

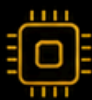
# DRIVE INSIGHTS

VOLUME 1  
AUGUST 2026

CONFIDENCE BEGINS WITH UNDERSTANDING

PREPARED EXCLUSIVELY FOR  
— DRIVE VIP CLIENTS —

## INSIDE THIS EDITION



YOUR VEHICLE IS  
NO LONGER JUST  
A MACHINE



WHY MODERN  
REPAIRS ARE  
DIFFERENT TODAY



UNDERSTANDING  
YOUR FACTORY  
WARRANTY



FIVE QUESTIONS  
EVERY VEHICLE  
OWNER SHOULD ASK



MR. D'S  
SERVICE MINUTE



# DRIVE®



PRACTICAL ADVICE.  
CLEAR ANSWERS.  
REAL CONFIDENCE.



EDUCATION TODAY.  
CONFIDENCE ALWAYS.



DRIVE VIP CLIENT CENTER  
**281-822-0553**

NO PRESSURE. JUST ANSWERS.



VISIT THE DRIVE INSIGHTS CENTER  
[drivewarranties.com/insights](https://drivewarranties.com/insights)

SCAN TO ACCESS  
EXCLUSIVE CONTENT





## IN THIS EDITION



### Your Vehicle Is No Longer Just a Machine

Modern vehicles are sophisticated networks of computers, sensors, cameras, and safety systems. Understanding this technology matters more than ever.

⌚ 2 MIN  
READ



### Why Modern Repairs Are Different Today

Today's repairs often include diagnostics, software updates, and sensor calibration in addition to replacing components.

⌚ 2 MIN  
READ



### Maintenance and the Unexpected

Routine maintenance is one of the smartest investments you can make, but no schedule can eliminate every unexpected repair.

⌚ 2 MIN  
READ



### Understanding Your Factory Warranty

Most vehicles include multiple warranty coverages with different terms. Understanding them helps owners plan with confidence.

⌚ 2 MIN  
READ



### Five Questions Every Owner Should Ask

Know your maintenance schedule, understand warning lights, learn your vehicle's safety technology, understand your warranty, and know where to get trustworthy answers.

⌚ 3 MIN  
READ



### Dashboard Warning Lights

Warning lights are your vehicle's way of starting a conversation. Responding early often prevents larger repairs later.

⌚ 2 MIN  
READ



### Technology You Use Every Day

Advanced safety systems quietly work in the background to improve awareness and help protect you and your passengers.

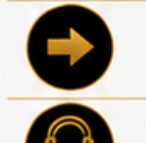
⌚ 2 MIN  
READ



### Ownership Checklist

Read your owner's manual, stay current on maintenance, ask questions, listen to your vehicle, and think ahead.

⌚ 2 MIN  
READ



### Looking Ahead

Volume 2: The Day Your Factory Warranty Ends.

⌚ 1 MIN  
READ



### We're Here To Help

Questions? The DRIVE VIP Client Center is here for you. No pressure. Just answers.

⌚ 1 MIN  
READ



### DID YOU KNOW?

Modern vehicles contain over 100 million lines of software code.

That's more than a commercial airplane!



### ASK MR. D

Have a question about your vehicle?

Every DRIVE Insights article is designed to help you make informed ownership decisions.

### Continue learning at:

[drivewarranties.com/insights](https://drivewarranties.com/insights)

Ready to start your journey to DRIVE:

Call our VIP Client Center to find out how



# OUR PROMISE

## THE BEGINNING OF A DIFFERENT OWNERSHIP EXPERIENCE

At **DRIVE**, we believe informed owners make more confident decisions—and confident decisions lead to better ownership experiences.

Owning a vehicle today is more complex than ever. Technology evolves. Repairs are different. Information is everywhere. That's why **DRIVE Insights** exists—to cut through the noise and deliver clear, trustworthy education you can count on.

**We don't sell pressure.**

**We share knowledge.**

**NO PRESSURE. JUST ANSWERS.**



### MR. D SAYS...

Confidence comes from understanding. Every informed decision helps you enjoy ownership with greater peace of mind.

*Mr. D*



### EDUCATION

Clear, simple explanations about the technology, repairs, warranties, and ownership topics that matter most.



### CONFIDENCE

Knowledge leads to better decisions—and better decisions lead to greater confidence behind the wheel.



### PARTNERSHIP

We're here to be your trusted partner on the road ahead. Today, tomorrow, and for years to come.



## OUR PROMISE TO YOU



### EDUCATE FIRST

We educate before we ever recommend.



### BE TRUSTED

We provide accurate, unbiased information you can rely on.



### PUT YOU FIRST

Your confidence and peace of mind come before everything.



### EARN CONFIDENCE

Trust is earned over time. We earn it by showing up for you—every day.



**DRIVE Insights** is prepared exclusively for **DRIVE VIP Clients** as an educational resource—not a sales brochure.



# YOUR VEHICLE IS NO LONGER JUST A MACHINE

## TODAY'S VEHICLES ARE SOPHISTICATED NETWORKS OF TECHNOLOGY.

Modern vehicles are built with thousands of parts working together—and more than 100 computers and millions of lines of software connecting everything.

From engine performance to driver assistance, infotainment, safety systems, and emissions—technology plays a role in nearly every mile.

Understanding this technology helps explain why professional diagnosis, proper maintenance, and using the right tools have become more important than ever.



### MR. D SAYS...

Technology makes today's vehicles safer, smarter, and more efficient.

But it also makes expert care more essential than ever before.

*Mr. D*



### DID YOU KNOW?

The average new vehicle contains more than **30,000 individual parts**, all working together to keep you moving safely.

## WHY THIS MATTERS TO YOU



### DIAGNOSIS IS MORE COMPLEX

Modern issues require advanced diagnostic equipment and expert training to identify the root cause.



### REPAIRS GO BEYOND PARTS

Many repairs now include software updates, calibrations, and system resets—tools and steps most owners don't have.



### PROPER MAINTENANCE MATTERS MORE

Following your manufacturer's maintenance schedule helps protect performance, safety, and reliability.



### EXPERTISE YOU CAN TRUST

Certified technicians, the right information, and the right parts help keep your vehicle performing the way it should.

## CONFIDENCE SCORE

After reading this section, how confident do you feel?

- ☐ I understand this topic.
- ☐ I still have questions.

If you checked above, call the DRIVE VIP Client Center.

 **281-822-0553**



### Want to learn more?

Visit the DRIVE Insights Center for videos, guides, articles, and answers to common questions.



VISIT THE DRIVE INSIGHTS CENTER

**[drivewarranties.com/insights](http://drivewarranties.com/insights)**





# WHY MODERN REPAIRS ARE DIFFERENT TODAY

## TODAY'S REPAIRS GO BEYOND PARTS AND LABOR.

Modern vehicles require advanced diagnostic equipment, software updates, and precise recalibration to restore performance—and safety.

What once took a wrench can now require a computer, a subscription, and specialized training.

Understanding these changes helps you appreciate why some repairs take longer, cost more, and demand expert attention.



### DID YOU KNOW?

A windshield replacement on many modern vehicles requires camera recalibration before advanced safety features can operate correctly.



### MR. D SAYS...

Today's vehicles are smarter—and more sensitive. The right diagnosis today can save you from bigger problems tomorrow.

**Get it right the first time.**

*Mr. D*

## THE REALITY



### MORE TECHNOLOGY

More systems mean more things that need to work together perfectly.



### MORE TIME

Detailed diagnostics and calibrations take time—because accuracy matters.



### MORE PROTECTION

Properly completed repairs protect your vehicle's performance and your safety.



### MORE VALUE

Expert repairs today help prevent repeat repairs and protect your investment.

## WHAT'S DIFFERENT NOW



### ADVANCED DIAGNOSTICS

Pinpointing the problem often takes specialized tools and expert training.



### SOFTWARE UPDATES

Many repairs require software updates or reprogramming to function correctly.



### PRECISION CALIBRATION

Sensors, cameras, and safety systems must be calibrated to exact specifications.



### ELECTRONIC SECURITY

Security systems protect your vehicle—but also require proper authorization to repair.



### SPECIALIZED TRAINING

Technicians invest in ongoing training to keep up with evolving vehicle technology.



### QUICK TIP

Choose a repair facility that invests in the right tools, training, and information. It's an investment in your vehicle's long-term reliability and your peace of mind.

Need help understanding your maintenance schedule or service recommendations?

## CONFIDENCE CHECK

After reading this section, how confident do you feel?

- ☐ I understand this topic.
- ☐ I still have questions.



# MAINTENANCE AND THE UNEXPECTED

## SMALL STEPS TODAY CAN PREVENT BIG PROBLEMS TOMORROW.

No one plans for a breakdown. But the best way to avoid unexpected repairs is to stay ahead of them.

Routine maintenance helps your vehicle perform the way it was designed. It also helps identify minor issues before they turn into major—and costly—repairs.

A little time today can save you time, money, and stress down the road.



### MR. D SAYS...

Prevention is one of the smartest investments you can make in your vehicle. Stay ahead, stay informed, and you'll enjoy more miles with confidence.

**A trusted plan today leads to peace of mind tomorrow.**

*Mr. D*



### QUICK TIP

Follow your vehicle's maintenance schedule in your owner's manual. It's tailored to your vehicle, your mileage, and the conditions where you drive.

## COMMON MAINTENANCE MATTERS



### OIL & FILTER CHANGES

Clean oil keeps your engine lubricated and running efficiently. Old oil can lead to increased wear.



### TIRE CARE

Proper tire pressure and alignment improve handling, help prevent uneven wear, and support fuel economy.



### BRAKE INSPECTIONS

Brake components wear over time. Regular inspections help ensure reliable stopping power.



### BATTERY HEALTH

Extreme temperatures and short trips can impact battery performance. Testing helps prevent surprises.



### AIR & CABIN FILTERS

Clean filters improve engine efficiency and the quality of the air you breathe inside your vehicle.

## THE BENEFITS OF STAYING AHEAD



### PREVENT COSTLY REPAIRS

Catching small issues early is almost always less expensive than fixing big problems later.



### MORE RELIABILITY

A well-maintained vehicle is more likely to start, run, and get you where you need to go.



### BETTER PERFORMANCE

Regular maintenance helps maintain fuel economy, handling, and overall performance.



### LONGER VEHICLE LIFE

Consistent care helps extend the life of your vehicle and protect your investment.



### SAFETY YOU CAN TRUST

A properly maintained vehicle helps provide the safety and confidence you and your passengers deserve.



### OWNER CHECKLIST

Turn to page 18 for a complete ownership checklist you can use.

Need help understanding your maintenance schedule or service recommendations?



Visit the DRIVE Insights Center for videos, guides, and more.

[drivewarranties.com/insights](https://drivewarranties.com/insights)



# UNDERSTANDING YOUR FACTORY WARRANTY

## KNOW WHAT'S COVERED. KNOW HOW LONG IT LASTS.

Factory warranties provide important protection for your new vehicle—but coverage varies by component and manufacturer.

Understanding your warranty helps you make informed decisions and prepare for the road ahead.

When your factory warranty ends, **DRIVE** has you covered—so your confidence never has to.



### MR. D SAYS...

Your factory warranty is a great start. Knowing what it covers—and for how long—helps you plan ahead and avoid surprises.

**Knowledge today.  
Confidence always.**

*Mr. D*



### DID YOU KNOW?

Most factory warranties include different coverage periods for bumper-to-bumper, powertrain, corrosion, emissions, and roadside assistance.

## TYPICAL FACTORY WARRANTY COVERAGE\*



### BUMPER-TO-BUMPER

Covers most vehicle components except those specifically excluded.

**3 YEARS  
36,000 MILES**



### POWERTRAIN

Covers major engine, transmission, and drivetrain components.

**5 YEARS  
60,000 MILES**



### CORROSION / PERFORATION

Covers rust-through of body panels due to corrosion.

**5 YEARS  
UNLIMITED MILES**



### EMISSIONS

Covers emissions-related components and systems.

**2-8 YEARS  
VARIES BY COMPONENT**



### ROADSIDE ASSISTANCE

Includes towing, lockout, flat tire, fuel delivery, and more.

**3-5 YEARS  
VARIES BY MANUFACTURER**

\*Coverage periods vary by manufacturer. Please refer to your owner's manual or warranty booklet for complete details.



### WHAT YOUR WARRANTY USUALLY DOES COVER

- Defects in materials and workmanship
- Factory-installed components
- Specific systems and assemblies
- Repairs performed by authorized dealers



### WHAT YOUR WARRANTY DOES NOT COVER

- Normal wear and tear
- Maintenance services
- Damage from accidents or misuse
- Aftermarket parts or modifications
- Non-factory maintenance



### CHECK YOUR WARRANTY DETAILS

Review your owner's manual or warranty booklet to understand exactly what's covered and for how long. Keep it in your glove box.



### QUESTIONS ABOUT COVERAGE?

Our VIP Client Center is here to help.

**281-822-0553**

No Pressure. Just Answers.



# FIVE QUESTIONS EVERY OWNER SHOULD ASK

## ASKING QUESTIONS LEADS TO BETTER DECISIONS.

You have the right to understand what's happening with your vehicle. These five questions can help you get the information you need.



**1**  **What is the problem?**  
A clear explanation helps you understand what's going on.

**2**  **What is needed to fix it?**  
Ask for the recommended repairs and why they are necessary.

**3**  **What will it cost?**  
Get a clear estimate including parts, labor, and any additional charges.

**4**  **How long will it take?**  
Understanding the time involved helps you plan your day.

**5**  **Is it covered under warranty?**  
If so, what is covered—and what, if anything, is not?



### MR. D SAYS...

There are no dumb questions when it comes to your vehicle. Asking questions shows you care—and that's smart ownership.

**Information today leads to confidence tomorrow.**

### WHY IT MATTERS



#### FEEL CONFIDENT

You understand the problem and the solution.



#### AVOID SURPRISES

You know the cost, the time, and what to expect.



#### BUILD TRUST

Good communication creates better relationships.



#### BE EMPOWERED

You stay in control and make the best choices.



### QUICK TIP

Take notes and keep copies of estimates and repair orders. They're helpful for tracking your vehicle's history.



#### OWNER CHECKLIST

- ☐ I asked all five questions.
- ☐ I understand the recommended repairs.
- ☐ I have a written estimate.
- ☐ I know what is covered by warranty.
- ☐ I feel confident in my decision.



### KNOWLEDGE IS POWER

Visit the DRIVE Insights Center for more articles, videos, and expert answers to common questions.



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# DASHBOARD WARNING LIGHTS

**THEY'RE NOT JUST SUGGESTIONS.  
THEY'RE MESSAGES.**

Your vehicle's warning lights are designed to get your attention before a small issue becomes a big problem.

Knowing what they mean—and what to do—can help you stay safe and avoid costly repairs.

When in doubt, ask a professional.  
It's better to check than to guess.



## MR. D SAYS...

These lights are your vehicle's way of talking to you. Listen early. Act early.

**Awareness today can save you time, money, and stress tomorrow.**



## DID YOU KNOW?

A flashing Check Engine light usually indicates a more urgent condition than a steady Check Engine light and should be addressed promptly.

## COMMON WARNING LIGHTS



### CHECK ENGINE

Can indicate issues with the engine, emissions system, or other components. Get it checked.



### OIL PRESSURE

Low oil pressure can cause serious engine damage. Stop safely and turn off the engine.



### CHARGING SYSTEM

May indicate a problem with the battery, alternator, or charging system.



### TIRE PRESSURE

Low tire pressure can affect handling, fuel economy, and tire life. Check and inflate.



### ENGINE TEMPERATURE

Engine may be overheating. Pull over safely and allow the engine to cool.



### ABS WARNING

Anti-lock braking system may not be functioning properly. Have it inspected.



### TRACTION CONTROL

System is active or may indicate a problem with traction control or stability systems.



## QUICK TIP

Take a photo of your dashboard when a warning light appears. It can help technicians diagnose the issue faster.



## WHAT YOU SHOULD DO



### DON'T IGNORE IT

Warning lights exist for a reason. Addressing issues early helps.



### CHECK YOUR MANUAL

Your owner's manual explains what each light means for your vehicle.



### TAKE ACTION

Some lights require immediate attention. Others mean it's time to schedule a visit.



### CONSULT A PROFESSIONAL

Certified technicians have the tools and training to diagnose correctly.

## CONFIDENCE CHECK

After reading this section, how confident do you feel?

- ☐ I understand this topic.  
☐ I still have questions.

If you checked above,  
call the DRIVE VIP Client Center.



## LEARN MORE

Visit the DRIVE Insights Center for videos, guides, and expert answers to common questions.



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DRIVE INSIGHTS CENTER  
[drivewarranties.com/insights](http://drivewarranties.com/insights)





# TECHNOLOGY YOU USE EVERY DAY

## SMART SYSTEMS. REAL BENEFITS.

Modern vehicles are more than just transportation—they're connected, intelligent, and designed to help keep you safe.

Knowing how key technologies work can help you get the most from your vehicle—and spot issues before they become problems.

Technology is here to help. Understanding it makes all the difference.



### MR. D SAYS...

Your vehicle has computers, cameras, sensors, and software all working together to support performance, safety, and convenience.

The more you understand, the more confidence you'll have.

*Mr. D*



### DID YOU KNOW?

Many vehicles today have more computing power than the computers that took humans to the moon.

## KEY TECHNOLOGIES IN YOUR VEHICLE



### CAMERAS

Assist with reversing, lane keeping, parking, and detecting objects around your vehicle.



### RADAR & SENSORS

Help maintain safe distances, detect vehicles, and support advanced driver-assistance systems.



### CONNECTED SYSTEMS

Keep you informed with navigation, traffic updates, remote access, and vehicle health alerts.



### ONBOARD COMPUTERS

Monitor performance, manage systems, and adjust in real time for efficiency, safety, and drivability.



### IMMOBILIZER & SECURITY

Help prevent theft by verifying your key and protecting your vehicle's systems.

## THE BENEFITS OF SMART TECHNOLOGY



### ENHANCED SAFETY

Systems work together to help prevent accidents and protect occupants.



### IMPROVED EFFICIENCY

Technology helps optimize fuel economy and reduce emissions.



### REAL-TIME ALERTS

Stay informed about maintenance, recalls, and potential issues.



### CONVENIENCE

Features like remote start, smartphone integration, and voice commands save time.



### LONG-TERM VALUE

Well-maintained technology helps your vehicle perform better—and last longer.



### TECH TALK TIP

Keep your software updated and follow your manufacturer's maintenance schedule. It helps ensure all systems work the way they should.

Questions about a feature or alert message?



**281-822-0553**

No Pressure. Just Answers.



### TECHNOLOGY CHECKLIST

- ☐ I understand the key systems in my vehicle.
- ☐ I know how to keep my systems updated.
- ☐ I pay attention to alerts and messages.
- ☐ I ask questions when something isn't working as it should.
- ☐ I feel confident using my vehicle's technology.



### WATCH & LEARN

Visit the DRIVE Insights Center for videos and guides on the technology in your vehicle.



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DRIVE INSIGHTS CENTER  
[drivewarranties.com/insights](https://drivewarranties.com/insights)





# OWNERSHIP CHECKLIST

## A FEW SIMPLE HABITS TODAY PROTECT YOUR INVESTMENT TOMORROW.

Taking care of your vehicle doesn't have to be complicated. These essential steps help ensure reliability, safety, and long-term value.



### YOUR OWNERSHIP CHECKLIST



- ☐ **FOLLOW THE MAINTENANCE SCHEDULE**  
Keep up with oil changes, fluid checks, and recommended services.



- ☐ **CHECK TIRE CONDITION REGULARLY**  
Proper inflation and tread depth improve safety, handling, and fuel efficiency.



- ☐ **INSPECT BRAKES**  
Listen for unusual noises and watch for warning signs of wear.



- ☐ **MONITOR THE BATTERY**  
Test your battery and clean terminals to avoid unexpected issues.



- ☐ **PAY ATTENTION TO WARNING LIGHTS**  
Don't ignore dashboard alerts—address them early to prevent bigger problems.



- ☐ **KEEP IT CLEAN**  
Regular washing and waxing protect your vehicle's appearance and finish.



- ☐ **KEEP RECORDS**  
Maintain receipts and service records to support warranty claims and resale value.



- ☐ **BE COVERED**  
Extended protection gives you peace of mind long after the factory warranty ends.



### MR. D SAYS...

Taking care of your vehicle today means fewer surprises tomorrow. A little attention now goes a long way toward protecting your investment.

**Check the box. Drive with confidence.**

*Mr. D*



### ADDITIONAL TIPS



Extreme temperatures can impact performance. Check coolant and battery condition seasonally.



Use quality fuel and follow manufacturer recommendations.



Inspect belts and hoses for cracks or wear. Replace before they fail.



Schedule routine inspections. Prevention is always less expensive than repairs.



Know your roadside assistance benefits and keep the number handy.



**SMALL HABITS. BIG RESULTS.**  
Consistent care keeps your vehicle running stronger, safer, and longer—today and for years to come.

Need help understanding your maintenance schedule or service recommendations?



Visit the DRIVE Insights Center for checklists, videos, and more.  
[drivewarranties.com/insights](http://drivewarranties.com/insights)



# LOOKING AHEAD

## THE ROAD AHEAD IS FULL OF POSSIBILITIES.

Your vehicle will continue to evolve—and so will the technology, tools, and support behind it.

Staying informed and prepared today empowers you to enjoy every mile with confidence and peace of mind.

We're committed to helping you protect your investment and keep moving forward.



### WHAT'S ON THE HORIZON



#### SMARTER TECHNOLOGY

Vehicles will continue to get smarter. We'll help you understand what that means.



#### STRONGER PROTECTION

New solutions and services are coming to keep you covered.



#### PERSONALIZED SUPPORT

We're here to provide answers, resources, and peace of mind.



#### YOUR JOURNEY MATTERS

Wherever the road takes you, we'll be with you every mile.

### TIPS FOR THE ROAD AHEAD



#### STAY INFORMED

Knowledge is power. Keep learning about your vehicle and its needs.



#### PLAN AHEAD

Routine maintenance and proactive care prevent costly surprises.



#### PARTNER WITH EXPERTS

We're here to guide you and provide solutions you can trust.



#### PROTECT YOUR INVESTMENT

Extended protection helps safeguard your vehicle and your financial future.



#### ENJOY THE JOURNEY

Drive with confidence, knowing you're prepared for what's ahead.



#### THE ROAD IS YOURS

With the right knowledge, regular care, and support, every mile can be the best one yet.

**CALL TODAY  
SEE THE DIFFERENCE**



Visit the DRIVE Insights Center for more articles, videos, and resources.

[drivewarranties.com/insights](https://drivewarranties.com/insights)



# WE'RE HERE TO HELP

## YOU DRIVE. WE'LL HANDLE THE REST.

At DRIVE, our mission is simple:  
to protect your investment and deliver  
confidence every mile of the way.

Whether you have a question, need  
assistance, or just want to learn more,  
our team is ready to help.

**You're not alone on the road.  
We're with you every mile.**



### HOW CAN WE HELP YOU TODAY?



#### CALL US

**281-822-0553**

No Pressure.  
Just Answers.



#### EMAIL US

[support@drivewarranties.com](mailto:support@drivewarranties.com)

We aim to respond  
within 24 hours.



#### VISIT US

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Explore resources, videos,  
and more.



#### DRIVE VIP CLIENT CENTER

Exclusive support for  
VIP clients.



#### PEACE OF MIND

It's not just our promise.  
It's our passion.

### THANK YOU FOR TRUSTING DRIVE

We're honored to be part of your journey.  
Thank you for allowing us to help protect what matters most.  
Here's to many more miles of confidence ahead.



*Mr. D*

**TRUST IS EARNED. CONFIDENCE IS DELIVERED.**

### THIS ISSUE AT A GLANCE

|                                                  |    |
|--------------------------------------------------|----|
| ✓ Your Vehicle Is No Longer Just a Machine ..... | 04 |
| ✓ Why Modern Repairs Are Different Today.....    | 06 |
| ✓ Maintenance and the Unexpected.....            | 08 |
| ✓ Understanding Your Factory Warranty .....      | 10 |
| ✓ Five Questions Every Owner Should Ask.....     | 12 |
| ✓ Dashboard Warning Lights .....                 | 14 |
| ✓ Technology You Use Every Day.....              | 16 |
| ✓ Ownership Checklist.....                       | 18 |
| ✓ Looking Ahead.....                             | 20 |
| ✓ We're Here to Help .....                       | 21 |