

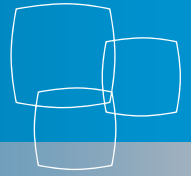


Industry
Canada

Industrie
Canada

Canadian Warranty Commitment Program

Frequently Asked Questions



Additional questions not covered here related to your vehicle's warranty should be directed to Chrysler Canada Inc. or General Motors of Canada Limited (GMCL).

Frequently Asked Questions



What is the Canadian Warranty Commitment Program?

The Canadian Warranty Commitment Program is a federal initiative that ensures consumer warranties are honoured on new vehicles purchased from General Motors of Canada Limited (GMCL) and Chrysler Canada. In the event of a failure by GMCL or Chrysler Canada any time over the next 12 months to honour their consumer warranties, an auto service provider will be appointed by the Canadian Warranty Commitment Program to supply the warranty services.

When does this new program start?

The Canadian Warranty Commitment Program started on April 7, 2009.

Which automakers' warranties are covered by the Program?

GMCL and Chrysler Canada are the only participants under the Canadian Warranty Commitment Program.

How long is this limited period?

In the event of a failure by GMCL or Chrysler Canada any time over the next 12 months to honour their consumer warranties, an auto service provider will be appointed by the Canadian Warranty Commitment Program to supply the warranty services.

Do I have to apply for this warranty coverage?

No, coverage under the program is automatic upon the purchase of a new vehicle from either GMCL or Chrysler Canada.

What if the company I buy my car from goes bankrupt in the next year? Will my full warranty be covered?

This program will cover warranty costs if the vehicle was purchased between the start date of the Canadian Warranty Commitment Program (April 7, 2009), and the time the company declares bankruptcy.

Canadian Warranty Commitment Program

I think something should be covered under my warranty, but the company disagrees. Does the program step in and cover the costs?

Details of any warranty agreement are between the consumer and the company. Warranty work will be carried out as per the agreement between the two at the time of purchase.

Under the Canadian Warranty Commitment Program, the federal government is simply ensuring funds are available for companies to carry out their warranty commitments to consumers.

Is there a limit to how much the warranty program will cover?

Details of any warranty agreement are between the consumer and the company. Warranty work will be carried out as per the agreement between the two at the time of purchase.

Under the Canadian Warranty Commitment Program, the federal government is simply ensuring funds are available for companies to carry out their warranty commitments to consumers.

Will I have to pay a deductible in order to get any work done on my new vehicle?

Details of any warranty agreement are between the consumer and the company. Warranty work will be carried out as per the agreement between the two at the time of purchase.

Under the Canadian Warranty Commitment Program, the federal government is simply ensuring funds are available for companies to carry out their warranty commitments to consumers.

I bought a new vehicle from GMCL or Chrysler prior to April 7, 2009. Am I covered under the Canadian Warranty Commitment Program? If not, why not?

Under the Canadian Warranty Commitment Program, the federal government is committed to honouring consumer warranties on new vehicles purchased from GMCL and Chrysler Canada after April 7, 2009, and only for a limited period while improved restructuring plans are put in place.

