

GENERAL MOTORS PROTECTION PLAN

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

OLM CARE 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

OLM CARE 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, 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:

"**OLM**" refers to the **VEHICLE'S** Oil Life Monitor System.

"**SELLING DEALERSHIP**" is the dealership from whom this Agreement was purchased.

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

"**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.

WHAT THIS AGREEMENT COVERS

OLM Care maintenance services must be performed at the SELLING DEALERSHIP. WE will pay the SELLING DEALERSHIP the COST to perform OLM Care scheduled maintenance services at intervals indicated by the OLM as described below.

Maintenance Schedule I allowed at every time/mileage interval:

- Change Oil and Filter
- Reset Oil Life System
- Visually check for any leaks or damages
- Check tire inflation pressures and tire wear; rotate if needed
- Inspect Brake System
- Check Engine Coolant and Windshield Washer Fluid Levels, adding fluids as needed

Maintenance Schedule II allowed at every other time/mileage interval:

Maintenance Schedule I service in addition to the following:

- Inspect Suspension and Steering Components
- Inspect Engine Cooling System
- Inspect Wiper Blades
- Inspect Restraint System Components
- Lubricate Body Components
- Inspect Engine Air Cleaner Filter
- Inspect Throttle System

Maintenance I and Maintenance II scheduled services are to be performed only when the **OLM** Indicator illuminates, or if the **OLM** Indicator does not illuminate within 10 months since the previous service. Services performed prior to the **OLM** indicator illuminating, or performed sooner than 10 months from the previous service if the **OLM** indicator does not illuminate, are not covered.

WHAT THIS AGREEMENT DOES NOT COVER

WE will not pay anything under this Agreement other than recommended scheduled maintenance as described above. In addition, adds (i.e., Inspection or Parts Replacement) from the Vehicle Inspection under Maintenance I or II, items listed under the Supplementary Owner's Manual Requirements, or any other additional required or requested services are not covered and will be at YOUR expense. If YOU have another service contract on YOUR VEHICLE that provides the same benefits, WE will pay only the COST in excess of the amount paid by the other service contract or maintenance agreement.

CLAIM PROCEDURES

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 DEALERSHIP** for assistance, call 1-800-631-5590, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time.

In the event **YOU** are not able to return to **YOUR SELLING DEALERSHIP** for service due to **YOU** moving or **YOUR SELLING DEALERSHIP** is no longer in business, OLM Care maintenance services must be performed at a licensed repair facility. **WE** will either reimburse **YOU** or pay the licensed repair facility at the agreed upon **COST**. Original paid invoices must be submitted.

CUSTOMER SATISFACTION PROCEDURE

YOUR satisfaction and goodwill are important to **US**. Sometimes, 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 **SELLING 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

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

AGREEMENT CANCELLATION AND REFUNDS

To cancel this Agreement, contact the **SELLING DEALERSHIP**. The **SELLING DEALERSHIP** will assist with **YOUR** cancellation request and verify the mileage of the covered **VEHICLE**. If **YOU** need additional assistance call **OUR** Administrator 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 Warranty and/or New Vehicle 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 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.