



Professional Service Center Consumer Assurance – Roadside Assistance Program

Roadside Assistance can be provided to all customers of a Professional Service Center program participant, **regardless of the brand of part** installed or service performed. Customer must have a paid invoice from your shop dated January 1, 2012 or later.

Roadside Assistance begins on the date identified on the original invoice and continues for a period of 12 months, with no mileage restrictions. This benefit is available only to the original purchaser and coverage is strictly limited to the specific vehicle identified on the original invoice.

Coverage based on the vehicle being subjected only to normal, non-commercial use, and receiving reasonable and necessary maintenance.

Roadside Assistance is available in the United States and Canada.

COVERED SERVICES

The following services are included in the Roadside Assistance program:

- Towing (can be used for Consumer Assurance)
- Battery Jump Start
- Changing a Flat Tire
- Fuel, Oil, Fluid and Water Delivery (consumer must pay for the actual cost of fluids delivered)
- Lock Out Service

SERVICES NOT COVERED

Cost of parts, replacement keys, lubricants, or fluids. The cost of installation for any product or materials. Tire repair, replacement, mounting or removing of any tires, snow tires, or chains. Service on any vehicle involved in an accident. Towing or services performed by an unauthorized service provider. Any additional labor due to specialized equipment or processes required to transport or service your vehicle due to non-factory modifications or enhancements made to the vehicle. Towing from or repair work performed at a service station, garage or repair shop. Towing performed at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law.

PROGRAM EXCLUSIONS

This benefit applies only to motorized passenger vehicles (automobiles and light trucks) and specifically excludes trailers, vehicles with a manufacturer's load rating capacity greater than one ton, motorcycles and recreational vehicles. Any vehicle used for farm, ranch, agriculture, or off-road use.

REIMBURSEMENT PROCESS

Consumers in need of Roadside Assistance must **call 800-ACDelco, prompt 3**, to be connected with the 24 hour nationwide service provider. The Payment is required after service(s) have been completed; credit card payment is the preferred method. Consumers will be reimbursed with a check for covered services up to a maximum of \$75.00 per occurrence upon submitting the proper documentation.

Consumers must file for Roadside Assistance reimbursement by submitting the following information within sixty (60) days of the date of service to the address below:

1. A photocopy of the original invoice identifying the participating repair center and the services performed. The invoice must identify the year, make and model of your vehicle.
2. The consumers complete name, address, and telephone number.
3. A photocopy of the paid invoice for roadside assistance from a valid auto service provider. This paid invoice must detail the name address, and telephone number of the service provider. It must also identify the specific vehicle receiving the service.

Submit documentation to:
ACDelco Roadside Assistance
P.O. Box 33535
Denver, CO 80233

PSCs are automatically enrolled in this program when you join the ACDelco Professional Service Center program. The full ACDelco Roadside Assistance Benefit description can be found on acdelco.com. If you have questions, call 800.ACDelco (800.223.3526) and select prompt 3.

RELIABLE