset, falling missiles or objects, fire, theft, larceny, explosion, lightning, earthquake, windstorm, hail, water, flood, freezing, malicious mischief, vandalism, war, riot or civil commotion, labor strikes, or other causes beyond the control of the **ADMINISTRATOR**.
- I. **COVERED CV AXLE** that is damaged due to abuse, neglect, misuse, alteration, improper installation, use of special additives, or unauthorized attempt to repair.
- J. Incidental or consequential damages, such as loss of time, inconvenience, or loss of use of the same vehicle or **COVERED CV AXLE**. Some states do not allow the exclusion or limitation of consequential damages, so this limitation or exclusion may not apply to **YOU**.
- K. Repair or replacement made outside the United States or Canada.
- L. Damage to the **COVERED CV AXLE** resulting from a mechanical breakdown or failure of any other part of the **SAME VEHICLE**, or from faulty or negligent repairs, or from installation of defective parts.
- M. Damages for bad faith, punitive or exemplary damages, property damage and/or attorney fees.
- N. Any vehicle not originally manufactured to U.S. specifications (commonly known as a grey market vehicle), salvaged vehicles, or factory buybacks.
- O. Car Rental and/or Towing costs, charges and/or fees are not covered.
- P. Mechanical breakdown of the vehicle and/or **COVERED AXLE** caused by or due to the failure of nuts, bolts, or fasteners.
- Q. Mechanical breakdown of the vehicle and/or **COVERED AXLE** cause by ruptured or damaged constant velocity boots.
- R. Authorized covered claims that have not been submitted to the **ADMINISTRATOR** within one hundred eighty (180) days from the date of completed **COVERED CV AXLE** replacement.
- S. Any **COVERED CV AXLE** that does not meet or exceed the vehicle manufacturer's specifications for the **SAME VEHICLE**.

SECTION 6. GENERAL PROVISIONS

OUR right to Recover Payment: If **YOU** have a right to recover against another party for repairs **WE** have paid under this **LIMITED WARRANTY**, **YOUR** rights shall become **OUR** rights. **YOU** shall do whatever is necessary to enable **US** to enforce these rights. **WE** shall recover only the excess after **YOU** are fully compensated for **YOUR** loss. **2. Transfer Of Protection:** **YOUR** rights under this **LIMITED WARRANTY** may not be assigned or transferred. **3. Other Terms:** This **LIMITED WARRANTY** gives **YOU** specific legal rights and **YOU** may also have other rights which vary from state to state. **WE** do not authorize any person to create for **US** any other obligation or liability in connection with **YOUR** Vehicle. **ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO YOUR VEHICLE AND THE COVERED CV AXLE IS LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY. THE PERFORMANCE OF REPAIRS AND NEEDED ADJUSTMENTS IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. WE SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. THIS IS NOT INTENDED TO SUBSTITUTE FOR ANY USED VEHICLE WARRANTY WHICH WE MAY BE REQUIRED TO PROVIDE TO YOU UNDER ANY STATE LAW. 1. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.** Page 2 of 3

2. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.
3. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

SECTION 7. ARBITRATION

READ THE FOLLOWING ARBITRATION PROVISION ("PROVISION") CAREFULLY. IT LIMITS CERTAIN OF YOUR RIGHTS, INCLUDING YOUR RIGHT TO OBTAIN RELIEF OR DAMAGES THROUGH COURT ACTION.

YOU and **WE/US** (the "Parties") waive the following rights: (1) the right to go to court; (2) the right to jury trial should any dispute be resolved by a court; (3) the right to serve as a private attorney general; and (4) the right to participate in a class action. Under this Provision, courts and arbitrators **cannot allow class actions**. Only individual arbitration will resolve disputes. This Provision governs ALL disputes between the Parties. The Parties agree that any question or disagreement as to whether the dispute must be arbitrated will be decided by the arbitrator, and not by a court. **YOU** and **WE** can try to resolve disputes if **YOU** call the **ADMINISTRATOR** at 844-333-0520, but **YOU** and **WE** agree that any dispute the Parties are unable to resolve will be resolved by an arbitrator and the arbitrator's decision will be final and will completely resolve any dispute.

To begin Arbitration, either **YOU** or **WE** must make a written demand and forward same to **OUR ADMINISTRATOR** at P.O. Box 293, Bedford, TX 76095 or Fax to: 817-527-1964. The Arbitration will take place before a single arbitrator; the party making the arbitration demand may choose the American Arbitration Association ("AAA") or a local arbitrator affiliated with a national arbitration organization, subject to the other party's approval. It will be administered in keeping with the Expedited Procedures of the Commercial Arbitration Rules ("Rules") of the AAA in effect when the claim is filed. **YOU** may get a copy of these AAA's Rules by contacting AAA at 120 Broadway, 21st Floor, New York, NY 10271, calling 1-800-778-7879 or visiting www.adr.org. The filing fees to begin and carry out arbitration will be shared equally between **YOU** and **US**. This does not prohibit the arbitrator from giving the winning party their fees and expenses of the arbitration. Unless **YOU** and **WE** agree, the arbitration will take place in the county and state where **YOU** live. Either party may attend the hearing by phone. The Federal Arbitration Act, 9 U.S.C. § 1, et seq., will govern and not any state law on arbitration. **YOU** agree and understand that this arbitration provision means that **YOU** give up **YOUR** right to go to court on any claim covered by this provision. **YOU** also agree that any arbitration proceeding will only consider **YOUR** claims. Claims by, or on behalf of, other individuals will not be arbitrated in any proceeding that is considering **YOUR** claims. In the event this Arbitration provision is not approved by the appropriate state regulatory agency, and/or is stricken, severed, or otherwise deemed unenforceable by a court of competent jurisdiction, **YOU** and **WE** specifically agree to waive and forever give up the right to a trial by jury. Instead, in the event any litigation arises between **YOU** and **US**, any such lawsuit will be tried before a judge, and a jury will not be impaneled or struck.