

# GENERAL MOTORS PROTECTION PLAN

P.O. Box 6855  
Chicago, Illinois 60680-6855  
(800) 631-5590

## BASIC GUARD COVERAGE XX Months or XX,000 Miles

AGREEMENT HOLDER:

SAMPLE CUSTOMER  
123 MAIN STREET  
ANYTOWN, MI 12345-6789

AGREEMENT  
REFERENCE NUMBER:

800123456

COVERED VEHICLE NUMBER:

XXXXXXXXXXXXXXXXXXXX

**Agreement  
Expiration Date:**  
99/99/9999

**Agreement  
Expiration Mileage:**  
999,999

**Agreement  
Deductible:**  
\$0

**(BG) BASIC GUARD coverage starts on the date and at the mileage you purchase this Agreement and ends on 99/99/9999 or at 999,999 miles, whichever occurs first.**

This Agreement is between the Agreement Holder identified above ("YOU" or "YOUR") and the Provider, GMAC Service Agreement Corporation ("WE", "US", or "OUR"), and includes the terms of YOUR Contract Registration.

## DEFINITIONS

**When the following terms appear in all capital letters and bold print, they have these meanings:**

"**CLAIM**" refers to any **COST** for which **YOU** seek payment or reimbursement from **US** under this Agreement.

"**COST**" refers to the usual and fair charges for parts and labor to repair or replace a covered part or perform a covered service.

"**DEDUCTIBLE**" as identified on page 1, is the amount **YOU** pay per repair visit for repairs covered by this Agreement. If the same covered part fails again, no **DEDUCTIBLE** will apply.

"**FAILURE**" refers to the inability of an original or like replacement part covered by this Agreement to function in normal service.

"**VEHICLE**" refers to the covered **VEHICLE** as identified on page 1.

## WHAT THIS AGREEMENT COVERS

### BASIC GUARD COVERAGE

**WE** will pay **YOU** or a licensed repairer the **COST, in excess of the DEDUCTIBLE**, to remedy the **FAILURE** of only the following parts, **using new, used, or remanufactured parts**, except as explained in the items listed under the section "WHAT THIS AGREEMENT DOES NOT COVER":

**Gasoline Engine** - Cylinder block, heads, and all lubricated internal engine parts; manifolds; timing gears, timing gear chain/belt and cover; flywheel; oil pump/oil pump housing; seals and gaskets; water pump; harmonic balancer; valve covers; oil pan; and engine mounts. Also covered are turbocharger/supercharger housings, internal parts, valves, seals and gaskets; crankshaft bearings; valve train; crankshaft seals - front and rear; camshaft bearings; connecting rods and bearings.

**Diesel Engine** - All of the above listed parts.

**Fuel Delivery Components –**

Gasoline Engine - Fuel pump; EFI sensors/control units; injectors/throttle body assembly.

Diesel Engine - Diesel fuel injection pump; lines; nozzles; and vacuum pump.

**Transmission/Transaxle** - Case and all internal parts; torque converter; transfer case; vacuum modulator; transmission mounts; seals and gaskets; input/output shafts; forward and intermediate clutch; direct clutch; bands; governor; thrust bearings, washers; and electronic control unit.

**Front-Wheel Drive** - Final drive housing, all internal parts; axle shafts and axle shaft bearings; constant velocity joints; axle housing, all internal parts; wheel bearings; axle/supports; front hub bearings; seals and gaskets; differential, bearings and case.

**Rear-Wheel Drive** - Axle shafts and axle shaft bearings; axle housing, all internal parts; propeller shafts; "U" joints; wheel bearings; locking hubs; rear axle hub bearings; seals and gaskets; differential side, pinion gears; and disc or cone-limited slip.

**TOWING**

**WE** will authorize towing required as a result of any covered **FAILURE** of the **VEHICLE** or reimburse **YOU** up to \$75 for these services.

If **YOUR** New Vehicle Limited or Powertrain Warranty is in effect, this protection will apply for only that amount in excess of the amount covered by that warranty.

**WHAT THIS AGREEMENT DOES NOT COVER**

Unless required in connection with the repair of a covered part, **WE** will not pay anything under this Agreement for engine tune-up, suspension alignment, wheel balancing, filters, lubricants, engine coolant, drive belts, radiator hoses, heater and vacuum hoses, windshield wiper blades, air conditioning recharging, fluids, spark/glow plugs and wires, brake pads and linings, brake shoes and rotors, manual clutch disc, or any maintenance service or part required to be performed or replaced as recommended by the **VEHICLE** manufacturer's Maintenance Schedule.

This Agreement is not responsible for a **FAILURE** or **CLAIM**:

- a) Caused by misuse, abuse, negligence, alterations, or modifications made to **YOUR VEHICLE**;
- b) Caused by lack of maintenance required by the Maintenance Schedule for **YOUR VEHICLE**, as detailed in **YOUR Owners Manual**;
- c) Caused by collision, fire, theft, freezing, vandalism, riot, explosion, lightning, earthquake, windstorm, hail, water, or animal;
- d) Caused by racing or other competition;
- e) Caused by a condition that existed prior to purchase of this Agreement, or if the odometer has stopped or been changed;
- f) Caused by pulling a trailer or another vehicle, unless **YOUR VEHICLE** is equipped for this as recommended by the **VEHICLE** manufacturer;
- g) Subject to any warranty, **VEHICLE** manufacturer recall or guarantee issued by the **VEHICLE** manufacturer or a repairer;
- h) Occurring outside the fifty (50) United States of America, the District of Columbia, and Canada;
- i) Relating to any part which is not original **VEHICLE** manufacturer equipment or a like replacement part, whether or not it meets **VEHICLE** manufacturer specifications. Examples may include, but are not limited to, garage door openers, cellular telephones, theft deterrent systems, and air conditioning components;
- j) Relating to any communication, navigational, or entertainment devices that become unusable or unable to function as intended due to changes in content, technology, or wireless service;
- k) Caused by contaminated fuel systems or other contaminated fluids.

Finally, no benefits are available hereunder:

- l) If a material misrepresentation was made on the Contract Registration, or if **YOU** are no longer using **YOUR VEHICLE** in accordance with the eligibility requirements stated on the Contract Registration;

- m) For economic loss, including loss of time, inconvenience, lodging, food, storage or other incidental or consequential loss or damage that may result from a **FAILURE**;
- n) For diminution in **VEHICLE** value.

## **YOUR RESPONSIBILITIES**

**YOU** must properly maintain the covered **VEHICLE** as recommended by the **VEHICLE** manufacturer. If requested, proof of required service, including receipts and work orders showing date and mileage of the **VEHICLE** at the time of service, must be presented to **US** in the event of a **FAILURE** or **CLAIM**.

## **CLAIM PROCEDURES**

In the event of a **FAILURE YOU** must:

- 1) Use reasonable means to protect the covered **VEHICLE** from additional damage.
- 2) Contact the dealership from whom **YOU** purchased this Agreement.
- 3) Obtain prior authorization from **US** before any work is done on the covered **VEHICLE**.

If **YOU** need assistance in submitting a **CLAIM** or obtaining a service covered by this Agreement, contact **YOUR** selling dealership. If **YOU** cannot contact the selling dealer for assistance, call 1-800-631-5590 in the United States or 1-800-268-7676 in Canada, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time.

If necessary, **YOU** must allow **US** to inspect the **VEHICLE** and provide any information **WE** may reasonably require (including proof of required maintenance) prior to completion of any repair.

**WE** may reimburse **YOUR COST** to repair or replace a covered part, if **YOU** submit an original paid invoice from a licensed repair facility, or **WE** may authorize and pay for the repair, replacement, or service ourselves. In either event, **WE** strongly recommend that **YOU** return to **YOUR** selling dealer or a GM Goodwrench dealer for covered repairs and services. Covered repairs and services may be performed by the licensed repair facility of **YOUR** choice.

## **LIMIT OF LIABILITY**

**OUR** limit of liability shall not exceed the actual cash value of the **VEHICLE**, less the **DEDUCTIBLE**, for any one repair visit.

## **CUSTOMER SATISFACTION PROCEDURE**

**YOUR** satisfaction and goodwill are important to **US**. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If a matter has not been resolved to **YOUR** satisfaction, the following steps should be taken:

**STEP ONE** - Discuss **YOUR** concerns with a member of the dealership management staff or owner of the facility. Normally, concerns can be quickly resolved at that level.

**STEP TWO** - If after contacting such persons **YOUR** concerns remain unresolved, contact **US** at 1-800-631-5590, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time.

## **APPRAISAL OF LOSS**

If **YOU** do not agree with **US** on the amount of loss, either party may demand an appraisal of the loss. In this event, within sixty (60) days after the date a **CLAIM** is filed, each party will select a competent appraiser. The two appraisers will select an umpire and separately state the actual cash value and the amount of loss. If the appraisers fail to agree, they will submit their differences to the umpire. Each party will: a) pay their chosen appraiser; and b) bear the expenses of the umpire equally. An appraisal shall not act as a waiver of **OUR** rights or **YOUR** rights under this Agreement.

## **TRANSFER**

To transfer this Agreement, contact the selling dealer for assistance, or **YOU** may contact **US** and **WE** will provide **YOU** with a transfer form which must be completed by **YOU** and the new owner of the **VEHICLE** and submitted to **US** along with a \$50 check or money order to cover the transfer fee. In either event, **WE** must be notified within

thirty (30) days of the date VEHICLE ownership is transferred or this Agreement will no longer be in force. In the event of YOUR death, coverage will be available to YOUR spouse or legal representative.

This Agreement may not be transferred to a subsequent VEHICLE owner if the manufacturer's New Vehicle Limited Warranty (Basic Warranty), Powertrain Warranty, or any other manufacturer component warranty is not transferable or the term of such manufacturer's warranty is reduced by time or mileage.

## **AGREEMENT CANCELLATION AND REFUNDS**

To cancel this Agreement, contact the selling dealer. The dealer will assist with YOUR cancellation request and verify the mileage of the covered VEHICLE. If YOU need additional assistance call US at 1-800-631-5590.

If YOU cancel within sixty (60) days of the date this Agreement was purchased, the entire purchase price will be refunded unless YOU have made a CLAIM. If YOU have made a CLAIM or if YOU cancel more than sixty (60) days after the purchase date, YOU or a person authorized by YOU will receive a prorated refund of the purchase price, less a \$50 administration fee. The proration will be based on the lesser of days or miles of coverage remaining. WE will not subtract the COST of a CLAIM, if any, from YOUR refund.

WE may cancel this Agreement in the event the charge for YOUR Agreement has not been paid, the odometer has been disconnected or altered, the New Vehicle Limited or Powertrain Warranty has been canceled or voided, or if there is a material misrepresentation on the Contract Registration. If WE cancel, YOU will not be charged an administration fee. If YOUR VEHICLE is a total loss or repossessed, YOUR cancellation rights under this Agreement will transfer to the Lienholder, if any.

No refund will be paid if this Agreement was provided with the VEHICLE at no additional charge. If canceled, coverage may not be repurchased by YOU or reinstated on the VEHICLE.

If any portion of this Agreement, or any form attached to it, conflicts with the statutes in the state where this Agreement was issued, such portions shall be amended to conform to such statutes.

The obligations of the provider under this Agreement are covered by a policy of insurance issued by MIC Property and Casualty Insurance Corporation, Executive/Administrative Offices: 300 Galleria Officentre, Suite 200, Southfield, MI 48034. In the event the provider does not pay any CLAIM or make any refund or consideration due, including the return of any unearned provider fee, within thirty (30) days after proof of loss has been filed or the provider ceases to do business or goes bankrupt, YOU may apply directly to MIC Property and Casualty Insurance Corporation for the protection afforded by this Agreement.