



# CONSUMER ASSURANCE

## Limited Nationwide Labor Coverage

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WHOLESALE PARTS

Give your customers a confidence boost by leveraging the Consumer Assurance Program. On top of the Limited Part Warranty of up to 24 Months on GM Genuine Parts and ACDelco parts, Consumer Assurance offers your customers added labor coverage on eligible GM Genuine Parts or ACDelco part installed at your shop.



### WHAT IS COVERED

You are covered if a customer returns because of a manufacturer's defect in any GM Genuine, ACDelco, or Chevrolet, Buick, GMC and Cadillac Accessory product installed at your location within 24 months, measured from the date of the first repair and the odometer reading shown on the original repair order. Coverage based on the vehicle being subjected only to normal use and receiving reasonable and necessary maintenance.

### COMMERCIAL VEHICLE COVERAGE

The GM Genuine Parts and ACDelco Consumer Assurance Program supports light and medium-duty commercial vehicles serviced by eligible my GM Partner Perks program partner.

This program will cover: emergency service (police/ambulance), taxi, or vehicles with a Gross Vehicle Weight (GVW), Class 5 rating up to 19,500 pounds.

The claims administrator will determine eligibility based upon vehicle information provided by the my GM Partner Perks partner and specified on the original repair invoice.

For complete details and How to Obtain a Claim information contact your Claims Administrators at 800-ACDelco (800.223.3526) prompt 3, are available from 8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time), Saturday from 9:00 a.m. to 6:00 p.m., excluding holidays or reference your 'my GM Partner Perks' Handbook or mygmpartnerperks.com.

GM reserves the right to audit, modify or cancel this program at any time

### WHAT IS NOT COVERED

The customer must pay for any non-warranty service ordered to be performed at the same time as any warranty service. This warranty will not apply if the vehicle has been damaged by abnormal use, misuse, neglect, accident, alteration or "tampering with" (by other than the Facility or Facility employees). INCIDENTAL OR CONSEQUENTIAL DAMAGES ARE NOT INCLUDED (additional expenses which you may incur as the result of faulty repair or service).

Specific exclusions are: any battery, engine, transmission, clutch, or differential repairs, associated gaskets and seals, assembly replacement or wear parts such as wipers. Also excluded are auto body, paint, molding, glass repairs, tires and USED PARTS.

### ENROLLMENT PROCESS

All my GM Partner Perks partners are automatically enrolled in this program. If you have questions contact the Warranty Administrator at 800-ACDelco, prompt 3 or your ACDelco representative for assistance.



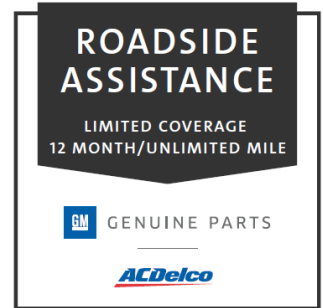


# ROADSIDE ASSISTANCE

Limited Coverage  
12 Month/Unlimited Mile

Provide your customers the confidence they expect. As a my GM partner perks partner you're automatically eligible to offer your customer Roadside Assistance, regardless of the brand of part installed or service performed.

Roadside Assistance begins on the date identified on the original invoice and continues for a period of 12 months, with no mileage restrictions. This benefit is available only to the original purchaser and coverage is strictly limited to the specific vehicle identified on the original invoice. Coverage is based on the vehicle being subjected to only normal, non-commercial use and receiving reasonable and necessary maintenance. Roadside Assistance is available in the U.S. and Canada.



## COVERED SERVICES

The following services are included in the Roadside Assistance program:

- Towing (can be used for Consumer Assurance)
- Battery Jump Start
- Changing a Flat Tire
- Fuel, Oil, Fluid and Water Delivery (consumer must pay for the actual cost of fluids delivered)
- Lock Out Service

## REIMBURSEMENT PROCESS

Consumers in need of Roadside Assistance must call 800-ACDelco, prompt 3, to be connected with the 24 hour nationwide service provider. The Payment is required after service(s) have been completed; credit card payment is the preferred method. Consumers will be reimbursed with a check for covered services up to a maximum of \$75.00 per occurrence upon submitting the proper documentation.

SIGNATURE  
MOTOR CLUB  
from Allstate Roadside Services

## PROGRAM EXCLUSIONS

This benefit applies only to motorized passenger vehicles (automobiles and light trucks) and specifically excludes trailers, vehicles with a manufacturer's load rating capacity greater than one ton, motorcycles and recreational vehicles. Any vehicle used for farm, ranch, agriculture, or off-road use.

## SERVICES NOT COVERED

Cost of parts, replacement keys, lubricants, or fluids. The cost of installation for any product or materials. Tire repair, replacement, mounting or removing of any tires, snow tires, or chains. Service on any vehicle involved in an accident. Towing or services performed by an unauthorized service provider. Any additional labor due to specialized equipment or processes required to transport or service your vehicle due to non-factory modifications or enhancements made to the vehicle. Towing from or repair work performed at a service station, garage or repair shop. Towing performed at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law.

Independent Service and Body Shops are automatically enrolled in this program when they join my GM partner perks program. The full ACDelco Roadside Assistance Benefit description can be found on [myGMpartnerperks.com](http://myGMpartnerperks.com). If you have questions, call 800.ACDelco (800.223.3526) and select prompt 3.

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