



To: All Chevrolet and GMC Dealers
 Subject: Business Maintenance Plan

Beginning January 3, 2013 all eligible Business Choice customers with vehicles delivered on or after this date will come with a **Business Maintenance Plan**¹ which provides GM Business Choice customers peace of mind by including a, fully transferable maintenance plan on select services for 2 years or 30,000 miles¹ in addition to an upfit cash option of their selection.

PROGRAM GUIDELINES

A. Name: Business Maintenance Plan

B. Description:

General:

- This program features a 6 quart Lube, Oil and Filter Change, SRW Tire Rotation and 27 Multi-Point Vehicle Inspection with the purchase of every eligible vehicle that receives the GM Business Choice incentive
- The Business Maintenance Plan is transferrable
- Dual rear wheel tire rotation may be eligible at dealer's discretion.
- dexos1™ engine customers are allotted 6 total services in the 2 year 30k plan
- Diesel engine customers are allotted 4 total services in the 2 year 30k plan

Covered Services under the Business Maintenance Plan

2 Year or 30,000 Mile Maintenance Plan:

Service Includes	LABOR OP CODE	
	dexos1™	Diesel
6 qt Lube, Oil and Filter Change		
SRW Tire Rotation ²	0600593	0600603
Multi-Point Vehicle Inspection ³		
Reimbursement Allowance⁴:	\$40	\$64

¹Whichever comes first or if customer reaches allotted 4-6 visits.

²Refer to the Owner's manual for details

³Refer to Certified Service Multi-Point Vehicle Inspection Form (attachment "A") or the Electronic version located in Service Workbench

⁴Reimbursement is dependent on the qualifications specified in Section E below

Additional Guidelines:

- Standard Business Maintenance Plan services should be scheduled in accordance with the vehicle's **Oil Life Monitor** system or as dealer recommends.
- It is required that dealers purchase and use only Genuine GM Parts and oil from GM or an authorized GM ACDelco Distributor.
- Only the oil specification outlined in this document will be reimbursed.
- Program applies only for services performed at participating Chevrolet and GMC franchised dealers.
- Dealers must utilize the Multi-Point Vehicle Inspection (MPVI) Form (see attachment A) or the electronic version in Service Workbench to complete the required inspections. This service is comprehended in the overall reimbursement allowances provided in this program.
- Fluid top offs and DEF is **NOT** covered.
- Dealer recommended maintenance, customer requested maintenance, or any other services not within the scope of the Business Maintenance Plan, as detailed in this communication, are **NOT** covered.
- Wheel alignment and balancing are **NOT** covered.
- The plan does not cover any services other than those specifically described above as included.

Documentation Requirements:

- Dealership repair order documentation must include the percent oil life remaining as recorded by the Dealership personnel upon write up of a repair order. Failure to properly document a claim in accordance with applicable guidelines is subject to transaction payment reversal.

C. Time Period:

- Program applies to eligible vehicles delivered from January 3rd 2013 through September 30th 2013.. Dealer must activate the plan by submitting a claim at the time of delivery. General Motors reserves the right to cancel or amend this program at any time for any reason in its sole business discretion.

D. Transfer of Coverage:

- Business Maintenance Plan is fully transferable to subsequent owners and remains in effect for 2 Years or 30,000 miles, or until the customer has exceeded 4 to 6 visits (see chart on page 1), whichever comes first.
- Refer to Investigate Vehicle History (IVH) within the Global Warranty System or the Customer & Vehicle Info tab within Service Workbench to determine coverage eligibility.

E. Reimbursement:

PARTICIPATION IN VEHICLE SERVICE UNDER THE PLAN IS VOLUNTARY AT THE OPTION OF THE DEALER. SUBMISSION OF A CLAIM FOR REIMBURSEMENT CONSTITUTES DEALER'S AGREEMENT TO THE RATES, TERMS AND CONDITIONS DESCRIBED IN THIS BULLETIN.

- Services will only be reimbursed in strict accordance with the rules of this program.
- Parts/Oil/Labor - Reimbursement will be at the established rates in section B.
- Reimbursements will not be considered for maintenance work performed at a non-GM Dealer, Fleet or independent service facilities.
- Dealer fees or charges relating to shop supplies, materials, waste disposal fees, environmental or taxes are not reimbursable to the dealer under this program and may not be charged to the customer.
- Dealers will submit Business Maintenance Plan claims for reimbursement through the Global Warranty Management claim processing system. Dealers must use the special labor operations as detailed in section B.
- Claim Submission

Labor Code	Description	Transaction Type	Net Item	Claim Amount
0600593	Business Plan dexos1™ LOF/Tire Rotation/MPVI	ZREG	Miscellaneous	\$40
0600603	Business Plan Diesel LOF/Tire Rotation/MPVI	ZREG	Miscellaneous	\$64

F. DMS Instructions for Tracking Customer Retention Metrics

- Follow the directions below for entering claims in your DMS in order for them to be counted towards your Customer Retention metric
 - Always use the specific Labor Op codes designated in section B (above).
 - Enter the reimbursable cost as “W” (Warranty Pay) line item in your DMS
 - Enter any additional costs to the Dealership beyond the \$30.00 as “I” (Internal) in your DMS (using your specific Dealership Labor Op code that identifies the service performed)

G. Method of Payment:

- Electronic Funds Transfer via the normal dealer open account, with credits identified on the Transaction Summary of the Global Warranty Management system.

H. Eligible Models:

- All Business Choice eligible models are eligible for the 2013 program beginning on January 3rd, 2013 through September 30, 2013. (Express/Savana Cargo, Passenger, Cutaway; Silverado/Sierra 1500, 2500, 3500, Chassis Cab and Avalanche)
 - To qualify vehicles must meet certification requirements outlined in the 2013 Business Choice Program guidelines. Customer eligibility documentation is required for completion of the claim and claim filing process. (Note: Cargo, Cutaway, Passenger and Chassis Cab models do not require proof of business documentation.)
 - Customers must have their principal business in the U.S. to participate in this program.
 - To receive the Business Maintenance Plan all vehicles must be delivered during the program timeframe.

I. General Policy Guidelines:

- This program is not to be combined with any other GM service offer, e.g. Dealer cannot submit a labor op for reimbursement under this program and another program that would pay the dealer additional money for the same services.
- It is the Dealer’s responsibility to read and understand the terms of any documents referenced within these program guidelines.
- General Motors reserves the right to audit Dealer records and disqualify any amounts paid which do not qualify under the Plan Guidelines. General Motors will reverse transaction payment to the Dealer for any amounts paid on ineligible units or services.
- Final decisions on all matters relating to the interpretation of any rule or aspect of this program rest solely with General Motors.

J. Attachments

- Multi-Point Vehicle Inspection Form (Attachment A)
- Customer Acknowledgement Form (Attachment B)


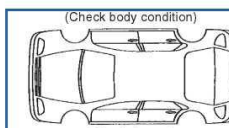

Certified Service

MULTI-POINT VEHICLE INSPECTION

Name: _____ Year/Model: _____ Date: _____

Repair Order #: _____ VIN (last 8 digits): _____ Odometer: _____ Tag#: _____ License#: _____

Checked and OK May Require Attention Soon Requires Immediate Attention

<p>WIPER BLADES</p>  <table style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;"> <table style="width: 100%;"> <tr><td style="width: 50%; text-align: center;">RF</td><td style="width: 50%; text-align: center;">LF</td></tr> <tr><td style="width: 50%; text-align: center;">Rear (if applicable)</td><td style="width: 50%; text-align: center;">Windshield condition</td></tr> <tr><td style="width: 50%; text-align: center;">Cracks _____</td><td style="width: 50%; text-align: center;">Chips _____</td></tr> </table> </td> <td style="width: 50%; text-align: center;"> <table style="width: 100%;"> <tr><td style="width: 50%; text-align: center;">8/32 or Greater</td><td style="width: 50%; text-align: center;">8/32 or Greater</td></tr> <tr><td style="width: 50%; text-align: center;">7/32</td><td style="width: 50%; text-align: center;">7/32</td></tr> <tr><td style="width: 50%; text-align: center;">6/32</td><td style="width: 50%; text-align: center;">6/32</td></tr> <tr><td style="width: 50%; 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CHANGE ENGINE OIL & FILTER N/A **CHECK BRAKES/MEASURE FRONT AND REAR LININGS**

<p>CHECK FLUID LEVELS</p> <table style="width: 100%;"> <thead> <tr> <th style="width: 10%;"></th> <th style="width: 10%;">OK</th> <th style="width: 10%;">FILLED</th> <th style="width: 10%;"></th> <th style="width: 10%;">REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr><td>Engine oil</td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td>Brake fluid reservoir</td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td>Transmission (if equipped w/dipstick)</td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td>Coolant recovery reservoir</td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td>Power steering</td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td>Windshield washer</td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td></td><td style="text-align: center;"><input type="checkbox"/></td></tr> </tbody> </table>		OK	FILLED		REQUIRES ATTENTION	Engine oil	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	Brake fluid reservoir	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	Transmission (if equipped w/dipstick)	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	Coolant recovery reservoir	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	Power steering	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	Windshield washer	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<table style="width: 100%;"> <tr> <td style="width: 25%; 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ADDITIONAL CHECKS (Inspect for visible leaks and visual condition) **Brake system** (also including lines, hoses and parking brake)

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Business Maintenance Plan Customer Acknowledgement Form

All 2013 Business Choice program models delivered between January 3rd, 2013 through September 30, 2013 are eligible for the Business Maintenance Plan. (Express/Savana Cargo, Passenger, Cutaway; Silverado/Sierra 1500, 2500, 3500, Chassis Cab and Avalanche) It provides peace of mind by covering the following routine maintenance services for 2years/30,000miles or a specified number of service visits, whichever comes first. (6 dexos1™ LOF services or 4 Diesel LOF Services):

- 6 quart Lube, Oil, Filter Change and Tire Rotation for Single Rear Wheel vehicles; based on your Oil Life Monitor system or as otherwise indicated in the owner's manual
- Dealer performed Multi-Point Vehicle Inspection (MPVI)²

This program is not to be combined with any other GM service offers. Customers must have their principal business in the U.S. to participate in this program. Vehicles are eligible only for service in the U.S. at participating Chevrolet and GMC dealers.

- Dealer recommended maintenance, customer requested maintenance, or any other services not within the scope of the Business Maintenance Plan, as detailed in this communication, are **NOT** covered.
- Wheel alignment and balancing are **NOT** covered.
- Fluid top offs and DEF is **NOT** covered.

I understand the Business Maintenance Plan services outlined above.

(Customer Name)

(Signature)

(date)

¹Whichever comes first. See dealer for details.

²Multi-Point Vehicle Inspection: A comprehensive vehicle inspection, performed by a qualified dealership, that evaluates multiple "points" on a particular vehicle such as: the engine, transmission, safety equipment, and tires.