

VEHICLE PROTECTION PLAN/POLICY 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: _____

Protection Plan Schedule Type, Plan Type, and Plan Term Selected:

Schedule Type	Certified Pre-Owned Schedule Type	Certified Pre-Owned Schedule Type
<input type="checkbox"/> New Plan ⁺ <input type="checkbox"/> Used Plan <input type="checkbox"/> Extension Plan [#]	<input type="checkbox"/> Vehicle Sale Only ^{**} <input type="checkbox"/> In Warranty Plan <input type="checkbox"/> Our of Warranty Less Than or equal to (≤) 6 yr./100,000 km (120,000 km for Cadillac CPO) Plan #	<input type="checkbox"/> Out of Warranty greater Than (>) 6 yr./100,000 km Plan #
Plan Type	Certified Pre-Owned Plan Type	Certified Pre-Owned Plan Type
<input type="checkbox"/> Total 'Plus' <input type="checkbox"/> Tech Protect <input type="checkbox"/> Custom <input type="checkbox"/> Powertrain	<input type="checkbox"/> Base – Total 'Plus' <input type="checkbox"/> Total 'Plus' Upgrade <input type="checkbox"/> Tech Protect Upgrade <input type="checkbox"/> Custom Upgrade <input type="checkbox"/> Powertrain Upgrade	<input type="checkbox"/> Base – Custom <input type="checkbox"/> Total 'Plus' Upgrade <input type="checkbox"/> Tech Protect Upgrade <input type="checkbox"/> Custom Upgrade <input type="checkbox"/> Powertrain Upgrade

NOTE: Check Only One Schedule Type and One Plan Type in the same column (except for Certified Pre-Owned vehicle sale only)

Plan Term**				The Plan Selected		
Months	Kilometres	Deductible	Business Use <input type="checkbox"/>	Will Expire [‡] on:	OR	Kilometre Reading
_____	_____	_____		Date _____		Plan Purchase Price: _____
Indicate the term (months), kilometres and deductible chosen in the section above, as selected from current rates (eg. 60 months, 100,000 kilometres and \$0 deductible).				M. D. Yr.		GST/HST: _____
** For Certified Pre-Owned "vehicle sale only" enter '0' months and '0' kilometres						QST/PST: _____
‡ Whichever comes first						TOTAL: _____
				Customer Initials		GST/HST Registration # R101980753
						QST Registration # 1000155141

⁺ In Warranty – In Service Date Plan Term
 The Time and Kilometre limits of the plan selected start the date the vehicle was first put in-service (warranty start date) and at zero '0' kilometres.

[#] 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 (unless Business Use surcharge is checked); 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.

Protection Plan Waiver – I do not wish to purchase a Protection 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 "Protection Plan Schedule Type, Plan Type and Plan Term Selected". 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. 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.

SERVICE CONTRACT – TOTAL PLUS

This Plan consists of two parts:

SCHEDULE A - which is the registration form you signed with the authorized selling **dealer** representative when you purchased your Plan, and which stipulates the specific Plan and term you selected, is subject to these 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

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, 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 the car, light truck, or van described in Schedule "A".
Failure	means that an original or like replacement part covered by the Plan does not function in normal service.
Dealer	means a General Motors Dealer.
Cost	means the usual and fair charges for parts and labour to repair or replace a covered part and subject to the maximum liability limit.
Warranty Deductible	means any written Warranty provided on your vehicle. means the amount (specified on your Schedule "A") plus GST/HST and any applicable provincial tax you must pay per repair visit for repairs covered by the warranty where subject to a deductible charge or per repair visit for repairs covered by your Plan after the expiration of the warranty . If the same covered part causes an assembly to fail again, no deductible will apply to the subsequent failure .

OTHER IMPORTANT TERMS

A. Identification and Plan Term

The specific Plan and term 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 under the Plan when this service contract is issued and paid for or is properly transferred to you, subject to the completion of the transfer process described in this contract. Only **failures** within Canada and the continental United States of America including Alaska, are covered under this Plan.

C. How Benefits are Paid

Subject to the **deductible**, we may either reimburse your out-of-pocket **cost** to repair or replace a covered part, or we may authorize and pay for the **cost** of the repair or replacement ourselves. In either event we will authorize and pay the **cost** to remedy a **failure of your vehicle** not to exceed the maximum liability limit. Covered repairs should normally be performed by the **dealer** from whom you purchased this Plan or another **dealer** of your choice.

D. Maximum Liability Limit

Our liability for any one (1) repair will in no event exceed the actual retail value of **your vehicle** (excluding all applicable taxes and fees) at the time of said repair visit according to the current Canadian Red Book Guide.

FILING A CLAIM & RESPONSIBILITIES AFTER A FAILURE

In the event of a **failure**:

- You must use reasonable means to protect **your vehicle** from additional damage;
- To file a claim, you must notify a **Dealer** and preferably the **dealer** from whom you purchased this Plan, or us directly, prior to commencement of repairs. If the **failure** occurs during the **warranty** period, **your vehicle** should be returned to a **dealer**;
 - On weekends and holidays, or if you cannot contact a **dealer**, call us toll free at 1-800-268-7676 in North America between the hours of 9 a.m. and 5 p.m. local time, and provide us with any information we may require.
- If we think it necessary, you must allow us to inspect **your vehicle** and provide us with any other information we may reasonably require, including documentation of **your vehicle's** regular maintenance according to the service and maintenance schedule published by the vehicle manufacturer.
General Motors of Canada Company recommends having all your maintenance and service performed by an authorized General Motors dealership because at your General Motors servicing dealership, you can be certain that you will receive the highest level of service and care available for your General Motors vehicle.
- You are responsible for any charges incurred to diagnose the cause of a reported vehicle condition; if it is determined that the vehicle condition does not constitute a **failure**, you must pay all diagnostic and associated costs.

THE EXTENT OF COVERAGE UNDER YOUR PLAN

A. What is Covered

We will pay the **cost** to remedy any **failure of your vehicle** less the **deductible**, except for the items listed under "Parts and Services Not Covered", "Maintenance and Other Parts Not Covered" and "What is Not Covered" and subject to the maximum liability limit.

Replacement parts may be new or remanufactured.

B. Parts and Service Not Covered

Parts not covered are all glass (with the exception of heated windshield, mirror or rear window that require replacement due to an electrical failure that cannot be repaired), fog lamps, lenses, sealed beams, lamps, light bulbs, tires, rims, trim, seat frames, convertible or vinyl top, moldings, weather -strips, bright metal, sheet metal, door hinges, body parts (including frame), bumpers, upholstery, carpet, paint, brake rotors and drums, shock absorbers, MacPherson strut assemblies (including upper mount and bearing), batteries, battery cables and covers (including electric/hybrid vehicle battery packs), electric/hybrid vehicle charging units and charge cords, or solar panels, manual clutch disc lining, pressure plate and clutch release bearings, pipes (with the exception of power steering, air conditioning and brake pipes), catalytic converter (which may be covered by Emission Control Systems Warranties) and exhaust system, wheel balancing, and non-manufacturer installed accessories.

In addition, corrections of air and water leaks, wind noise, squeaks and rattles as well as alignment of bumpers, sheet metal, body parts and glass are not covered.

C. Maintenance and Parts Not Covered

Unless required in connection with the repair of a **failure**, the following are not covered under this Plan:

- The Maintenance services and parts described in the manufacturer's Maintenance Schedule for **your vehicle**.
- Other normal Maintenance services and parts including engine adjustment, suspension alignment, filters, lubricants, engine coolant, fluids, spark/glow plugs, air conditioning refrigerant, belts, hoses, brake pads, linings and shoes, and adjustments.

D. Vehicle Rental/Alternate Transportation

We will pay your out-of-pocket expenses to rent a replacement vehicle, or reimburse you for actual taxi or public transportation expense up to \$50 per day, and a maximum of \$250 (plus GST/HST and any applicable provincial taxes) per repair visit if:

- During the Plan term, repairs to **your vehicle** are caused by a **failure**, rendering **your vehicle** inoperable.
- During the **warranty** period repairs to **your vehicle** are covered by **warranty** and it is inoperable.

This benefit is available when repairs, due to a **failure**, take 2.0 hours or more, as authorized by General Motors, and only as long as it is necessary to complete repairs.

No **deductible** will apply to this benefit.

E. Roadside Assistance

Should **your vehicle** become disabled, call 1-800-268-6800. A service operator will be dispatched to the scene and will attempt to assist you at roadside. Should these services not make the vehicle operable, towing and/or winching services (as required) will be arranged to take **your vehicle** to the nearest GM Dealership or GM authorized repair facility. A maximum benefit of \$100 per occurrence applies to this coverage. All benefits under Roadside Assistance are paid in Canadian funds, and inclusive of GST/HST and any applicable provincial taxes.

Roadside Assistance services provided during the Plan term:

- Emergency Fuel Delivery:** Delivery of enough fuel for the vehicle to get to the nearest service station. Reimbursement is up to 7 L. Diesel fuel delivery may be restricted. Propane and other fuels are not provided through this service.
- Lock-Out Service:** Service to unlock the vehicle if you are locked out. A remote unlock may be available if you have OnStar. For security reasons, the driver must present identification and vehicle registration before this service is given.
- Emergency Tow from a Public Road or Highway:** Tow to the nearest GMC dealer for service and cannot be driven.
- Flat Tire Change:** Service to change a flat tire with the spare tire. The spare tire, if equipped, must be in good condition and properly inflated. It is the owner's responsibility for the repair or replacement of the tire.
- Battery Jump Start:** Service to jump start a dead battery.
- Alternative Service:** If assistance cannot be provided right away, the Roadside Assistance advisor may give permission to get local emergency road service. You will receive payment, up to \$100, after sending the original receipt to Roadside Assistance. Mechanical failures may be covered, however any **cost** for parts and labour for repairs not covered by the Plan are the owner's responsibility.
- Trip Interruption Benefits and Assistance:** If your trip is interrupted due to a covered **failure**, incidental expenses may be reimbursed within the Plan term. Must be over 150 km from where your trip was started to qualify. Items considered are reasonable and customary hotel, meals and rental car, an allowance of up to \$190.00 per day, to a maximum of \$500.00 per incident (plus GST/HST and any applicable taxes). Original detailed receipts, and a copy of the repair orders are required. Pre-authorization must be obtained by calling **1-800-268-6800**. Once authorization has been received, the Roadside Assistance advisor will help to make arrangements and explain how to receive payment.

Services Not Included in Road side Assistance

The WHAT IS NOT COVERED section under the Plan as captured below apply to Roadside Assistance or Trip Interruption coverage and are

therefore not covered. Additionally, there is no Roadside Assistance or Trip Interruption coverage:

- Impound towing caused by violation of any laws;
- Legal fines;
- **Your Vehicle** became disabled because of physical damages caused by a motor vehicle collision or the total or partial theft of **Your Vehicle**;
- Mounting, dismounting, or changing of snow tires, chains, or other traction devices;
- **Your Vehicle** is stuck in the sand, mud or snow;
- **Your Vehicle** is in an area that is not accessible to the service vehicle or is not a regularly traveled or maintained public road, which includes ice and winter roads. Off-road use is not covered;
- Additionally, Roadside Assistance and Trip Interruption benefits or allowances will not apply to expenses which are covered under any other program.

Roadside Assistance and Trip Interruption coverages will apply to any disablement of **your vehicle** during the Plan term, subject to the above conditions. No **Deductible** is payable for these coverages.

For Roadside Assistance, call 1-800-268-6800, 24 hours per day, 365 days per year.

F. Warranty Deductible

We will pay any **warranty** deductible charges in excess of your **deductible**.

WHAT IS NOT COVERED

We will not pay anything under this Plan:

- For a **failure** due to lack of proper maintenance as required by the Maintenance Schedule for **your vehicle**, detailed in your Owner's Manual;
- For a **failure** due to alteration or modification to **your vehicle**, including but not limited to, **your vehicle's** body and chassis, custom or add-on parts or components, suspension modifications including lift/drop kits (except the 2-inch suspension lift kit designed, engineered and offered by GM), oversized/undersized tires, modification to or removal of the emission and exhaust control systems, or engine modifications;
- For a **failure** caused by misuse, abuse, racing or other competition;
- For a **failure** caused by pulling a trailer or another vehicle unless **your vehicle** is equipped for this as recommended by the manufacturer;
- For a **failure** due to rust damage or contaminated fuel or other fluids/systems;
- For a **failure** caused by a condition that existed prior to purchase of this Plan or if the odometer has stopped or been changed;
- If a misrepresentation was made on the Schedule "A".
- For a **failure** relating to any communication device that becomes unusable or unable to function as intended due to changes in technology or wireless service;
- For any **failure** or damage caused by a collision or outside force including but not limited to, fire, theft, freezing, vandalism, riot or explosion;
- For a **failure** caused by lightning, earthquake, windstorm, hail, water, flood, salt, introduction of foreign object, or animal;
- For any **cost** covered by **warranty** in the country where the vehicle was first put into service or subject to any manufacturer's warranty, recall or guarantee issued by the manufacturer or repairer;
- If the **warranty** on **your vehicle** has been cancelled or voided;
- For economic loss including loss of time, inconvenience, lodging, food or other incidental or consequential loss or damage that may result from a **failure**;
- For storage charges;
- If **your vehicle** is used for any purpose listed under "Ineligible Vehicles" which would render **your vehicle** ineligible for the Plan coverages selected.

INELIGIBLE VEHICLES

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

- If **your vehicle** is used for business travel by more than one driver on a regular basis (unless you have purchased Business Use Coverage as indicated on Schedule "A" registration form). If you purchased business use coverage, the following limited business use vehicles are eligible: job site vehicles, repair or service vehicles, delivery of parcels or goods, business travel by more than one driver on a regular basis;
- If **your vehicle** is used for daily rental, livery, limousine, hearse, delivery of parcels or goods, snow plowing or as a taxi;
- If **your vehicle** is used as a police car or other emergency vehicle;
- If **your vehicle** is rated over 14,000 lb. (6,350 kg) GVW;
- If **your vehicle** is used as a tow truck or vehicle carrier.
- 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 agreement 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 or terminate Plan coverage, contact your Selling **dealer** to initiate a cancellation/termination request.

- You may cancel this Plan for any reason within 60 days from date of purchase, provided you have not made a claim. 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 sixty (60) days, this Plan may be terminated as described in section b. below.
 - Beyond 60 days from date of purchase, or if you have made a claim during the first sixty (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.
- 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 contract.

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.

- 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**.

IMPORTANT PRIVACY INFORMATION

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- 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. 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.

SERVICE CONTRACT – TECH PROTECT

This Plan consists of two parts:

SCHEDULE A - which is the request for registration form you signed with the authorized selling **dealer** representative when you purchased your Plan, and which stipulates the specific Plan and term you selected, is subject to these 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.

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, 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 the car, light truck, or van described in Schedule "A".
Failure	means that an original or like replacement part covered by the Plan does not function in normal service.
Dealer	means a General Motors Dealer.
Cost	means the usual and fair charges for parts and labour to repair or replace a covered part and subject to the maximum liability limit.
Warranty Deductible	means any written Warranty provided on your vehicle. means the amount (specified on your Schedule "A") plus GST/HST and any applicable provincial tax you must pay per repair visit for repairs covered by the warranty where subject to a deductible charge or per repair visit for repairs covered by your Plan after the expiration of the warranty . If the same covered part causes an assembly to fail again, no deductible will apply to the subsequent failure .

OTHER IMPORTANT TERMS

A. Identification and Plan Term

The specific Plan and term 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

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C. How Benefits are Paid

Subject to the **deductible**, we may either reimburse your out-of-pocket **cost** to repair or replace a covered part, or we may authorize and pay for the **cost** of the repair or replacement ourselves. In either event we will authorize and pay the **cost** to remedy a **failure** of **your vehicle** not to exceed the maximum liability limit. Covered repairs should normally be performed by the **dealer** from whom you purchased this Plan or another **dealer** of your choice.

D. Maximum Liability Limit

Our liability for any one (1) repair will in no event exceed the actual retail value of **your vehicle** (excluding all applicable taxes and fees) at the time of said repair visit according to the current Canadian Red Book Guide.

FILING A CLAIM & RESPONSIBILITIES AFTER A FAILURE

In the event of a **failure**:

A. You must use reasonable means to protect **your vehicle** from additional damage;

B. To file a claim, you must notify a **Dealer** and preferably the **Dealer** from whom you purchased this Plan, or us directly, prior to commencement of repairs. If the **failure** occurs during the **warranty** period, **your vehicle** should be returned to a **dealer**;

1. On weekends and holidays, or if you cannot contact a **dealer**, call us toll free at 1-800-268-7676 in North America between the hours of 9 a.m. and 5 p.m. local time, and provide us with any information we may require.

C. If we think it necessary, you must allow us to inspect **your vehicle** and provide us with any other information we may reasonably require, including documentation of **your vehicle's** regular maintenance according to the service and maintenance schedule published by the vehicle manufacturer.

General Motors of Canada Company recommends having all your maintenance and service performed by an authorized General Motors dealership because at your General Motors servicing dealership, you can be certain that you will receive the highest level of service and care available for your General Motors vehicle.

D. You are responsible for any charges incurred to diagnose the cause of a reported vehicle condition; if it is determined that the vehicle condition does not constitute a **failure**, you must pay all diagnostic and associated costs.

THE EXTENT OF COVERAGE UNDER YOUR PLAN

A. What is Covered

We will pay the **cost** to remedy any **failure** of **your vehicle** less the **deductible**, and subject to the maximum liability limit, for the following factory installed parts:

GPS/Navigation Hardware; DVD Player & LCD Screens; Front and Backup/Reverse Sensors & Camera; Lane Departure Warning System; Adaptive Cruise Control and Heads-up Display; OnStar (or other similar factory installed telemetric device); Radio/Satellite Radio; Compass; Thermometer; Factory Installed Anti-Theft and Keyless Entry; Ride Control Suspension; Electronic Instrument Clusters; Electronic Climate Control; Power Sunroof/Moonroof Motors; Convertible Top Motor; Remote Start; Keyless Start; Heated Steering Wheel; Heated Seats; Cooling Seats; Massaging Seats; Wi-Fi; Bluetooth; Crash Sensors; Avoidance Systems; and Airbag Systems.

Replacement parts may be new or remanufactured.

B. Maintenance and Parts Not Covered

Unless required in connection with the repair of a **failure**, the following are not covered under this Plan:

1. The Maintenance services and parts described in the manufacturer's Maintenance Schedule for **your vehicle**.

2. Other normal Maintenance services and parts including engine tune-up, suspension alignment, wheel balancing, filters, lubricants, engine coolant, fluids, spark/glow plugs, air conditioning refrigerant, belts, hoses, brake pads, brake shoes, and adjustments.

C. Vehicle Rental/Alternate Transportation

We will pay your out-of-pocket expenses to rent a replacement vehicle, or reimburse you for actual taxi or public transportation expenses up to \$50 per day, and a maximum of \$250 (plus GST/HST and any applicable provincial taxes) per repair visit if, during the Plan term, repairs to **your vehicle** are caused by a **failure**, rendering **your vehicle** inoperable.

This benefit is available when repairs, due to a **failure**, take 2.0 hours or more, as authorized by General Motors, and only as long as it is necessary to complete repairs.

No **deductible** will apply to this benefit.

D. Roadside Assistance

Should **your vehicle** become disabled, call 1-800-268-6800. A service operator will be dispatched to the scene and will attempt to assist you at roadside. Should these services not make the vehicle operable, towing and/or winching services (as required) will be arranged to take **your vehicle** to the nearest GM Dealership or GM authorized repair facility. A maximum benefit of \$100 per occurrence applies to this coverage. All benefits under Roadside Assistance are paid in Canadian funds, and inclusive of GST/HST and any applicable provincial taxes.

Roadside Assistance services provided during the Plan term:

- **Emergency Fuel Delivery:** Delivery of enough fuel for the vehicle to get to the nearest service station. Reimbursement is up to 7 L. Diesel fuel delivery may be restricted. Propane and other fuels are not provided through this service.
- **Lock-Out Service:** Service to unlock the vehicle if you are locked out. A remote unlock may be available if you have OnStar. For security reasons, the driver must present identification and vehicle registration before this service is given.
- **Emergency Tow from a Public Road or Highway:** Tow to the nearest GMC dealer for service and cannot be driven.
- **Flat Tire Change:** Service to change a flat tire with the spare tire. The spare tire, if equipped, must be in good condition and properly inflated. It is the owner's responsibility for the repair or replacement of the tire.
- **Battery Jump Start:** Service to jumpstart a dead battery.
- **Alternative Service:** If assistance cannot be provided right away, the Roadside Assistance advisor may give permission to get local emergency road service. You will receive payment, up to \$100, after sending the original receipt to Roadside Assistance. Mechanical failures may be covered, however any **cost** for parts and labour for repairs not covered by the Plan are the owner's responsibility.
- **Trip Interruption Benefits and Assistance:** If your trip is interrupted due to a covered **failure**, incidental expenses may be reimbursed within the Plan term. Must be over 150 km from where your trip was started to qualify. Items considered are reasonable and customary hotel, meals and rental car, an allowance of up to \$190.00 per day, to a maximum of \$500.00 per incident (plus GST/HST and any applicable taxes). Original detailed receipts, and a copy of the repair orders are required. Pre-authorization must be obtained by calling **1-800-268-6800**. Once authorization has been received, the Roadside Assistance advisor will help to make arrangements and explain how to receive payment.

Services Not Included in Roadside Assistance

The WHAT IS NOT COVERED section under the Plan as captured below apply to Roadside Assistance or Trip Interruption coverage and are therefore not covered. Additionally, there is no Roadside Assistance or Trip Interruption coverage:

- Impound towing caused by violation of any laws;
- Legal fines;
- **Your Vehicle** became disabled because of physical damages caused by a motor vehicle collision or the total or partial theft of **Your Vehicle**;
- Mounting, dismounting, or changing of snow tires, chains, or other

traction devices;

- **Your Vehicle** is stuck in the sand, mud or snow;
- **Your Vehicle** is in an area that is not accessible to the service vehicle or is not a regularly traveled or maintained public road, which includes ice and winter roads. Off-road use is not covered;
- Additionally, Roadside Assistance and Trip Interruption benefits or allowances will not apply to expenses which are covered under any other program.

Roadside Assistance and Trip Interruption coverages will apply to any disablement of **your vehicle** during the Plan term, subject to the above conditions. No **Deductible** is payable for these coverages.

For Roadside Assistance, call 1-800-268-6800, 24 hours per day, 365 days per year.

E. Warranty Deductible

We will pay any **warranty** deductible charges in excess of your **deductible**.

WHAT IS NOT COVERED

We will not pay anything under this Plan:

- A. For a **failure** due to lack of proper maintenance as required by the Maintenance Schedule for your **vehicle**, detailed in your Owner's Manual;
- B. For a **failure** due to alteration or modification to **your vehicle**, including but not limited to, **your vehicle's** body and chassis, custom or add-on parts or components, suspension modifications including lift/drop kits (except the 2-inch suspension lift kit designed, engineered and offered by GM), oversized/undersized tires, modification to or removal of the emission and exhaust control systems, or engine modifications;
- C. For a **failure** caused by misuse, abuse, racing or other competition;
- D. For a **failure** caused by pulling a trailer or another vehicle unless **your vehicle** is equipped for this as recommended by the manufacturer;
- E. For a **failure** due to rust damage or contaminated fuel or other fluids/systems;
- F. For a **failure** caused by a condition that existed prior to purchase of this Plan or if the odometer has stopped or been changed;
- G. If a misrepresentation was made on the Schedule "A".
- H. For a failure relating to any communication device that becomes unusable or unable to function as intended due to changes in technology or wireless service;
- I. For any **failure** or damage caused by a collision or outside force including but not limited to, fire, theft, freezing, vandalism, riot or explosion;
- J. For a **failure** caused by lightning, earthquake, windstorm, hail, water, flood, salt, introduction of foreign object, or animal;
- K. For any **cost** covered by **warranty** in the country where the vehicle was first put into service or subject to any manufacturer's warranty, recall or guarantee issued by the manufacturer or repairer;
- L. If the **warranty** on **your vehicle** has been cancelled or voided;
- M. For economic loss including loss of time, inconvenience, lodging, food or other incidental or consequential loss or damage that may result from a **failure**;
- N. For storage charges;
- O. If **your vehicle** is used for any purposes listed under "Ineligible Vehicles" which would render **your vehicle** ineligible for the Plan coverages selected.

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 (unless you have purchased Business Use Coverage as indicated on Schedule "A" registration form). If you purchased business use coverage, the following limited business use vehicles are eligible: job site vehicles, repair or service vehicles, delivery of parcels or goods, 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 contract 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 or terminate Plan coverage, contact your Selling **dealer** to initiate a cancellation/termination request.

- a. You may cancel this Plan for any reason within 60 days from date of purchase, provided you have not made a claim. 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 sixty (60) days, this Plan may be terminated as described in section b. below.
- b. Beyond 60 days from date of purchase, or if you have made a claim during the first sixty (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.

2. We may terminate this Plan if:

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

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.

3. In all cancellation or termination cases:

- a. 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,
- b. 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.
- c. This Plan may not be repurchased nor may Plan coverage be reinstated on **your vehicle**.

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. 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.

SERVICE CONTRACT – CUSTOM/POWERTRAIN

This Plan consists of two parts:

SCHEDULE A - which is the request for registration form you signed with the authorized selling **dealer** representative when you purchased your Plan, and which stipulates the specific Plan and term you selected, is subject to these 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.

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, 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 the car, light truck, or van described in Schedule "A".
Failure	means that an original or like replacement part covered by the Plan does not function in normal service.
Dealer	means a General Motors Dealer.
Cost	means the usual and fair charges for parts and labour to repair or replace a covered part and subject to the maximum liability limit.
Warranty	means any written Warranty provided on your vehicle.
Deductible	means the amount (specified on your Schedule "A") plus GST/HST and any applicable provincial tax you must pay per repair visit for repairs covered by the warranty where subject to a deductible charge or per repair visit for repairs covered by your Plan after the expiration of the warranty . If the same covered part causes an assembly to fail again, no deductible will apply to the subsequent failure .

OTHER IMPORTANT TERMS

A. Identification and Plan Term

The specific Plan and term 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 under the Plan when this service contract is issued and paid for or properly transferred to you, subject to the completion of the transfer process described in this contract. Only **failures** within Canada and the continental United States of America including Alaska, are covered under this Plan.

C. How Benefits are Paid

Subject to the **deductible**, we may either reimburse your out-of-pocket **cost** to repair or replace a covered part, or we may authorize and pay for the **cost** of the repair or replacement ourselves. In either event we will authorize and pay the **cost** to remedy a **failure of your vehicle** not to exceed the maximum liability limit. Covered repairs should normally be performed by the **dealer** from whom you purchased this Plan or another **dealer** of your choice.

D. Maximum Liability Limit

Our liability for any one (1) repair will in no event exceed the actual retail value of **your vehicle** (excluding all applicable taxes and fees) at the time of said repair visit according to the current Canadian Red Book Guide.

FILING A CLAIM & RESPONSIBILITIES AFTER A FAILURE

In the event of a **failure**:

- You must use reasonable means to protect **your vehicle** from additional damage;
- To file a claim, you must notify a **Dealer** and preferably the **Dealer** from whom you purchased this Plan, or us directly, prior to commencement of repairs. If the **failure** occurs during the **warranty** period, **your vehicle** should be returned to a **dealer**;
 - On weekends and holidays, or if you cannot contact a **dealer**, call us toll free at 1-800-268-7676 in North America between the hours of 9 a.m. and 5 p.m. local time, and provide us with any information we may require.
- If we think it necessary, you must allow us to inspect **your vehicle** and provide us with any other information we may reasonably require, including documentation of **your vehicle's** regular maintenance according to the service and maintenance schedule published by the vehicle manufacturer.

General Motors of Canada Company recommends having all your maintenance and service performed by an authorized General Motors dealership because at your General Motors servicing dealership, you can be certain that you will receive the highest level of service and care available for your General Motors vehicle.

- You are responsible for any charges incurred to diagnose the cause of a reported vehicle condition; if it is determined that the vehicle condition does not constitute a **failure**, you must pay all diagnostic and associated costs.

THE EXTENT OF COVERAGE UNDER YOUR PLAN

A. What is Covered

Refer to the inside front cover of this booklet for level of coverage purchased.

We will pay the **cost** to remedy any **failure of your vehicle** less the **deductible**, and subject to the maximum liability limit, for the following parts:

POWERTRAIN

Gasoline Engine

Cylinder block, heads, all internally lubricated parts; manifolds; timing gears, timing chain/belt, timing cover; flywheel; oil pump/oil pump housing; water pump; fuel pump; fuel level sensor; harmonic balancer; OHC carriers; valve covers; oil pan; engine mount; seals and gaskets. Also covered are turbocharger/supercharger housings, internal parts, valves, intercooler, seals and gaskets.

Diesel Engine

All of the above listed parts, plus diesel fuel pump, lines, fuel injectors, nozzles and vacuum pump.

Transmission/Transaxle

Case, all internal parts; torque converter; transfer case; transfer case encoder motor; transmission mounts; seals and gaskets.

Front/Rear Wheel Drive

Final drive housing, all internal parts; axle shafts and axle shaft bearings; constant velocity joints; axle housing, all internal parts; propeller shafts; universal joints; wheel bearings; locking hubs; front differential actuator; supports; front hub bearings and rear axle hub bearings; seals and gaskets.

CUSTOM

Gasoline Engine

Cylinder block, heads, all internally lubricated parts; manifolds; timing gears, timing chain/belt, timing cover; flywheel; oil pump/oil pump housing; water pump; fuel pump; fuel level sensor; harmonic balancer; OHC carriers; valve covers; oil pan; engine mount; seals and gaskets. Also covered are turbocharger/supercharger housings, internal parts, valves, intercooler, seals and gaskets.

Diesel Engine

All of the above listed parts, plus diesel fuel pump, lines, fuel injectors, nozzles and vacuum pump.

Transmission/Transaxle

Case, all internal parts; torque converter; transfer case; transfer case encoder motor; transmission mounts; seals and gaskets.

Front/Rear Wheel Drive

Final drive housing, all internal parts; axle shafts and axle shaft bearings; constant velocity joints; axle housing, all internal parts; propeller shafts; universal joints; wheel bearings; locking hubs; front differential actuator; supports; front hub bearings and rear axle hub bearings; seals and gaskets.

Cooling and Fuel

Radiator, fan and clutch; cooling fan motor; fuel tank; fuel lines and fuel tank selector valve.

Steering

Gear housing and all internal parts; hydraulic/electric power steering pump; steering main and intermediate shafts, couplings; idler arm; pitman arm; power steering hoses; seals and gaskets.

Front Suspension

Upper and lower control arms; control arm shafts and bushings; upper and lower ball joints; king pins; steering knuckles; stabilizer shaft and stabilizer bushings.

Brakes

Master cylinder; assist boosters; wheel cylinders; combination valve; hydraulic lines and fittings; disc calipers; modulator valve/dump valve; pump motor assembly and accumulator; ABS Hydraulic Modulator, ABS module, sensors, relays, switches and solenoids; seals and gaskets.

Electrical

Starter motor and solenoid; alternator; distributor; wiring harnesses; electronic instrument cluster; wiper motors; washer pump; manually operated electrical switches; electronic control module; body computer/control module; powertrain control module and ignition module.

Heater and Factory Installed Air Conditioner

Compressor; clutch and pulley; condenser; evaporator; accumulator; high/low pressure compressor cut-off switch; pressure cycling switch; heater core; blower motor; air conditioning hoses and seals.

Replacement parts may be new or remanufactured.

B. Maintenance and Parts Not Covered

Unless required in connection with the repair of a failure, the following are not covered under this Plan:

- The Maintenance services and parts described in the manufacturer's Maintenance Schedule for **your vehicle**.
- Other normal Maintenance services and parts including engine tune-up, suspension alignment, wheel balancing, filters, lubricants, engine coolant, fluids, spark/glow plugs, air conditioning refrigerant, belts, hoses, brake pads, brake shoes, and adjustments.

C. Vehicle Rental/Alternate Transportation

We will pay your out-of-pocket expenses to rent a replacement vehicle, or reimburse you for actual taxi or public transportation expenses up to \$50 per day, and a maximum of \$250 (plus GST/HST and any applicable provincial taxes) per repair visit if, during the Plan term, repairs to **your vehicle** are caused by a **failure**, rendering **your vehicle** inoperable.

This benefit is available when repairs, due to a **failure**, take 2.0 hours or more, as authorized by General Motors, and only as long as it is necessary to complete repairs.

No **deductible** will apply to this benefit.

D. Towing and Road Service

In the event **your vehicle** becomes disabled for any reason, we will pay your out-of-pocket expenses up to \$75 (plus GST/HST and any applicable provincial taxes) for towing and emergency road service labour, but only for that amount in excess of the amount covered by **warranty**. Such labour must be performed at the scene of the disablement.

EXCLUSIONS - Towing and Road Service benefits are not provided for vehicles operated off-road, fines, impound towing caused by a violation of local, municipal, Provincial or Federal law, mounting/dismounting or changing of snow tires, chains or other traction devices. In addition, coverage will not be provided for disablements or services resulting from physical damage to, or the total or partial theft of **your vehicle**. Additionally, Towing and Road Services benefits will not apply to expenses which are covered under any other program.

No **deductible** will apply to this benefit.

E. Warranty Deductible

We will pay any **warranty** deductible charges in excess of your **deductible**.

WHAT IS NOT COVERED

We will not pay anything under this Plan:

- A. For a **failure** due to lack of proper maintenance as required by the Maintenance Schedule for **your vehicle**, detailed in your Owner's Manual;
- B. For a **failure** due to alteration or modification to **your vehicle**, including but not limited to, **your vehicle's** body and chassis, custom or add-on parts or components, suspension modifications including lift/drop kits (except the 2-inch suspension lift kit designed, engineered and offered by GM), oversized/undersized tires, modification to or removal of the emission and exhaust control systems, or engine modifications;
- C. For a **failure** caused by misuse, abuse, racing or other competition;
- D. For a **failure** caused by pulling a trailer or another vehicle unless **your vehicle** is equipped for this as recommended by the manufacturer;
- E. For a **failure** due to rust damage or contaminated fuel or other fluids/systems;
- F. For a **failure** caused by a condition that existed prior to purchase of this Plan or if the odometer has stopped or been changed;
- G. If a misrepresentation was made on the Schedule "A".
- H. For a failure relating to any communication device that becomes unusable or unable to function as intended due to changes in technology or wireless service;
- I. For any **failure** or damage caused by a collision or outside force including but not limited to, fire, theft, freezing, vandalism, riot or explosion;
- J. For a **failure** caused by lightning, earthquake, windstorm, hail, water, flood, salt, introduction of foreign object, or animal;
- K. For any **cost** covered by **warranty** in the country where the vehicle was first put into service or subject to any manufacturer's warranty, recall or guarantee issued by the manufacturer or repairer;
- L. If the **warranty on your vehicle** has been cancelled or voided;
- M. For economic loss including loss of time, inconvenience, lodging, food or other incidental or consequential loss or damage that may result from a **failure**;
- N. For storage charges;
- O. If **your vehicle** is used for any purposes listed under "Ineligible Vehicles" which would render **your vehicle** ineligible for the Plan coverages selected.

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 (unless you have purchased Business Use Coverage as indicated on Schedule "A" registration form). If you purchased business use coverage, the following limited business use vehicles are eligible: job site vehicles, repair or service vehicles, delivery of parcels or goods, 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 contract 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 or terminate Plan coverage, contact your Selling **dealer** to initiate a cancellation/termination request.

1. a. You may cancel this Plan for any reason within 60 days from date of purchase, provided you have not made a claim. 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 sixty (60) days, this Plan may be terminated as described in section b. below.
- b. Beyond 60 days from date of purchase, or if you have made a claim during the first sixty (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.
2. We may terminate this Plan if:
 - a. **Your vehicle** is a total loss or repossessed; or
 - b. The odometer has stopped or been changed; or
 - c. **Your vehicle** was used in any manner not covered by the Plan; or
 - d. The price for this Plan is not paid as required; or
 - e. The Warranty on **your vehicle** has been voided; or
 - f. A misrepresentation was made on the Schedule "A"; or
 - g. **Your vehicle** has been altered or modified from the manufacturer's original design; or
 - f. **Your vehicle** is not eligible for the Plan as set forth in this contract.

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.

3. In all cancellation or termination cases:
 - a. 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,
 - b. 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.
 - c. This Plan may not be repurchased nor may Plan coverage be reinstated on **your vehicle**.

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 a 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. 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.

Sample Agreement