

CHEVROLET & GMC ACCESSORIES

\$100 ACO TRUCK ASSIST STEP REBATE

QUESTIONS & ANSWERS



Q: Are LPO Accessories eligible?

A: No. Offer valid for ACO Assist Steps only. LPO Assist Steps ordered with the vehicle and included on the manufacturer's window label are not eligible.

Q: Which part numbers are eligible?

A: All part numbers in the accessories Assists Steps category for Chevrolet Silverado/Colorado and GMC Sierra/Canyon in AIC and/or ADS are eligible.

Q: Do assist steps need to be installed by dealership to qualify?

A: No, installation is not required to be eligible for rebate.

Q: Can a customer use GM My Rewards vouchers towards the purchase?

A: This offer is compatible with GM My Rewards loyalty program. My Rewards members can use a My Rewards voucher and still get \$100 rebate allowance. Members may also earn My Rewards points on purchase if eligible. Not compatible with other Accessories Offers.

Q: Can the offer be stacked with Business Choice if vehicle is in customers name not business name?

A: This offer is not compatible with Business Choice, sales to business organizations and/or fleet companies.

Q: If ACO Assist Steps are pre-loaded and sold with a new vehicle purchase, which deliver types are eligible?

A: If sold in conjunction with a new vehicle purchase only the following retail/retail lease delivery types are eligible: 10, 16, 21, 22, 23, 15, 32, 33, 34 and 37.

Q: What proof of purchase does the customer need to submit?

A: A valid original receipt that has dealership information (i.e. dealership name and address), customer name, date of purchase, part number and VIN qualifies as proof-of-purchase. Other forms of a sales receipt, invoice, repair order, vehicle buyer's order, parts counter receipt may be accepted if the required information is included.

Q: After purchase, where do I send my customer to claim their rebate?

A: More information and instructions on how the customer can submit their rebate can be found at www.mycertifiedservicerebates.com.

Q: Is the rebate claimed via mail-in form or can customers submit online?

A: Your customer has the convenience to claim their rebate online after purchase or, if they prefer, they can utilize a mail-in form as well. Both methods can be done via www.mycertifiedservicerebates.com. Please refer your customer to that website and have them engage the Accessories Assist Step tile on the homepage.

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Q: How long will it take for my customer to receive their pre-paid debit card?

A: Typically, once the rebate claim is received, it will take 6 to 8 weeks for the customer to receive their rebate in the form of a pre-paid debit card.

Q: If I have questions around this rebate offer, who should I contact?

A: If you have any questions, please contact the Accessories Marketing Team via ADS@gm.com. Please put "Assist Step Rebate" in the subject line of your email. Please note: do not have customers contact this mailbox, this is for dealership-use only.

Q: My customer is having issues submitting their rebate offer, who should I have them contact?

A: If your customer is having issues submitting their post-purchase rebate, please have them contact customer service at 866-713-7284 (7AM – 7PM CDT).

Q: My customer has submitted their rebate, and it's been longer than 8 weeks and they have not received their pre-paid debit card. Who should I have them contact?

A: If your customer has not received their rebate within 8 weeks, please have them contact customer service at 866-713-7284 (7AM – 7PM CDT).