

Consumer Assurance:

Nationwide Auto Labour Reimbursement & Roadside Assistance

The Consumer Assurance benefit adds peace of mind for customers who have their vehicles serviced at an ACDelco PSC program member shop. It provides additional labour reimbursement terms for PSC customers who experience an ACDelco product failure, and **includes** the already popular Roadside Assistance program. Visit TechConnect Canada for complete guidelines. Visit ACDelcoCanada.com for full Roadside Details.

What is Covered:

The Consumer Assurance benefit delivers the existing popular Roadside Assistance benefit AND a *nationwide 12 month/20,000 kms (whichever comes first) limited labour reimbursement** for ACDelco parts installed at an ACDelco Professional Service Centre program member repair facility.

The program applies to ACDelco products installed by a member of the ACDelco PSC program that fail due to a manufactures' defect within 12 months or 20,000kms (whichever comes first) from the time of the original repair. Coverage based on the vehicle being subjected only to normal use and receiving reasonable and necessary maintenance. *Reimbursement will be capped at \$85 per hour up to 3 hours for each validated claim.*

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. The part warranty follows standard published and existing supplier supported warranty, and 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.

Exclusions:

This benefit applies only to motorized passenger vehicles (light and medium duty) and specifically excludes trailers, vehicles with a GVW greater than Class 6 rating above 26,000 lbs. (11,793 kg), motorcycles, recreational vehicles, and any vehicle used for farm, ranch, agriculture, or off-road use. **Specific exclusions are:** any battery, engine, transmission, clutch, or differential repairs, associated gaskets & seals, or assembly replacement. Also excluded are auto body, paint, molding, glass repairs, tires, used parts.

Process for ACDelco PSC Program Members to follow to submit a Consumer Assurance claim:

1. Consumer returns with a defective ACDelco part
2. PSC Collects a copy of the original repair order (RO) (either from the customer or in their system) and verifies that the part is still under warranty (within 12 months or 20,000 kms of use, whichever comes first)
3. Calls the Claims Administrator at **1-855-646-1427** with the RO number to verify the claim and receive a claim number
4. Performs proper diagnostic procedures
5. Calls the Claims Administrator at **1-855-646-1427** with estimate and request approval PRIOR to any repair work being performed
6. The Claims Administrator will advise if the customer's claim is valid and estimate is accurate. If valid, they will advise the shop to proceed
7. PSC completes repair work
8. Parts warranty should be processed through the local ACDelco distributor via the standard published process
9. PSC Faxes a copy of the following four documents to 1-866-658-1246 (the claim number needs to be written on each page faxed):
 - the original RO and the replacement RO
 - invoice for original part
 - invoice for replacement part
10. Upon receipt of ALL the four documents, the Claims Administrator will verify the information and will call the repair facility and provide a credit card payment (cheque option is also available)

Claims Administrators at 1-855-646-1427 are available:

- 8:00 am to 8:00 pm Monday - Friday (Eastern Time)
- Saturday from 9:00 am to 6:00 pm, excluding holidays

**Must present original repair receipt. If within 12 months/20,000 km of the original repair facility, installation is not included. Coverage applies only to Light-duty & Medium-duty vehicles up to a Class 6 GVW Rating of 126,000 lbs. (11,793 kg) includes Commercial Vehicles. Any rental charges incurred for any down vehicle are not covered by the ACDelco Consumer Assurance program.*