

ACDelco Labour Reimbursement

Nationwide Labour Reimbursement Program



Limited Labour Reimbursement*:

Applies to ACDelco products installed by a member of the ACDelco PSC and PSC RSSP program that fail due to a manufacturer's defect up to 24 months or 40,000kms (whichever comes first.). Coverage based on the vehicle being subjected only to normal use and receiving reasonable and necessary maintenance.

1) Local Claim (when the vehicle is back at the original installing PSC).

For Part

- a. Professional and Gold parts have coverage up to 24 months or 40,000 kms whichever comes first
- b. Advantage and Silver parts have coverage up to 12 months or 20,000 kms whichever comes first
- c. Battery coverage is by time, ranging from 12 months to 24 months (no mileage restriction)

For Labour

ACDelco Labour Reimbursement claims are paid at a rate of \$85 CAD and up to a maximum of 3 hours plus applicable taxes. All claims are approved and paid in Canadian dollars and paid based on the requested payment method. Credit Card – Direct Paid in Canadian funds. For any Cheques – reimbursement payment will be in U.S. funds, based on the dollar conversion at the date of processing (originate as US and converted).

Note: Mitchell 1 and All Data Labour Guides are used to confirm labour time – specific guide is based on customer request.

2) Nationwide Claim (when the vehicle is over 40kms away from original PSC and goes to another PSC)

- a. The coverage is limited to 12 months or 20,000 kms whichever comes first. (*For Professional/Gold Parts which have a longer coverage, vehicle must be brought back to original installing PSC*).
- b. Coverage is up to what was originally paid for parts and labor
- c. We would have that shop warranty the ACDelco part and cover labour to them

LABOUR REIMBURSEMENT CLAIM

Option 1: Phone call - Claims can be submitted by calling 1-855-646-1427.

1. Consumer returns with a defective ACDelco part
2. Qualifying ACDelco PSC member Collects a copy of the original repair order (RO) (either from the customer or in their system) and verifies that the part is still under warranty.
3. Performs proper diagnostic procedures.
4. If seeking approval prior to completing work, contact the Claims Administrator and they will advise if the customer's claim is valid and estimate is accurate.
 - a. Note that any denied service(s) are at your risk. It is recommended to call the



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Claim Administrator if you need approval or assistance prior to completing repair work especially if this is a Nationwide Claim.

5. PSC completes repair work.
6. **ACDelco PSC member provides a copy of the following four documents to the Claims Administrator at time of repair** (the claim number needs to be written on each page if faxed to 1-866-658-1246):
 - a. the original RO and the replacement RO (required for both local and nationwide claims)
 - b. invoice for original part (required for local claim only)
 - c. invoice for replacement part (required for local claim only)
7. Upon receipt of ALL the four documents, the Claims Administrator will verify the information and will call the repair facility and provide a credit card payment (cheque option is also available)

Option 2: Online form: Claims can be submitted online through a Labour Reimbursement Portal – Link found by logging in to TechConnect Canada

1. Consumer returns with a defective ACDelco part
2. PSC Collects a copy of the original repair order (RO) either from the customer or in their system and verifies that the part is still under warranty
3. Performs proper diagnostic procedures.
4. PSC completes repair work. Note that any denied service(s) are at your risk. 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.
5. PSC goes to www.TechConnectCanada.com to complete online form and upload the following:
 - a. the original RO and the replacement RO (required for both local and nationwide claims)
 - b. invoice for original part (required for local claim only)
 - c. invoice for replacement part (required for local claim only)
6. Please wait for 'Claim Submitted' message below to confirm you have completed submission.

Start a New Claim



ⓘ Your name and contact information will be used to contact you regarding your claim. We'll ask for payment contact information on the next screen.

Contact Information ⓘ

Name *

Your full name

Phone *

The best phone number to reach you about this claim

Email *

The best email address to send notifications about this claim

Continue →



Claim Submitted

✔ Your claim has been submitted.



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7. Claims administrator will contact the repair facility to confirm payout and payment will be made based on method previously selected online.

Note for both options: Parts warranty should be processed through the local ACDelco distributor via the standard published process. Replacement part must be a Genuine GM/ACDelco part otherwise claim will be denied. Labour claims should be submitted at the time of warranty, exceptions can be made up to 60 days after completing the repair.

Claims Administrators 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 & Medium-duty vehicles up to a Class 6 GVW Rating of 126,000 lbs. (11,793 kg) includes Commercial Vehicles. Any rental charges incurred for any down vehicle are not covered by the ACDelco Consumer Assurance program.*

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. Heavy-duty batteries qualify up to the qualifying GVW for commercial vehicles limit noted above.