

## Consumer Questions

**1. What is GM's Satisfaction Guarantee program?**

**If a retail customer purchases an eligible 2009 or 2010 Chevrolet, Buick, GMC, or Cadillac vehicle (excluding Medium Duty trucks) between September 14, 2009 and November 30, 2009, the customer may return his/her vehicle to the original selling/participating dealer after 30 days of ownership from the delivery date.**

**2. Can a customer return the vehicle for any reason within the 60 days?**

**Yes, as long as the customer meets the eligibility requirements of the program.**

**3. Is there an alternative offer if the customer is not interested in the Satisfaction Guarantee program?**

**Yes. In lieu of the 60 day Satisfaction Guarantee, the customer can elect a \$500 cash incentive at the time of vehicle purchase.**

**4. Can you explain the 30 vesting period?**

**Yes. The customer must retain the vehicle for a minimum of 30 days after the delivery date. Starting on the 31<sup>st</sup> day of ownership, the vehicle may be returned to the original selling participating dealer. The customer may return the vehicle to the original selling/participating dealer up to the 60<sup>th</sup> day of ownership from the customer's delivery date.**

**5. Does the customer receive a full refund on his/her purchase price?**

**The customer will receive the purchase price of the vehicle itself after any rebates, discounts, plus applicable sales taxes that were actually paid. The customer's buyback price does not include anything else. For example, the buyback price does not include any other taxes, licensing, titling or registration fees, insurance, accessories, dealer fees, extended warranties, finance charges, negative equity or any other expenses incurred by the customer at the time of taking delivery of the new vehicle.**

**6. Are there mileage restrictions on returning the vehicle to the dealer?**

**Yes. The eligible vehicle that is returned to the original selling/participating dealer cannot have more than 4,000 miles from the delivery date of the vehicle purchase.**

- 7. Is the customer responsible for any costs associated with normal “wear and tear” upon returning the vehicle?**

**No, but the vehicle cannot have had \$200 or more worth of damage.**

- 8. Who is responsible for any damage over \$200?**

**If the vehicle has over \$200 in damage, the vehicle no longer qualifies for the program.**

- 9. Is the vehicle eligible if it has been involved in an accident and repaired?**

**Any vehicle involved in an accident would not qualify for the program.**

- 10. Are co-signers on retail contracts both eligible to return the vehicle?**

**No. Only the top line signer listed on the retail purchase contract is eligible.**

- 11. Are businesses and corporations eligible for this Satisfaction Guarantee program?**

**No, businesses, corporations, partnerships, and fleet sales are not eligible for the buyback guarantee program. Only retail purchases are eligible for the Satisfaction Guarantee program.**

- 12. Are leased vehicles eligible for the Satisfaction Guarantee program?**

**No, lease vehicles are not eligible for the program. Only retail purchases on eligible 2009 or 2010 Chevrolet, Buick, GMC, or Cadillac vehicles (excluding Medium Duty Trucks) between September 14, 2009 and November 30, 2009, are eligible for this program.**

- 13. What does a customer have to do to return the vehicle?**

**The customer will need to return the vehicle to the original selling/participating dealer. In addition, the customer will need to contact the administrator of the program and submit required documentation. Once the administrator has reviewed and verified the documentation**

requirement, the customer will be contacted to take the vehicle to the selling dealer to have the vehicle appraised.

**14. What are the required documents a customer must submit to return a vehicle?**

In addition to the fully completed Request for Benefit form, which will be provided by the administrator, the customer will need to provide:

- A) A copy of the Bill of Sale, Retail Installment Sale Contract or other transaction documentation;
- B) A copy of the customer's Driver's License;
- C) A copy of the Registration showing the vehicle is registered in the customer's name;
- D) Proof of Insurance verifying the eligible Vehicle was insured since the delivery date; and
- E) Any other documentation GM or the Administrator may reasonably request.

**15. Are GM employees eligible for this buyback guarantee?**

Yes. All discounted sales including GM Employee, GM Supplier, Military, College Grad as well as GM Dealership Employee sales are eligible under this program.

**16. If I return my new vehicle purchase under the Satisfaction Guarantee, will I be able to get my trade-in vehicle back from the dealer?**

No. The program rules prohibit reacquisition of the original trade-in.

**17. Who do I call to file a claim?**

The customer will call Program Headquarters at 1-888-778-9043

**18. What are the hours of operation for the Program Headquarters?**

The hours of operation which includes claim processing are Monday – Saturday 8:00 am to 9:00 pm EST.

**19. If I have additional questions on GM's Satisfaction Guarantee program, who do I contact?**

**For consumer questions, the customer can contact customer assistance at 1-800-508-3060.**

**For benefit redemption questions, you may contact Program Headquarters at 1-888-778-9043.**