Maintenance required to keep or transfer your Vehicle Service Contract

In order to keep your Vehicle Service Contract in force or transfer your Vehicle Service Contract, the vehicle covered must be maintained according to the manufacturer’s specifications. Proof of maintenance may be required. The performance of normal maintenance services is not covered under your Vehicle Service Contract.

Prior authorization

Prior to starting repairs, you or the repair facility must contact the administrator toll-free at 1-800-322-3933. Customers in Florida should call 1-800-247-9469. If a mechanical breakdown occurs outside the administrator’s operating hours, the administrator must be contacted during the next business day. Failure to obtain a claim authorization may result in non-payment.

Exclusions

Your Vehicle Service Contract may not cover or apply to certain conditions. Please refer to the General Contract Exclusions section of your Vehicle Service Contract.

Cancellations

You can cancel your Vehicle Service Contract at any time and receive reimbursement for the unused portion.
Flexible coverage
tailored to your needs

New and preowned vehicles are covered with the Star Cool and Star Fuel Programs. You choose the mileage and term length that works best for your vehicle and driving needs.

You can also choose the deductible level that best suits your needs, including an option to have your deductible waived when you return to your issuing dealer’s repair facility for service. Deductibles apply to each repair visit.¹

Coverage options

EcoMind®
- Spark plug wires
- Coil to spark plug boot and connectors
- Vapor and emission canisters
- Positive crankcase ventilation valve
- Distributor cap and rotor
- Smog pump, catalytic converter, muffler, and exhaust pipes
- High voltage vehicle drive battery
- Gas cap

Protection
that saves you money

The Star Cool and Star Fuel Programs offer affordable protection against costly repairs. This coverage provides valuable benefits at a cost that could be less than that of a single breakdown.*

1 Please see your Vehicle Service Contract for specific details.

¹ These costs are for demonstration purposes only and are anticipated prices after three years based on industry averages.