

**KELLEY BLUE BOOK CERTIFIED PRE-OWNED PROGRAM
FREQUENTLY ASKED QUESTIONS (FAQs)**

Q: What is the Kelley Blue Book Certified Pre-Owned program?

A: The Kelley Blue Book Certified Pre-Owned (CPO) program is a non-manufacturer program offered by AutoTrader in connection with Kelley Blue Book. The program allows consumers to purchase a pre-owned vehicle through participating dealerships. Kelley Blue Book has established the standards that a vehicle must meet before being offered as a Kelley Blue Book Certified Pre-Owned Vehicle. Each vehicle that is a Kelley Blue Book Certified Pre-Owned vehicle has gone through a 153-point inspection and a reconditioning process, if necessary, along with a vehicle history report. The vehicle comes with a powertrain limited warranty that covers the vehicle until it has 100,000 miles or is 6 years old from the Original In-Service Date* or registration date, whichever comes first, and includes roadside assistance and towing, trip interruption protection and car rental assistance.

* **“Original In-Service Date”** means the date the Manufacturer’s Warranty for the vehicle began (as determined by the manufacturer’s records) or the original record of sale/original DMV registration date (as noted on the vehicle history report e.g.: AutoCheck or Carfax).

Q: What are the benefits of the Kelley Blue Book Certified Pre-Owned (CPO) program?

A: The Kelley Blue Book Certified Pre-Owned program has a number of benefits, including: a 153-point inspection and reconditioning process (If necessary) that is conducted by the dealership selling the CPO vehicle, and a vehicle history report. Each Kelley Blue Book Certified Pre-Owned vehicle comes with a powertrain limited warranty, including seals and gaskets, that covers the vehicle until it has 100,000 miles or is 6 years old from the Original In-Service Date* or registration date, whichever comes first. The warranty also includes 24-hour towing and roadside assistance (\$100 deductible per claim), trip interruption protection (\$250 benefit per claim) and rental car assistance (\$35 per 24-hour period for a max of \$175 per occurrence).

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Q: Do all vehicles qualify for the Kelley Blue Book Certified Pre-Owned program?

A: No. Kelley Blue Book Certified Pre-Owned vehicles must be a current model year, or one of the five previous model years and have less than 75,000 miles or less on the odometer at the time of sale. Exotic cars along with, medium and heavy-duty construction vehicles are excluded. Each vehicle is required to have a Vehicle History Report and must pass a 153-point vehicle inspection. These rigorous and strict standards ensure that only high quality vehicles of a earn the approval of the Kelley Blue Book Certified Pre-Owned vehicle program.

Q: What does the 153-point inspection include?

A: REQUIRED DOCUMENTATION

In glove box or provide at delivery

1. Vehicle history report (CARFAX, Experian, etc.)
2. Copy of completed inspection report

VIN INSPECTION

3. Vehicle VIN plates match, door jambs and dash
4. Vehicle VIN plates match engine compartment, door jambs, and dash
5. VIN/FMVSS label on door jamb

UNIBODY INSPECTION

6. Carefully inspect unibody for signs of damage or prior repairs

MECHANICAL INSPECTION

Minimum Replacement Items

7. Engine oil and filter
8. Air filter (if dirty or at service interval)
9. Brake fluid (if dirty or at service interval)
10. Wiper blades (replace unless they wipe windshield clean)
11. Coolant (replace if dirty or at service interval)
12. Tires tread depth – minimum 5/32” across tread width
13. Disc brake pads – if wear is greater than 50%
14. Brake shoes – if wear is greater than 50%

15. Antenna mast – if bent or sticking
16. Automatic transmission fluid – if discolored or at service interval
17. Differential fluid – if discolored or at service interval
18. Minimum one master key

Road Test

19. Starting/starter operation (cold/hot)
20. Idle vibration (cold/hot)
21. Engine noise (cold/hot & high/low speeds)
22. Acceleration (power)
23. Engine operating temperature
24. Drivability (smoothness)
25. AT shift quality/AT shift points
26. MT shifter operation
27. MT clutch (smoothness, effort, slippage)
28. Transmission/transaxle noise (cold/hot)
29. CV joint noise (full lock turn R/L)
30. Drive axle noise (full lock turn R/L)
31. Braking (noise, vibration, effort)
32. Parking brake operation
33. Steering effort (drifting right or left)
34. Steering wheel free play/steering wheel centered
35. Cruise control operation (including resume)
36. Horn operation
37. Wind noise/squeaks/rattles
38. Speedometer/odometer operation
39. Heater/defroster operation
40. A/C cooling performance/vent outlet temperature
41. Tire or steering wheel vibration
42. Body/suspension (performance/noise/rough road test)
43. Check vehicle for trouble codes

Underhood – Check for unacceptable aftermarket modifications

44. Battery (condition, fluid level, load test)
45. Alternator (condition, fluid level, load test)
46. Water pump (noise/leaks)
47. Distributor (cap and rotor condition, shaft looseness)
48. Ignition system operation
49. Fuel system operation and fuel tank cap (connections/leakage)
50. Fuel filter (replace per maintenance schedule)
51. Radiator (leaks, road hazard damage)
52. Coolant recovery tank (condition, level, sensor operation)
53. Cooling fan operation
54. Coolant (replace if discolored, insufficient protection)
55. Coolant hoses (check condition)
56. A/C condenser (corrosion, road hazard damage)
57. Power steering (fluid level, belt condition/tension)
58. A/C compressor (proper cycling, belt condition/tension)
59. Heater valve adjustment
60. Engine valve noise
61. Engine mount condition
62. Transmission mount condition
63. Engine condition (visual verification of oil change maintenance)
64. Timing belt condition
65. Brake master cylinder (operation/leaks)
66. Transfer case operation (check for leaks and evidence of sludge)
67. Airbox (check for evidence of water ingestion)

Under Vehicle – Check for unacceptable aftermarket modifications

68. Tires – correct size
69. Tires – proper tire pressure, check uneven wear or sidewall cracking
70. Valve stem condition
71. Wheel lug nuts (all present and proper torque)
72. Spare tire (condition/pressure)

73. Engine – oil leaks, drain plug threads
74. Transmission leaks
75. Coolant leaks
76. CV joints/boots/drive-shaft universal joint (cracks, leakage)
77. Brake pad thickness
78. Brake rotor thickness and surface
79. Brake calipers (check for leakage)
80. Rear lining thickness (if applicable)
81. Rear wheel cylinder leakage (if applicable)
82. Rear drum thickness and surface
83. Hydraulic hose/line leakage
84. Suspension (springs proper ride height)
85. Strut/shock absorber leakage
86. Bushing condition
87. Ball joint tightness and tie rod end tightness
88. Power steering rack leakage
89. Entire exhaust system (condition, leaks, damages, noise, catalytic converter and heat shields)

Exterior – Check for unacceptable aftermarket modifications

90. Headlights (high/low operation and aim, cracks, chips, scratches, pitting, moisture)
91. Brake lights
92. Turn signal lights (operation, cracks, chips, scratches)
93. Parking lamps
94. Fog lamps (if applicable)
95. Running lights (if applicable)
96. License plate lights
97. Tail lights (operation, cracks, chips, scratches, damage, moisture)
98. Back-up lights
99. Emergency flashers

Interior – Check for unacceptable aftermarket modifications

100. Water leaks (look for evidence of water intrusion)
101. Fuel gauge operation
102. Temperature gauge operation
103. All warning lights illuminated with ignition “ON”
104. Dash light operation
105. Windshield wiper/washer operation
106. Audio system – radio/CD, speaker operation (audio steering wheel controls if applicable)
107. Rear entertainment system operation (if applicable)
108. Navigation operation (if applicable)
109. Clock functions
110. Steering wheel tilt/lock
111. Sunroof operation (if equipped – aftermarket unacceptable)
112. Headliner condition
113. Cigarette lighter/power outlets (if equipped)
114. Alarms/theft system operation (check remote)
115. Outside mirror operation, left and right
116. Rear view mirror operation (day/night operation)
117. Window operation – noise, speed and full travel
118. SRS airbags (exterior condition/check warning lamp self-check system)
119. Door locks (check manual and/or power operation and child safety functions)
120. Seat belts – condition, proper latching and retraction operation
121. Seat upholstery/leather condition (front and rear)
122. Power seat operation (if equipped)
123. Seat heaters (if equipped)
124. Headrest movement
125. Rear defrost operation
126. Inside mirror/vanity light operation
127. Interior lights (switch/door operation, warning chimes)
128. Glove box/glove box light operation
129. Luggage compartment (jack and tool present)
130. Fuel door release
131. Hood release operation

APPERANCE INSPECTION

Exterior

132. Underhood (clean engine compartment)
133. Front bumper (fascia, guards, trim, paint quality)
134. Grille (headlights, other lights, trim, emblems)
135. Hood (emblems and finish)
136. Left Front fender (finish, trim)
137. Left Front door (finish, trim)
138. Left Right door (finish, trim)
139. Left Right fender (finish, trim)
140. Trunk lid (finish, trim)
141. Rear bumper (fascia, guards, trim, paint quality)
142. Right Rear fender (finish, trim)
143. Right Rear door (finish, trim)
144. Right Front door (finish, trim)
145. Right Front fender (finish, trim)
146. Roof (finish, trim)
147. Windshield/glass (cracks, chips, scratches, pitting)

Interior

148. Dent, dings, and scratches on all body panels and bumpers
149. Dash and instrument panels, carpet and mats (check for stains or damage)
150. Console/center arm rest/cup holders
151. Front doors (controls, trim condition)
152. Rear doors/quarter trim (controls, trim condition)
153. Luggage compartment (mat, trim, carpet condition)

Q: How comprehensive is the powertrain warranty?

A: The Kelley Blue Book Certified Pre-Owned program powertrain limited warranty covers the powertrain of the vehicle, which is made up of the engine, transmission and drivetrain. The powertrain warranty also includes seals and gaskets. Diagnostics is also covered if diagnosis identifies a mechanical breakdown covered under the warranty. Coverage extends until the vehicle has 100,000 miles or is 6 years old from the Original In-Service Date* or registration date, whichever comes first.

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Q: What is NOT included in the Kelley Blue Book Certified Pre-Owned Program Powertrain Limited Warranty?

A: Parts and Services NOT covered:

- All items not specifically listed as covered on the Warranty documentation, including but not limited to:
 - Pre-existing conditions
 - Failures caused by negligence, misuse or abuse, or continued operation when there is prior evidence of a mechanical problem such as breakdowns caused by contamination, overheating, lack of coolant or lubricants, etc.
 - Certain routine maintenance items, such as brakes, light bulbs, windshield wipers, etc.
 - Repairs that are performed without prior authorization
 - Failures caused by a lack of maintenance
 - Failures caused by any external cause such as collision, theft, larceny, fire, vandalism, malicious mischief, lightning, earthquake, fire, windstorm, civil commotions, riots, war, water floods and hail
 - Please review your contract for more information and details on what parts and services are not covered by your powertrain warranty or contact the claims department of the warranty administrator, Safe Guard, at 1-844-756-8554 during normal hours.

Q: What is included in the Kelley Blue Book Certified Pre-Owned Vehicle Warranty 24-hour towing and roadside assistance program?

A: The Kelley Blue Book Certified Pre-Owned vehicle powertrain limited warranty offers the following services for towing and roadside assistance throughout the duration of the warranty:

- Towing to the nearest registered service facility for warranty-related repairs up to \$100 per occurrence
- Battery service
- Flat tire assistance
- Fuel, oil, fluid and water delivery service (payment is the responsibility of the customer and payment is due upon delivery)
- Lock-out assistance
- Emergency phone call support and assistance

Q: What vehicles do NOT qualify for the Kelley Blue Book Certified Pre-Owned program?

A: Any vehicle that (i) is eligible for the certified pre-owned program offered by the manufacturer of such vehicle, and (ii) resides on the lot of a franchise dealer for the manufacturer of such vehicle is not eligible for Kelley Blue Book CPO. In addition:

- Any vehicle with prior frame, flood or fire damage, or that has been designated as a total loss by any insurer (whether such damage or designation appears on the vehicle's title or VHR, or otherwise becomes known to Dealer);
- Any vehicle with a title indicating that the vehicle was previously stolen, or that indicates a possible odometer discrepancy;
- Any vehicle having a payload rating of 2,000 pounds or more;
- Any vehicle manufactured as a non-U.S. specification vehicle; and
- Any vehicle with an open (unrepaired) safety recall.

Q: How can I find or search for Kelley Blue Book Certified Pre-Owned program vehicles?

A: During the pilot of the Kelley Blue Book Certified Pre-Owned Program, vehicles can only be located and searched from a participating dealer's Web site or on the lot of a participating dealership.

Q: Is the Kelley Blue Book Certified Pre-Owned vehicle warranty transferable?

A: No, the warranty is non-transferrable and non-assignable.

Q: How long is the Kelley Blue Book Certified Pre-Owned vehicle warranty in effect?

A: The Kelley Blue Book Certified Pre-Owned vehicle warranty covers the vehicle until it has 100,000 miles or is 6 years old from the Original In-Service Date* or registration date, whichever comes first, and includes roadside assistance and towing, trip interruption protection and car rental assistance. The Kelley Blue Book Certified Pre-Owned warranty is distinct and separate from any manufacturer's warranty applicable to the covered vehicle.

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Q: Can I lease or get special financing for a Kelley Blue Book Certified Pre-Owned vehicle?

A: Check with the participating dealership selling the Kelley Blue Book Certified Pre-Owned vehicle for leasing and financing options.

Q: What is my deductible?

A: The Kelley Blue Book Certified Pre-Owned vehicle Powertrain Limited warranty has a deductible of \$100 per occurrence.

Q: Where can I get my Kelley Blue Book Certified Pre-Owned vehicle repaired?

A: The Kelley Blue Book Certified Pre-Owned vehicle is required to be returned to the dealer where you purchased the vehicle for repairs under the powertrain limited warranty. If you cannot return the vehicle to the issuing dealer, you can contact the claims department of the warranty administrator, Safe Guard, at 1-844-756-8554 during normal hours to receive instructions. Authorization from Safe Guard must be obtained prior to having the Kelley Blue Book Certified Pre-Owned vehicle repaired under the powertrain limited warranty.

Q: What should I do if the claims office is not open and I am in need of an emergency repair?

A: In the event that a mechanical breakdown occurs of a covered part when the claims office of the warranty administrator, Safe Guard, is closed and emergency repairs are needed, you can follow the claims procedure in the powertrain limited warranty and begin emergency repairs without securing authorization in advance. However, you or the authorized service representative must notify the Safe Guard claims department as soon as of the office reopens. Reimbursement of emergency repairs is subject to all terms and conditions of the warranty.

Q: Who can I contact to discuss my Vehicle Inspection Report/Vehicle History Report?

A: Please contact the dealer where you purchased the vehicle for more information on your **Vehicle Inspection Report** or Vehicle History Report. The participating dealer who is selling or sold you the Kelley Blue Book Certified Pre-Owned vehicle is responsible for inspecting the vehicle and confirming and certifying to Kelley Blue Book's standards.

Q: Who should I contact regarding my Kelley Blue Book Certified Pre-Owned Vehicle Powertrain Limited Warranty?

A: Your warranty is being handled by Kelley Blue Book's third-party provider, Safe-Guard Products International, LLC. You can contact Safe-Guard at any time to have coverage questions answered or receive assistance in filing a claim at 1-844-756-8554.