



December 1, 2016

IMPORTANT NOTICE!

Enclosed you will find the Rate and Class Guide changes for the Extreme VSC and Supreme Unlimited Wraps announced on November 1, 2016, which go into effect on January 2, 2017.

For your convenience, we have packaged each dealer's rate card(s) and memo(s) in a separate envelope addressed to the dealer. This will allow you to mail them to the dealer, if you choose to, versus delivering it by hand. **Please make sure these are delivered to your dealer by January 1, 2017.**

Please note, if your dealer was ONLY on Extreme VSC or Supreme Care, the only change made was to the class guide. In that instance, we have sent the new class guide directly to the dealer for your convenience.

Please see the appendix for an overview of the changes that have been made for 2017.

If you have any questions, you can contact me at 440-274-5536.

Have an enjoyable holiday season!

Best Regards,

Gabriella Roberts
Vice President of Operations
NAE/NWAN

Enclosures



Extreme VSC, Extreme Supreme Care and Supreme Unlimited Wrap Changes

Effective January 2, 2017

Extreme VSC

- 2016/2017 make and model updates will now be included in the Class Guide.
- Certain vehicles will be adjusted in their classification (see appendix).
- Exclusions have been updated to create more consistency across the various service contract programs.
- Buick, Chevrolet, and GMC Certified Wrap terms and reserves will change to reflect the new Certified terms offered by the manufacturer (Certified terms are now 72/100 vs. the previous 60/100).

Extreme Supreme Care

- 2016/2017 make and model updates will now be included in the Class Guide.
- Certain vehicles will be adjusted in their classification (see appendix).
- Exclusions have been updated to create more consistency across the various service contract programs.

Supreme Unlimited 100k, 125k and 150k

Dealers offering an NAE/NWAN Lifetime program on both New and Pre-Owned Vehicles

- The \$200 surcharge for Manufacturer Powertrain under 100,000 miles has been eliminated.
- Class 8 and 9 rates have been adjusted.
- The following vehicles will experience a class change:

Make	Current	New
Cadillac	7	8
BMW	8	9
Land Rover	8	9
MINI	4	7

- Exclusions have been updated to create more consistency across the various service contract programs.

Supreme Unlimited 100k, 125k and 150k

Dealers NOT offering an NAE/NWAN Lifetime program on both New and Pre-Owned Vehicles

- The \$200 surcharge for Manufacturer Powertrain under 100,000 miles has been eliminated.
- Reserves have been adjusted to reflect the reserve required in lieu of the surcharge.
- Class 8 rates have been adjusted and Class 9 vehicles are no longer eligible for this program.
- The following vehicles will experience a class change:

Make	Current	New
Audi	9	N/A
Cadillac	7	8
BMW	8	N/A
Hummer	9	N/A

Make	Current	New
Jaguar	9	N/A
Land Rover	8	N/A
Mercedes	9	N/A
MINI	4	7

- Exclusions have been updated to create more consistency across the various service contract programs.

Appendix

Extreme Vehicle Service Contract Class Adjustments

Make	Model	Current	New
Buick	Terraza	4/D	N/A
Buick	Terraza AWD	5/E	N/A
Chevrolet	Trailblazer 2WD	4/D	5/E
Chevrolet	Trailblazer 4WD	5/E	6/F
Chrysler	Pacifica	4/D	5/E
Chrysler	Pacifica AWD	5/E	6/F
Ford	Expedition/EL 2WD	4/E	5/F
Ford	Expedition/EL 3.5 TRB/2WD	4/E	5/F
Ford	Expedition/EL 3.5 TRB/4WD	4/E	5/F
Ford	Expedition/EL 4WD	4/E	5/F
Hummer	H3	7/G	8/H
Kia	Sedona	2/B	3/C
Mazda	5	2/B	3/C
Mini	ALL	7/H	10/I
Nissan	Armada 2WD	3/C	4/D
Nissan	Armada 4WD	3/C	4/D
Nissan	Maxima	2/B	3/C
Nissan	Murano 2WD	2/B	3/C
Nissan	Murano/Cross Abriolet AV	3/C	4/D
Nissan	Quest	3/C	4/D
Nissan	Sentra	2/B	3/C
Nissan	Sentra 4WD	NA	NA
Nissan	Sentra SE-R	2/B	3/C
Nissan	Titan 2WD	2/B	3/C
Nissan	Titan 4WD	3/C	4/D
Nissan	Versa	1/A	2/B
Saturn	Astra	2/B	3/C
Saturn	Aura	4/D	5/E
Saturn	Aura Greenline Hybrid	5/E	6/F
Saturn	Ion	3/C	N/A
Saturn	Ion Redline	5/E	N/A
Saturn	Outlook 2WD	3/C	4/D
Saturn	Outlook 4WD	4/D	5/E
Saturn	Vue 2WD	3/C	4/D
Saturn	Vue 2WD Greenline Hybrid	5/E	6/F
Saturn	Vue 2WD Redline	5/E	6/F
Saturn	Vue 4WD Greenline Hybrid	5/E	6/F
Saturn	Vue AWD	4/D	5/E
Saturn	Vue AWD Redline	5/E	6/F
Toyota	Avalon	1/A	3/C
Volkswagen	CC	5/E	6/F
Volkswagen	CC 2.0 TRB	5/E	6/F
Volkswagen	CC 3.6 AWD	5/E	6/F
Volkswagen	Routan	5/E	6/F