

OAK MOTORS, INC. AND INDIANA FINANCE COMPANY PREFERRED CUSTOMER SERVICE POLICY

To encourage its customers to make timely payments on any vehicle retail installment sales contract that has been assigned to Indiana Finance Company ("IFC"), it is the policy of Oak Motors, Inc. ("Oak Motors") to provide discounted service on its customers' vehicles for any customer that is in good standing with IFC, as described below.*

For the purposes of this policy, a customer is determined to be in good standing with IFC: (i) if the customer's account is contractually current; or (ii) if the customer's account is delinquent, the customer and IFC have agreed upon an arrangement under which the customer will bring the account current and IFC has authorized and approved such arrangement.

As part of this policy, for all customers that are in good standing with IFC, Oak Motors will pay half of the Reasonable Cost** to maintain, repair or replace the following parts during the period of 36 months from the date on which you purchase your car or the first 36,000 miles from the mileage on your car at the time of purchase, whichever comes first:

- Electrical: Batteries, alternator (with no aftermarket add on), starter, window motors, window regulators (that move glass up and down), front wiper motors, PCM, ECM, BCM and computer components.
- Ignition Components: Ignition switches, ignition cylinders and multi function switches.
- Fuel: Fuel pump, injectors, sending unit, and fuel level sensor.
- Steering & Suspension: Front and rear ball joints, wheel bearings, tie rod ends, stabilizer link bars, idler & pitman arms, all hydraulic and electrical power steering components, coil springs, struts and shocks (if leaking).
- Air Conditioning: A/C components including freon.
- Brakes: All brake components.
- Cooling System: Water pump, heater core, radiator, cooling fan, thermostat, and engine coolant.
- Seals & Gaskets: All seals and gaskets.

For all customers that are in good standing with IFC, Oak Motors will also cover the following expenses that arise in connection with the maintenance, repair or replacement of the parts listed above:

- Tow: Towed into authorized repair facility up to \$100.
- Diagnostic Time: The time it takes to diagnose any covered repair up to ONE HOUR.
- Courtesy Transportation: Either a ride home or a loaner vehicle may be provided if the repair involves a Covered Part (the repair must be a minimum of 8 labor hours and subject to availability and scheduling).

* In order to receive discounted service under this policy, the work must be scheduled and performed by Oak Motors Service Department.

** Reasonable Cost means the maintenance or repair costs and retail labor rates that are recognized locally and/or nationally for a similar maintenance or repair service. Oak Motors may use published parts and labor guides to establish the costs. Reasonable Costs are also limited to charges necessary to maintain, repair, or replace the parts listed above.

OAK MOTORS, INC. RESERVES THE RIGHT TO MODIFY OR DISCONTINUE THIS CUSTOMER SERVICE POLICY AT ANY TIME AND FOR ANY REASON.