

**MAINTENANCE PLAN REGISTRATION  
SCHEDULE A**



GM BAC Code: \_\_\_\_\_

Vehicle Identification Number \_\_\_\_\_ Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

In-Service Date \_\_\_\_\_ Plan Purchase Date \_\_\_\_\_ Current Odometer Reading \_\_\_\_\_

M. D. Yr.

M. D. Yr.

**Plan Purchaser Mailing Address:**

Title \_\_\_\_\_ First Name \_\_\_\_\_ Middle Initial(s) \_\_\_\_\_ Last Name \_\_\_\_\_  
 Company Name\* \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Ext: \_\_\_\_\_  
 e-mail (optional): \_\_\_\_\_

**\*Driver: (Required if vehicle owner is a company)**

Title \_\_\_\_\_ Driver Name (i.e. First Name, Middle Initial, Last Name) \_\_\_\_\_

**Plan Lienholder/ Lessor Name (Finance or Lease Company)**

Plan Lienholder/Lessor Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

**MAINTENANCE PLAN**

Essential Care      The Plan Selected Will Expire<sup>†</sup> on: \_\_\_\_\_       Enhanced Care

<b>Plan Term#</b>					Plan Purchase Price: _____
Months	Kilometres	Date	OR	Kilometre Reading	GST/HST: _____
_____	_____	_____		_____	QST/PST: _____
Indicate the term (months) and kilometres chosen in the section above, as selected from current rates (eg. 60 months and 100,000 kilometres).					TOTAL: _____
† Whichever comes first					Customer Initials _____
					GST/HST Registration # R101980753
					QST Registration # 1000155141

# Out of Warranty – Date of Sale Plan Term      The Time and Kilometre limits of the plan selected start the day and at the odometer reading on the Plan Purchase date.

**Ineligible Vehicles** – The vehicle described is not eligible for a GM Service Contract, if A) it is used for business travel by more than one driver on a regular basis; B) it is used for daily rental, livery, limousine, hearse, delivery of parcels or goods, snow plowing or as a taxi; C) it is used as a police car or other emergency vehicle; D) it is used as a tow truck or vehicle carrier; E) it is equipped with tires that are undersized, oversized, or otherwise not recommended by the manufacturer.

**Note:** Non-GM, Spark EV, Corvette ZR1 and Z06, and Camaro Z28 vehicles are **not eligible** for coverage under the Maintenance Plan.

**Maintenance Plan Waiver** – I do not wish to purchase a Maintenance Plan for my vehicle described above.

Customer Signature: \_\_\_\_\_

**IMPORTANT PRIVACY INFORMATION** – At General Motors of Canada Company we respect your privacy and value our relationship with you. See important information provided on the next page.

**IMPORTANT INFORMATION REGARDING SOFTWARE INSTALLATION, UPDATES AND UPGRADES** – See important information provided on the next page.

*By signing below, I acknowledge and agree to the terms and conditions of the Plan as outlined in the Schedule 'A' and in the General Provisions which have been provided to me by the Selling Dealer and explained if so requested, as well as the Important Privacy Information and Important Information Regarding Software Installation, Updates & Upgrades on the reverse side of this page. I acknowledge that the General Provisions includes a description of what is covered, the limit of liability, what is not covered, my vehicle maintenance requirements and that such coverage will begin and end as stated in the above section "Maintenance Plan". Upon acceptance of the Plan registration pursuant to electronic transmission by the Selling Dealer, a coverage agreement/insurance policy, with the Plan Terms and Conditions and an I.D. card, will be mailed to me at the Plan Purchaser address indicated above.*

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Dealer Name: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Telephone: \_\_\_\_\_

*The Selling Dealer confirms that a copy of this Schedule 'A' and the General Provisions of the Plan have been provided to the Customer and, if so requested, explained to the Customer.*

Authorized Selling Dealer

Contact Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

NOTE: IF YOU DO NOT RECEIVE THE PLAN TERMS & CONDITIONS AND I.D. CARD WITHIN 60 DAYS CALL 1-800-268-7676.

## IMPORTANT PRIVACY INFORMATION

At General Motors of Canada Company ("GM Canada"), we respect your privacy and value our relationship with you. The personal information that you have provided or will provide, will be protected, will not be sold, and unless we advise you in advance, will be used only by GM Canada, our affiliates, dealers, and service providers (only to provide services). Our goal is to enhance your product and service experience with us. By submitting this personal information to us, you are consenting to its collection, use and disclosure for the following purposes:

- Providing you with and administering products and services you have acquired or requested, including warranty or extended service plan coverage and roadside assistance.
- Meeting safety, security, legal and regulatory requirements;
- Providing you with general marketing, services and business partner information and offers;
- Conducting market analysis;
- Maintaining the accuracy of our records to respond to your inquiries and provide you with warranty or other customer service communications, and otherwise manage our or our dealers' relationship with you;
- Satisfying other reasonable, legitimate business interests (such as maintaining our relationship with you, improving and analyzing our products, services and customer satisfaction; registering, administering and managing your vehicle service contract or maintenance contract or limited warranty, evaluating and settling related claims and collecting outstanding debts).

When you purchase a GM Canada vehicle service contract and/or maintenance contract and/or limited warranty ("GM Product"), and submit your personal information to us, you are also authorizing GM Canada to share it with Motors Insurance Corporation ("MIC") and CoverageOne Corporation ("C1C"). MIC insures certain GM Products and acts as obligor and administrator of GM Products sold on used non-GM vehicles in British Columbia, Alberta and Saskatchewan. C1C acts as an administrator on GM Products and as obligor on used non-GM vehicles sold in Quebec. MIC and C1C have committed to use and disclose personal information solely for the purpose of registering and administering your GM Product, including the evaluation and settling of claims made thereunder.

For the purposes set out in this privacy statement, GM Canada, MIC, C1C or one of its or their affiliates or an unaffiliated service provider may process, store, and/or otherwise use your personal information as described above, outside of the province in which you reside and/or outside of Canada, and under the laws of those other jurisdictions, in certain circumstances, courts, law enforcement agencies, regulatory agencies or security authorities in those other provinces or foreign jurisdictions may be entitled to access your personal information. Subject to these laws, we will take all reasonable measures to ensure that your personal information will not be processed, stored, and/or otherwise used, if we believe that appropriate protections are not in place in order to provide protections on your personal information that are equivalent to those that are required in Canada. If you do not wish to receive notice of special offers or other marketing information, or if you would like to receive only certain types of communications from GM Canada, please let us know. We would also be happy to answer any questions you may have about our Privacy Policy or practices, or to provide you with further information about those with whom your information is shared. Please contact us at 1-800-GM-DRIVE (1-800-463-7483) or view the GM Canada Privacy Policy, as may be updated from time to time, on the GM Canada Web site at [www.gm.ca](http://www.gm.ca). Alternatively, the GM Canada Privacy mailing address is: Consumer Privacy Co-ordinator, General Motors of Canada, Mailcode CA1-163-005, 1908 Colonel Sam Drive, Oshawa, Ontario, Canada L1H 8P7.

## IMPORTANT INFORMATION REGARDING SOFTWARE INSTALLATION, UPDATES & UPGRADES

Maintenance services repairs may require the installation of computer programs on your vehicle's computer systems or the installation of updates or upgrades to previously installed computer programs. These computer programs may, for example, enhance or maintain safety, security, or the operation of your vehicle or your vehicle's computer systems. In some instances, they may (i) affect or erase data or settings that you have stored in your vehicle (such as hands free calling names tags, saved navigation destinations, or pre-set radio stations), (ii) collect personal information (as described in the applicable privacy statement or as separately disclosed), or (iii) cause a system to communicate with GM servers automatically to collect information about vehicle system status, identify if updates or upgrades are available or to deliver updates or upgrades.

## MAINTENANCE PLAN – GENERAL PROVISIONS

### ESSENTIAL CARE

This Maintenance Plan between you and General Motors of Canada Company consists of the following four parts (the "Plan"):

**SCHEDULE A** - which is the registration form you signed with the authorized selling **dealer** representative when you purchased your Plan, and stipulates the specific Plan and term/kilometres you selected. The Schedule "A" is subject to the General Provisions and to General Motors of Canada Company acceptance of the selected Plan's registration by the selling **dealer**;

**GENERAL PROVISIONS** - These are set out below and describe THE EXTENT OF COVERAGE UNDER YOUR PLAN and WHAT IS NOT COVERED by the Plan;

**MAINTENANCE SCHEDULE** – The schedule in **your vehicle's** Owner Manual specifying time and/or kilometre intervals for **maintenance services**; and

**PURCHASE AGREEMENT/DEALER INVOICE** – The invoice issued by the authorized selling **dealer** representative when you purchased your Plan that stipulates the term and method of payment for the Plan identified in Schedule "A".

### KEY TERMS

This Plan contains several words which have particular meanings. "You" and "your", for example, refer to the person identified in Schedule "A" or a person to whom the Plan is properly transferred. "We", "us", and "our" refer to General Motors of Canada Company ("GM Canada"), with administrative offices located at 500 Wentworth St W, Oshawa, ON L1J 0C5.

The following words are so important in the Plan that they are printed in **bold type**.

**Your vehicle** means car, crossover, SUV, light duty truck, or van described in Schedule "A".

**Maintenance Services** means specified maintenance services as identified in THE EXTENT OF COVERAGE UNDER YOUR PLAN section below.

**Dealer** means a GM Canada Chevrolet, Buick, GMC or Cadillac authorized dealer.

**Cost** means the usual and fair charges for parts and labour to perform a covered service.

### OTHER IMPORTANT TERMS

#### A. Identification and Plan Term/Kilometres

The specific Plan and term/kilometres selected are indicated in the personalized information section on your copy of the Schedule "A" of this Plan.

#### B. When and Where Coverage is Provided

You are covered when this Plan is issued and paid for or is properly transferred to you, subject to the completion of the transfer process described in this Plan. Only **maintenance services** covered by this Plan within Canada and the continental United States of America including Alaska are covered under this Plan.

#### C. How Benefits are Paid

Covered **maintenance services** must be performed by a GM Canada Chevrolet, Buick, GMC or Cadillac authorized **dealer**, or a GM Chevrolet, Buick, GMC or Cadillac Certified Service dealer if services are performed in the United States, of your choice. Covered **maintenance services** should normally be performed by the **dealer** from whom you purchased this Plan. There are no additional fees applicable to this coverage.

#### D. When Coverage is Completed

You are covered under this Plan until:

- The maximum number of Plan term/kilometres is reached; or
- With respect to the oil change, filter and chassis lubrication services outlined in Section A. 1., THE EXTENT OF COVERAGE UNDER YOUR PLAN, until the maximum number of services is reached.

### THE EXTENT OF COVERAGE UNDER YOUR PLAN

#### A. What is Covered

We will pay the **cost** to perform the following **maintenance services** during the Plan term/kilometres<sup>1</sup>:

1. Oil change, filter and chassis lubrication according to **your vehicle's** Oil Life Monitor system subject to the maximum number of services<sup>1</sup>.

<sup>1</sup>The Plan provides coverage for a maximum of one (1) Lube-Oil-Filter service per 8,500 kilometres.

For 2014 - 2019 model year Chevrolet, Buick, and GMC vehicles, Chevrolet, Buick, and GMC provide up to four (4) oil and filter changes, for 2 years from **your vehicle's** original In-Service date, or when **your vehicle** reaches 48,000 km, whichever occurs first.

For 2020 and subsequent model year Chevrolet, Buick, and GMC vehicles, Chevrolet, Buick, and GMC provide up to two (2) oil and filter changes, for 2 years from **your vehicle's** original In-Service date, or when **your vehicle** reaches 24,000 km, whichever occurs first.

For Cadillac vehicles, Cadillac provides up to eight (8) oil and filter changes under the Cadillac Premium Care Maintenance Program, for 4 years from **your vehicle's** original In-Service date, or when **your vehicle** reaches 80,000 km, whichever occurs first.

2. Additionally, the following **maintenance services** and/or parts listed below are covered under this Plan. We will pay for these **maintenance services** based on actual vehicle usage (normal or severe), at the specified time/kilometre intervals as described and outlined respectively in the Maintenance Schedule of your Owner Manual:

- Tire rotation and multi-point vehicle health check
- Cabin air filter (if applicable)
- Engine air filter
- Seat filter (if applicable)
- Change brake and/or clutch hydraulic fluid (if applicable)
- Change transmission fluid (if applicable) and filter (if serviceable)
- Spark plugs (if applicable)
- Change transfer case fluid (if applicable)
- Drain, flush and fill engine cooling system

### WHAT IS NOT COVERED

We will not pay anything under this Plan:

- A. For parts and services not specifically identified in THE EXTENT OF COVERAGE UNDER YOUR PLAN section above, as well as Special Application Services and/or Additional Maintenance and Care identified in your Owner Manual;
- B. For additional parts and/or fluids required as a result of the Multi-Point Vehicle Health Check, or parts requiring replacement due to wear or damage. This includes but is not limited to replacement of pipes, fittings, evaporative control system (includes fuel and vapor lines and hoses, purge valve), service adjustments, clamps and cleaning as well as diesel exhaust fluid refills and other fluid top-ups;
- C. For any damage or required **maintenance services** resulting from a collision, fire, theft, freezing, vandalism, riot or explosion;
- D. For any damage or required **maintenance services** caused by lightning, earthquake, windstorm, hail, water, flood or animal;
- E. For any **cost** covered by warranty in the country where the vehicle was first put into service or otherwise covered by a manufacturer's or a repairer's guarantee;
- F. For economic loss including loss of time, inconvenience, lodging, food or other incidental or consequential loss or damage that may result from **maintenance services**;
- G. For storage charges;
- H. For any **maintenance services** if the odometer has stopped or been changed;
- I. For **maintenance services** caused by misuse, racing or other competition;
- J. For **maintenance services** caused by pulling a trailer or another vehicle unless **your vehicle** is equipped for this as recommended by the manufacturer;
- K. If **your vehicle** is used for any purposes listed under the INELIGIBLE VEHICLES section below which would render **your vehicle** ineligible for the Plan coverage selected;
- L. If the warranty on **your vehicle** has been voided;
- M. If a misrepresentation was made on the Schedule "A";
- N. For **maintenance services** due to rust damage;
- O. For environmental/disposal fees.

### INELIGIBLE VEHICLES

The following vehicles are not eligible for coverage under this Plan:

- A. If **your vehicle** is used for business travel by more than one driver on a regular basis;
- B. If **your vehicle** is used for daily rental, livery, limousine, hearse, delivery of parcels or goods, snow plowing or as a taxi;
- C. If **your vehicle** is used as a police car or other emergency vehicle;
- D. If **your vehicle** is rated over 14,000 lb. (6,350 kg) GVW;
- E. If **your vehicle** is used as a tow truck or vehicle carrier;
- F. If **your vehicle** does not meet eligibility requirements for the specific plan identified on the Schedule "A" upon our initial validation of the Plan.

### HOW AND WHEN THIS PLAN MAY BE TRANSFERRED

To transfer Plan coverage to the next retail owner you must complete and sign the transfer form accompanying this Plan and take it to your nearest **dealer**. If you are a resident of Quebec this Plan will be transferred to the next retail owner upon completion of the form unless you, or we, cancel your Plan as described under "Cancellation and Refund". There is no fee to transfer this Plan. In the event of your death, the Plan will be available to your spouse or legal representative.

This Plan coverage applies only while **your vehicle** is in the possession of a retail customer and therefore may only be transferred to a subsequent retail vehicle purchaser.

### CANCELLATION AND TERMINATION REFUND

To cancel Plan coverage, contact your selling **dealer** to initiate a cancellation request.

- A. 1. You may cancel this Plan for any reason within sixty (60) days from date of purchase, provided you have not made a claim for **maintenance services**. You will receive a full refund less an

administration fee (\$100 plus GST/HST and any applicable provincial tax). If you have made a claim during the first 60 days, this Plan may be terminated as described in sub-section 2 below.

- Beyond 60 days from date of purchase, or if you have made a claim for **maintenance services** during the first 60 days, you may terminate this Plan at any time during the Plan term for any reason, and receive a pro-rated portion of the Plan purchase price less an administration fee (\$100 plus GST/HST and any applicable provincial tax). The amount of such refund will be prorated based on the lesser of the number of days or the distance in kilometres remaining in the Plan term calculated from the original date of Plan purchase.

B. We may terminate this Plan if:

- Your vehicle** is a total loss or repossessed; or
- The odometer has stopped or been changed; or
- Your vehicle** was used in any manner not covered by the Plan; or
- The price for this Plan is not paid as required; or
- The Warranty on **your vehicle** has been voided; or
- A misrepresentation was made on the Schedule "A"; or
- Your vehicle** has been altered or modified from the manufacturer's original design; or
- Your vehicle** is not eligible for the Plan as set forth in this Plan.

In the event we terminate this Plan, you will not be charged an administration fee. You, or a third party authorized by you to receive it for your account, will receive a refund for a portion of the purchase price. The amount of such refund will be prorated based on the lesser of the number of days or the distance in kilometres remaining in the Plan term, calculated from the original date of Plan purchase.

C. In all cancellation or termination cases:

- No refund will be paid for your Plan, or any portion of your Plan if the Plan was provided with **your vehicle** at no additional charge to you.
- If this Plan has been financed, the Plan finance company, or leasing company if the vehicle has been leased, as noted on Schedule "A", shall be entitled to any refund resulting from cancellation or termination if the Plan purchase price has not been fully paid.
- This Plan may not be repurchased nor may Plan coverage be reinstated on **your vehicle**.

## LOYALTY TRADE-IN BENEFIT

In the event you elect to trade-in **your vehicle** to a **dealer** for another eligible Chevrolet, Buick, GMC or Cadillac vehicle before this Plan expires, you may also trade-in the value of any unused portion of this Plan towards the purchase of one of our GM maintenance or protection plans on your next vehicle. The trade-in value of any unused portion of this Plan will be based on the lesser of the number of days or distance in kilometres remaining in the Plan term, calculated from the original date of Plan purchase, less an administration fee (\$50 plus GST/HST and any applicable provincial tax).

This loyalty trade-in benefit is only available to the original purchaser of this Plan and must be exercised at the time **your vehicle** is traded-in.

## IMPORTANT PRIVACY INFORMATION

At General Motors of Canada Company ("GM Canada"), we respect your privacy and value our relationship with you. The personal information that you have provided or will provide, will be protected, will not be sold, and unless we advise you in advance, will be used only by GM Canada, our affiliates, dealers, and service providers (only to provide services). Our goal is to enhance your product and service experience with us. By submitting this personal information to us, you are consenting to its collection, use and disclosure for the following purposes:

- Providing you with and administering products and services you have acquired or requested, including warranty or extended service plan coverage and roadside assistance;
- Meeting safety, security, legal and regulatory requirements;
- Providing you with general marketing, services and business partner information and offers;
- Conducting market analysis;
- Maintaining the accuracy of our records to respond to your inquiries and provide you with warranty or other customer service communications, and otherwise manage our or our dealers' relationship with you;
- Satisfying other reasonable, legitimate business interests (such as maintaining our relationship with you, improving and analyzing our products, services and customer satisfaction; registering, administering and managing your vehicle service or maintenance contract or limited warranty, evaluating and settling related claims and collecting outstanding debts).

When you purchase a GM Canada vehicle service contract and/or maintenance contract and/or limited warranty ("GM Product"), and submit your personal information to us, you are also authorizing GM Canada to share it with Motors Insurance Corporation ("MIC") and CoverageOne Corporation ("C1C"). MIC insures certain GM Products and acts as obligor and administrator of GM Products sold on used non-GM vehicles in British Columbia, Alberta and Saskatchewan. C1C acts as an administrator on GM Products and as obligor on used non-GM vehicles sold in Quebec. MIC and C1C have committed to use and disclose Personal Information solely for the purpose of registering and administering your GM Product, including the evaluation and settling of claims made thereunder.

For the purposes set out in this privacy statement, GM Canada, MIC, C1C or one of its or their affiliates or an unaffiliated service provider may process, store, and/or otherwise use your personal information as described above, outside of the province in which you reside and/or outside of Canada, and under the laws of those other jurisdictions, in certain circumstances, courts, law enforcement agencies, regulatory agencies or security authorities in those other provinces or foreign jurisdictions may be entitled to access your personal information. Subject to these laws, we will take all reasonable measures to ensure that your personal information will not be processed, stored, and /or otherwise used, if we believe that appropriate protections are not in place in order to provide protections on your personal information that are equivalent to those that are required in Canada. If you do not wish to receive notice of special offers or other marketing information, or if you would like to receive only certain types of communications from GM Canada, please let us know. We would also be happy to answer any questions you may have about our Privacy Policy or practices, or to provide you with further information about those with whom your information is shared. Please contact us at 1-800-GM-DRIVE (1-800-463-7483) or view the GM Canada Privacy Policy, as may be updated from time to time, on the GM Canada Web site at [www.gm.ca](http://www.gm.ca). Alternatively, the GM Canada Privacy mailing address is: Consumer Privacy Co-ordinator, General Motors of Canada, Mailcode CA1-163-005, 500 Wentworth St W, Oshawa, ON L1J 0C5.

## MAINTENANCE PLAN – GENERAL PROVISIONS ENHANCED CARE

This Maintenance Plan between you and General Motors of Canada Company consists of the following four parts (the "Plan"):

**SCHEDULE A** - which is the registration form you signed with the authorized selling **dealer** representative when you purchased your Plan, and stipulates the specific Plan and term/kilometres you selected. The Schedule "A" is subject to the General Provisions and to General Motors of Canada Company acceptance of the selected Plan's registration by the selling **dealer**;

**GENERAL PROVISIONS** - These are set out below and describe THE EXTENT OF COVERAGE UNDER YOUR PLAN and WHAT IS NOT COVERED by the Plan;

**MAINTENANCE SCHEDULE** – The schedule in **your vehicle's** Owner Manual specifying time and/or kilometre intervals for **maintenance services**; and

**PURCHASE AGREEMENT/DEALER INVOICE** – The invoice issued by the authorized selling **dealer** representative when you purchased your Plan that stipulates the term and method of payment for the Plan identified in Schedule "A".

### KEY TERMS

This Plan contains several words which have particular meanings. "You" and "your", for example, refer to the person identified in Schedule "A" or a person to whom the Plan is properly transferred. "We", "us", and "our" refer to General Motors of Canada Company ("GM Canada"), with administrative offices located at 500 Wentworth St W, Oshawa, ON L1J 0C5.

The following words are so important in the Plan that they are printed in **bold type**.

**Your vehicle** means car, crossover, SUV, light duty truck, or van described in Schedule "A".

**Maintenance Services** means specified maintenance services as identified in THE EXTENT OF COVERAGE UNDER YOUR PLAN section below.

**Dealer** means a GM Canada Chevrolet, Buick, GMC or Cadillac authorized dealer.

**Cost** means the usual and fair charges for parts and labour to perform a covered service.

### OTHER IMPORTANT TERMS

#### A. Identification and Plan Term/Kilometres

The specific Plan and term/kilometres selected are indicated in the personalized information section on your copy of the Schedule "A" of this Plan.

#### B. When and Where Coverage is Provided

You are covered when this Plan is issued and paid for or is properly transferred to you, subject to the completion of the transfer process described in this Plan. Only **maintenance services** covered by this Plan within Canada and the continental United States of America including Alaska are covered under this Plan.

#### C. How Benefits are Paid

Covered **maintenance services** must be performed by a GM Canada Chevrolet, Buick, GMC or Cadillac authorized **dealer**, or a GM Chevrolet, Buick, GMC or Cadillac Certified Service dealer if services are performed in the United States, of your choice. Covered **maintenance services** should normally be performed by the **dealer** from whom you purchased this Plan. There are no additional fees applicable to this coverage.

#### D. When Coverage is Completed

You are covered under this Plan until:

- The maximum number of Plan term/kilometres is reached; or
- With respect to the oil change, filter and chassis lubrication services and the front/rear brake pads, linings and rotors and drums services outlined in Sections A. 1. and A. 3. of THE EXTENT OF COVERAGE UNDER YOUR PLAN, until the maximum number of services is reached.

### THE EXTENT OF COVERAGE UNDER YOUR PLAN

#### A. What is Covered

We will pay the **cost** to perform the following **maintenance services** during the Plan term/kilometres<sup>1</sup>:

1. Oil change, filter and chassis lubrication according to **your vehicle's** Oil Life Monitor system subject to the maximum number of services<sup>1</sup>.

<sup>1</sup>The Plan provides coverage for a maximum of one (1) Lube-Oil-Filter service per 8,500 kilometres.

For 2014 - 2019 model year Chevrolet, Buick, and GMC vehicles, Chevrolet, Buick, and GMC provide up to four (4) oil and filter changes, for 2 years from **your vehicle's** original In-Service date, or when **your vehicle** reaches 48,000 km, whichever occurs first.

For 2020 and subsequent model year Chevrolet, Buick, and GMC vehicles, Chevrolet, Buick, and GMC provide up to two (2) oil and filter changes, for 2 years from **your vehicle's** original In-Service date, or when **your vehicle** reaches 24,000 km, whichever occurs first.

For Cadillac vehicles, Cadillac provides up to eight (8) oil and filter changes under the Cadillac Premium Care Maintenance Program, for 4 years from **your vehicle's** original In-Service date, or when **your vehicle** reaches 80,000 km, whichever occurs first.

2. Additionally, the following **maintenance services** and/or parts listed below are covered under this Plan. We will pay for these **maintenance services** based on actual vehicle usage (normal or severe), at the specified time/kilometre intervals as described and outlined respectively in the Maintenance Schedule of your Owner Manual:
  - Tire rotation and multi-point vehicle health check
  - Cabin air filter (if applicable)
  - Engine air filter
  - Seat filter (if applicable)
  - Change brake and/or clutch hydraulic fluid (if applicable)
  - Change transmission fluid (if applicable) and filter (if serviceable)
  - Spark plugs (if applicable)
  - Change transfer case fluid (if applicable)
  - Drain, flush and fill engine cooling system
3. We will also pay for **maintenance services** or replacement of the following parts that do not function in normal service due to wear beyond GM tolerances and specifications:
  - Front/rear brake pads/linings and rotors/drums
    - Maximum of 1 service for terms up to 85,000 km
    - Maximum of 2 services for terms of 96,000–160,000 km
  - Front/Rear brake rotor/drum resurfacing
  - Shock Absorbers (suspension)
  - Engine Coolant Hoses and clamps
  - Engine Accessory Drive Belts
  - Light bulbs
  - Wiper blades

### WHAT IS NOT COVERED

We will not pay anything under this Plan:

- A. For parts and services not specifically identified in THE EXTENT OF COVERAGE UNDER YOUR PLAN section above, as well as Special Application Services and/or Additional Maintenance and Care (except for specific parts noted above as being covered by the Plan) identified in your Owner Manual;
- B. For additional parts and/or fluids required as a result of the Multi-Point Vehicle Health Check, including but not limited to LED lights, Head lamp/Tail lamp assemblies, and/or lamp assemblies, struts and/or strut cartridges, evaporative control system (includes fuel and vapor lines and hoses, purge valve), service adjustments and cleaning as well as diesel exhaust fluid refills and other fluid top-ups;
- C. For any damage or required **maintenance services** resulting from a collision, fire, theft, freezing, vandalism, riot or explosion;
- D. For any damage or required **maintenance services** caused by lightning, earthquake, windstorm, hail, water, flood or animal;
- E. For any **cost** covered by warranty in the country where the vehicle was first put into service or otherwise covered by a manufacturer's or a repairer's guarantee;
- F. For economic loss including loss of time, inconvenience, lodging, food or other incidental or consequential loss or damage that may result from **maintenance services**;
- G. For storage charges;
- H. For any **maintenance services** if the odometer has stopped or been changed;
- I. For **maintenance services** caused by misuse, racing or other competition;
- J. For **maintenance services** caused by pulling a trailer or another vehicle unless **your vehicle** is equipped for this as recommended by the manufacturer;
- K. If **your vehicle** is used for any purposes listed under the INELIGIBLE VEHICLES section below which would render **your vehicle** ineligible for the Plan coverage selected;
- L. If the warranty on **your vehicle** has been voided;
- M. If a misrepresentation was made on the Schedule "A";
- N. For **maintenance services** due to rust damage;
- O. For environmental/disposal fees.

### INELIGIBLE VEHICLES

The following vehicles are not eligible for coverage under this Plan:

- A. If **your vehicle** is used for business travel by more than one driver on a regular basis;
- B. If **your vehicle** is used for daily rental, livery, limousine, hearse, delivery of parcels or goods, snow plowing or as a taxi;
- C. If **your vehicle** is used as a police car or other emergency vehicle;
- D. If **your vehicle** is rated over 14,000 lb. (6,350 kg) GVW;
- E. If **your vehicle** is used as a tow truck or vehicle carrier;
- F. If **your vehicle** does not meet eligibility requirements for the specific plan identified on the Schedule "A" upon our initial validation of the Plan.

## HOW AND WHEN THIS PLAN MAY BE TRANSFERRED

To transfer Plan coverage to the next retail owner you must complete and sign the transfer form accompanying this Plan and take it to your nearest **dealer**. If you are a resident of Quebec this Plan will be transferred to the next retail owner upon completion of the form unless you, or we, cancel your Plan as described under "Cancellation and Refund". There is no fee to transfer this Plan. In the event of your death, the Plan will be available to your spouse or legal representative.

This Plan coverage applies only while **your vehicle** is in the possession of a retail customer and therefore may only be transferred to a subsequent retail vehicle purchaser.

## CANCELLATION AND TERMINATION REFUND

To cancel Plan coverage, contact your selling **dealer** to initiate a cancellation request.

- A. 1. You may cancel this Plan for any reason within sixty (60) days from date of purchase, provided you have not made a claim for **maintenance services**. You will receive a full refund less an administration fee (\$100 plus GST/HST and any applicable provincial tax). If you have made a claim during the first 60 days, this Plan may be terminated as described in sub-section 2 below.
2. Beyond 60 days from date of purchase, or if you have made a claim for **maintenance services** during the first 60 days, you may terminate this Plan at any time during the Plan term for any reason, and receive a pro-rated portion of the Plan purchase price less an administration fee (\$100 plus GST/HST and any applicable provincial tax). The amount of such refund will be prorated based on the lesser of the number of days or the distance in kilometres remaining in the Plan term calculated from the original date of Plan purchase.
- B. We may terminate this Plan if:
  1. **Your vehicle** is a total loss or repossessed; or
  2. The odometer has stopped or been changed; or
  3. **Your vehicle** was used in any manner not covered by the Plan; or
  4. The price for this Plan is not paid as required; or
  5. The Warranty on **your vehicle** has been voided; or
  6. A misrepresentation was made on the Schedule "A"; or
  7. **Your vehicle** has been altered or modified from the manufacturer's original design; or
  8. **Your vehicle** is not eligible for the Plan as set forth in this Plan.

In the event we terminate this Plan, you will not be charged an administration fee. You, or a third party authorized by you to receive it for your account, will receive a refund for a portion of the purchase price. The amount of such refund will be prorated based on the lesser of the number of days or the distance in kilometres remaining in the Plan term, calculated from the original date of Plan purchase.

- C. In all cancellation or termination cases:
  1. No refund will be paid for your Plan, or any portion of your Plan if the Plan was provided with **your vehicle** at no additional charge to you.
  2. If this Plan has been financed, the Plan finance company, or leasing company if the vehicle has been leased, as noted on Schedule "A", shall be entitled to any refund resulting from cancellation or termination if the Plan purchase price has not been fully paid.
  3. This Plan may not be repurchased nor may Plan coverage be reinstated on **your vehicle**.

## LOYALTY TRADE-IN BENEFIT

In the event you elect to trade-in **your vehicle** to a **dealer** for another eligible Chevrolet, Buick, GMC or Cadillac vehicle before this Plan expires, you may also trade-in the value of any unused portion of this Plan towards the purchase of one of our GM maintenance or protection plans on your next vehicle. The trade-in value of any unused portion of this Plan will be based on the lesser of the number of days or distance in kilometres remaining in the Plan term, calculated from the original date of Plan purchase, less an administration fee (\$50 plus GST/HST and any applicable provincial tax).

This loyalty trade-in benefit is only available to the original purchaser of this Plan and must be exercised at the time **your vehicle** is traded-in.

## IMPORTANT PRIVACY INFORMATION

At General Motors of Canada Company ("GM Canada"), we respect your privacy and value our relationship with you. The personal information that you have provided or will provide, will be protected, will not be sold, and unless we advise you in advance, will be used only by GM Canada, our affiliates, dealers, and service providers (only to provide services). Our goal is to enhance your product and service experience with us. By submitting this personal information to us, you are consenting to its collection, use and disclosure for the following purposes:

- Providing you with and administering products and services you have acquired or requested, including warranty or extended service plan coverage and roadside assistance;
- Meeting safety, security, legal and regulatory requirements;
- Providing you with general marketing, services and business partner information and offers;
- Conducting market analysis;
- Maintaining the accuracy of our records to respond to your inquiries and provide you with warranty or other customer service communications, and otherwise manage our or our dealers' relationship with you;
- Satisfying other reasonable, legitimate business interests (such as maintaining our relationship with you, improving and analyzing our products, services and customer satisfaction; registering, administering and managing your vehicle service or maintenance contract or limited warranty, evaluating and settling related claims and collecting outstanding debts).

When you purchase a GM Canada vehicle service contract and/or maintenance contract and/or limited warranty ("GM Product"), and submit your personal information to us, you are also authorizing GM Canada to share it with Motors Insurance Corporation ("MIC") and CoverageOne Corporation ("C1C"). MIC insures certain GM Products and acts as obligor and administrator of GM Products sold on used non-GM vehicles in British Columbia, Alberta and Saskatchewan. C1C acts as an administrator on GM Products and as obligor on used non-GM vehicles sold in Quebec. MIC and C1C have committed to use and disclose Personal Information solely for the purpose of registering and administering your GM Product, including the evaluation and settling of claims made thereunder.

For the purposes set out in this privacy statement, GM Canada, MIC, C1C or one of its or their affiliates or an unaffiliated service provider may process, store, and/or otherwise use your personal information as described above, outside of the province in which you reside and/or outside of Canada, and under the laws of those other jurisdictions, in certain circumstances, courts, law enforcement agencies, regulatory agencies or security authorities in those other provinces or foreign jurisdictions may be entitled to access your personal information. Subject to these laws, we will take all reasonable measures to ensure that your personal information will not be processed, stored, and/or otherwise used, if we believe that appropriate protections are not in place in order to provide protections on your personal information that are equivalent to those that are required in Canada. If you do not wish to receive notice of special offers or other marketing information, or if you would like to receive only certain types of communications from GM Canada, please let us know. We would also be happy to answer any questions you may have about our Privacy Policy or practices, or to provide you with further information about those with whom your information is shared. Please contact us at 1-800-GM-DRIVE (1-800-463-7483) or view the GM Canada Privacy Policy, as may be updated from time to time, on the GM Canada Web site at [www.gm.ca](http://www.gm.ca). Alternatively, the GM Canada Privacy mailing address is: Consumer Privacy Co-ordinator, General Motors of Canada, Mailcode CA1-163-005, 500 Wentworth St W, Oshawa, ON L1J 0C5.