

## ACDelco Consumer Assurance

### Labor Reimbursement – Inside of 25 Miles (White & Blue Levels)

ACDelco stands behind you on consumer comebacks. The ACDelco Professional Service Center Program offers White and Blue accounts labor reimbursement for **covered ACDelco parts** originally installed by the ACDelco Professional Service Support Center should they fail. Parts should be warranted through the normal process with the parts supplier.

#### WHAT IS COVERED

**You are covered if a customer returns because of a manufacturer's defect in an ACDelco product installed at your location within 12 months or 12,000 miles of use**, whichever comes first, 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, non-commercial use, and receiving reasonable and necessary maintenance. Reimbursement will be capped at \$50 per hour up to 3 hours for each validated claim. **Repair costs shall not exceed the costs of the original repair or service.** Claims will be monitored closely. If claim requests exceed normal claim rates, ACDelco will institute a local review process with appropriate personnel to review claims and determine additional requirements and/or eligibility.

#### 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, or assembly replacement. Also excluded are auto body, paint, molding, glass repairs, tires, AND USED PARTS. Commercial vehicles are excluded.**

#### HOW TO OBTAIN A CLAIM

1. Consumer returns with a defective ACDelco part
2. Collect a copy of the original repair order (RO) (either from the customer or in your system) and verify that the part is still under warranty (within 12 months or 12,000 miles of use, whichever comes first)
3. **Call** the Warranty Administrator at 1-800-ACDelco prompt 3 with the RO number to verify the claim and receive a claim number
4. Perform proper diagnostic procedures
5. **Call** the Warranty Administrator at 1-800-ACDelco prompt 3 with estimate and request approval **PRIOR** to any warranty repair work being performed
6. The Warranty Administrator will advise if the customer's claim is valid and estimate is accurate. If valid, they will advise the shop to proceed
7. Complete warranty work
8. Part warranty should be processed through your local ACDelco parts supplier
9. **Fax** a copy of the following four documents to **866-658-1246** (the claim number needs to be written on each page faxed):
  - the original RO
  - replacement RO
  - invoice for original part
  - invoice for replacement part to
10. Upon receipt of the four documents the Warranty Administrator will verify the information and will call the repair facility and provide a credit card payment (check option is also available)

Warranty Administrators at 1-800-ACDelco, 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. White and Blue level accounts are automatically enrolled in this program.

## ACDelco Consumer Assurance

### Consumer Assurance - Outside of 25 Miles (Red, White & Blue Levels)

Give your customers a confidence boost by leveraging the Consumer Assurance Program. This program offers consumers a 12-month/12,000-mile limited warranty (whichever comes first) for parts and labor on **ACDelco parts** installed by members of the ACDelco Professional Service Center Program. If the customer experiences a failure of the part within the warranty period and is more than 25 miles from the original repair facility, the repair will be made at no additional cost to you or your customer. Coverage based on the vehicle being subjected only to normal, non-commercial use, and receiving reasonable and necessary maintenance. Repair costs shall not exceed the costs of the original repair or service.

When you make a repair using ACDelco products, give your customer a Consumer Assurance brochure containing program information and a toll-free repair contact number. If there is a problem, all your customer has to do is call 1-800-ACDelco, select prompt 3 to be directed to the nearest participating ACDelco Professional Service Center. Roadside Assistance is available if necessary.

#### HOW TO OBTAIN A CLAIM

If you are servicing a vehicle that received the original repair at another ACDelco Professional Service Center you will be compensated for both the part and at your labor rate up to the cost of the original repair (market rate).

1. Consumer is directed to your shop
2. Collect a copy of the original repair order (RO) from the customer or the original ACDelco Professional Service Center and verify that the part is still under warranty (within 12 months or 12,000 miles of use)
3. **Call** the Warranty Administrator at 1-800-ACDelco prompt 3, tell them you have a consumer from a different shop requesting Consumer Assurance and provide the original RO details to verify the claim and receive a claim number
4. Perform the proper diagnostic procedures
5. **Call** the Warranty Administrator at 1-800-ACDelco prompt 3 with estimate and request approval **PRIOR** to any warranty repair work being performed
6. The Warranty Administrator will advise if the customer's claim is valid and estimate is accurate. If valid, they will advise the shop to proceed
7. Complete warranty work
8. Part warranty should be processed through your local ACDelco parts supplier
9. **Fax** a copy of the following three documents to **866-658-1246** (the claim number needs to be written on each page faxed)
  - the original RO
  - replacement RO
  - the invoice for replacement part(s)
10. Upon receipt of the three documents the Warranty Administrator will verify the information and will call the repair facility and provide a credit card payment (check option is also available)

Warranty Administrators at 1-800-ACDelco, 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. You are automatically enrolled in this program when you join the ACDelco Professional Service Center program. The full ACDelco Consumer Assurance Program description can be found on [acdelco.com](http://acdelco.com)

**If you have questions, call 1.800.ACDelco and select prompt 3.**

## ACDelco Consumer Assurance

### Roadside Assistance (Red, White & Blue Levels)

New in 2012, Roadside Assistance can be provided to all your customers **regardless of the brand of part** installed or service performed with a paid invoice from your shop. 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 based on the vehicle being subjected only to normal, non-commercial use, and receiving reasonable and necessary maintenance. Roadside Assistance is available in the United States and Canada. Here is what is included:

- 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

Consumers in need of Roadside Assistance must **call 1-800-ACDelco, prompt 3**, to be connected with the 24 hour nationwide service provider. The consumers must pay for the requested service up front. Consumers will be reimbursed with a check for covered services up to a maximum of \$75.00 per occurrence upon submitting the proper documentation.

Consumers must file for reimbursement by submitting the following information within sixty (60) days of the date of service to the address below:

1. A photocopy of the original invoice identifying the participating repair center and the services performed. The invoice must identify the year, make and model of your vehicle.
2. The consumers complete name, address, and telephone number.
3. A photocopy of the paid invoice for roadside assistance from a valid auto service provider. This paid invoice must detail the name address, and telephone number of the service provider. It must also identify the specific vehicle receiving the service.

Submit documentation to:

ACDelco Roadside Assistance  
P.O. Box 33535  
Denver, CO 80233

#### 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.

#### 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, recreational vehicles and commercial vehicles. Any vehicle used for farm, ranch, agriculture, or off-road use.

You are automatically enrolled in this program when you join the ACDelco Professional Service Center program. The full ACDelco Roadside Assistance Benefit description can be found on [acdelco.com](http://acdelco.com).

**If you have questions, call 1.800.ACDelco and select prompt 3. To order Consumer Assurance / Roadside Assistance Brochures, login to [acdelcoestore.com](http://acdelcoestore.com) and search item number PS-BR-0219-11.**