



# ACDelco Labour Reimbursement

## Nationwide Labour Reimbursement Program

The Labour Reimbursement benefit adds peace of mind for customers who have their vehicles serviced at an ACDelco PSC program member shop. It provides additional labour reimbursement terms for PSC customers who experience an ACDelco product failure. Log into TechConnectCanada.com for full details.

## WHAT IS COVERED

The Labour Reimbursement benefit delivers a nationwide up to 24 month/40,000 kms on Genuine GM and Professional/Gold Product Lines (*whichever comes first*) and 12 month/20,000 kms on Advantage/Silver Product Lines (*whichever comes first*) limited labour reimbursement\* for ACDelco parts installed at an ACDelco Professional Service Centre program member repair facility.

Up to 24 months/40,000kms for Genuine GM and Professional/Gold Product Lines is effective on repairs (as of July 1, 2020) for active members (at the time of the repair and claim submission). The qualification of up to 12 months/20,000 kms for all brands apply including any Genuine GM and ACDelco Professional/Gold parts that have a parts warranty less than 24 months/40,000kms and the Silver brand of parts. Battery coverage is effective on the battery sale and subsequent warranty repairs made as of October 1, 2021 for active members (at the time of the part sale and repair and claim submission) and ranges from up to 12 to 24 months based on the battery type and part number. Heavy-duty batteries qualify up to the qualifying GVW for commercial vehicles limit noted.

The program applies to ACDelco products installed by a member of the ACDelco PSC program that fail due to a manufactures' defect within the noted time and kilometer limits (*whichever comes first*) from the time of the original repair. Coverage based on the vehicle being subjected only to normal use and receiving reasonable and necessary maintenance. *Reimbursement will be capped at \$85 per hour up to 3 hours for each validated claim plus applicable taxes. SEE THE QUICK REFERENCE GUIDE FOR COVERAGE DETAILS.*

*A Nationwide Claim can be made only when the vehicle is over 40kms away from the Original ACDelco PSC location, and both program members qualify based on the guidelines of repair and member status at time of first repair and this claim.*

## WHAT IS NOT COVERED

The customer must pay for any non-warranty service ordered to be performed at the same time as any warranty service. The part warranty follows standard published and existing supplier supported warranty, and will not apply if the vehicle has been damaged by abnormal use, misuse, neglect, accident, alteration, or "tampering with" (by other than the Facility or Facility employees). Incidental or consequential damages are not included.

## EXCLUSIONS

This benefit applies only to motorized passenger vehicles (light and medium duty) and specifically excludes trailers, vehicles with a GVW greater than Class 6 rating above 26,000 lbs (11,793 kg), motorcycles, recreational vehicles, and any vehicle used for farm, ranch, agriculture, or off-road use. **Specific exclusions are:** engine, transmission, clutch, or differential repairs, associated gaskets & seals, or assembly replacement. Also excluded are auto body, paint, molding, glass repairs, tires, used parts as well as non-automotive batteries within marine, lawn and garden and recreational.

## PROCESS TO FOLLOW TO SUBMIT A LABOUR REIMBURSEMENT CLAIM:

1. Consumer returns with a defective ACDelco part
2. PSC Member Collects a copy of the original repair order (RO) (either from the customer or in their system) and verifies the warranty and coverage by checking the Labour Reimbursement Quick Reference Guide.
3. Performs proper diagnostic procedures
4. PSC Member completes repair work.
5. Parts warranty should be processed through the local ACDelco distributor via the standard published process
6. It is recommended to call the Claim Administrator **FOR ANY** Nationwide Claim or if you need immediate approval or assistance prior to completing repair work.
7. **Submit Your Claim Online or by fax/email on the same day as the warranty repair.**

7. **ONLINE SUBMISSION** - Visit TechConnectCanada.com for URL

Complete the online form and upload the following:

- The original RO and the replacement RO (required for both local and nationwide claims)
- Invoice for original part (required for local claim only)
- Invoice for replacement part (required for local claim only)

Ensure to wait for Claim Submitted message to confirm submission.

8. **FAX/EMAIL** - PSC Member provides a copy of the following 4 documents to the Claims Administrator by FAX to 1-866-658-1246 or email to fax@warrantyclaimcenter.com (claim number needs to be written on each page):

- The original RO and the replacement RO (required for both local and nationwide claims)
- Invoice for original part (required for local claim only)
- Invoice for replacement part (required for local claim only)

9. **PAYMENT** - Upon receipt of ALL four documents, the Claims Administrator will verify the information and will call you to provide a credit card payment (cheque option is also available).

*\*All labour reimbursements paid in Canadian Funds. Cheques paid in US funds, based on a dollar conversion at the date of processing.*

**CLAIMS ADMINISTRATORS AT 1-855-646-1427 ARE AVAILABLE:**

- 8:00 am to 8:00 pm Monday - Friday (Eastern Time)
- Saturday from 9:00 am to 6:00 pm, excluding holidays

\*Must present original repair receipt. Coverage applies only to Light-duty and Medium-duty vehicles up to a Class 6 GVW Rating of 26,000 lbs. (11,793 kg) includes Commercial Vehicles. Any rental charges incurred for any down vehicle are not covered by the ACDelco Labour Reimbursement program. All Labour Reimbursement coverage is based on the published ACDelco coverage, with exceptions within various product lines. Only batteries sold starting October 1, 2021 qualify for labour reimbursement. Claims can be processed up to 60 days after the repair is completed.