

GENERAL MOTORS PROTECTION PLAN

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

GOODWRENCH CARE COVERAGE XX Services within XX Months

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 Services:**
999,999

**Agreement
Deductible:**
\$0

GOODWRENCH CARE coverage starts on the date and at the mileage you purchase this Agreement and ends on 99/99/9999 or at 99 services, whichever occurs first.

This Agreement is between the Agreement Holder identified above ("YOU" or "YOUR") and the Provider, General Motors Company ("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 agreed upon reimbursement rate for parts and labor to perform a covered service under the stipulations and limitations of this program.

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

WHAT THIS AGREEMENT COVERS

WE will pay to perform up to the specified number of oil changes and oil filter replacements.

To have services performed under this contract, **YOU** must return to the dealership from which **YOU** purchased this coverage or to another GM dealership that offers this coverage. Non-participating dealers may elect not to honor this Agreement.

WHAT THIS AGREEMENT DOES NOT COVER

WE will not pay anything under this Agreement other than the oil changes and oil filter replacements as described above.

WE recommend you follow all maintenance intervals as stated in your vehicle owner's manual.

CLAIM PROCEDURES

Claims will only be paid if **YOU** have services performed by a GM Dealership that agrees to honor this Agreement. The GM Dealership performing the service will be reimbursed directly for the covered services.

If **YOU** need assistance in 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.

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 **OUR** Administrator at 1-800-631-5590, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time.

TRANSFER

This plan is not transferable to any subsequent owner of the vehicle or to any other party.

AGREEMENT CANCELLATION AND REFUNDS

To cancel this Agreement, contact the selling dealer. The dealer will assist with **YOUR** cancellation request. If **YOU** need additional assistance call **OUR** Administrator at 1-800-631-5590.

YOU may only cancel within the first sixty (60) days of the date this Agreement was purchased and only if **YOU** have not made a **CLAIM**. The entire purchase price will be refunded.

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 **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 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.