

# General Motors Certified Service Employee Parts Discount Program Rules and Guidelines

The General Motors Certified Service Employee Parts Discount Program (The Program) provides eligible Participants (The Participant) with the opportunity to receive a discount toward customer pay parts purchases at participating dealerships in the United States. By utilizing The Program, both the eligible GM or active GMF Participant and the Sponsored Purchaser, as defined below, acknowledge these Rules and Guidelines and agree to abide by them. It is the responsibility of The Participant to know the rules of The Program as set forth in this document and to make them known to their Sponsored Purchasers.

## Overview

All Active U.S. GM employees, Retirees, former salary employees with at least 5 cumulative years of service, widows/widowers of former salary employees with at least 5 cumulative years of service, and active employees of GM Financial that visit their local participating GM dealership for customer pay parts transactions of \$25.00 or more on the service lane, in the body shop or over-the-counter parts department purchases (GM/ACDelco parts only) are eligible to receive a discount toward their purchase. Eligible employees, Retirees, former salary employees, widows/widowers of former salary employees or their Sponsored Purchasers, and active employees of GM Financial **must** supply the participating dealership with their unique authorization number at time of transaction (write-up/purchase). Limit one certificate per visit. Discount cannot be used toward deductibles. The discount is based on the total Customer Pay Repair Order parts values (before tax) as follows:

- The discount is based on the total Customer Pay Parts Repair Order value or total Parts Purchased, before any tax and discount.
- Parts purchased over the counter are not eligible for discount if customer wants dealer to install part on vehicle. Parts involving labor must be purchased through the service lane or body shop.

Customer Pay Parts Repair Order Value or Value of Parts Purchased Over-the-Counter	Applicable Discount for U.S. GM Salaried, GM Hourly, GM Retired, and active employees of GM Financial with Certificate
\$25.00	\$0
\$25.00 - \$49.99	\$ 5.00
\$50.00 - \$99.99	\$10.00
\$100.00 - \$249.99	\$20.00
\$250 and above	\$40.00

- Use of and/or purchase of GM/ACDelco parts is required to be eligible for discount.
- Non-GM Parts are not eligible toward RO value or over-the-counter parts discount.
- Labor-only Repair Orders/lines are not eligible for discount or reimbursement of any amount. Must have a GM/ACDelco parts purchase on Repair Order to be eligible.
- **Exclusions: Purchase of GM Accessories (separate discount available), GM Vintage Parts, Chevrolet Performance Parts and GM Restoration Parts are not eligible for discount.**
- Authorization numbers can be obtained and retrieved at [gmfamilyfirst.com](http://gmfamilyfirst.com).
- Each eligible employee or retiree can request up to four (4) discount certificates per year.
- There is a limit of one certificate per service event or over-the-counter parts purchase per visit. Multiple certificates cannot be combined on same event or purchase.
- Certificates are non-negotiable and are not redeemable for cash.
- Discount cannot be combined with any other discount programs or certificates.
- Discount is stackable with CCA rebate in market during program period.
- Repair Orders on GM Company-Owned vehicles and Saab vehicles are not eligible for discount.



- GM or active GM Financial Employees have the option to give their authorization certificate to friends or prospects, allowing them to receive the same discount that they are eligible for.

Participating dealers will honor discount at time of purchase/service when presented with GM Certified Service Employee Parts Discount authorization number.

## Eligibility

### A. Eligible Participants

This Program is available toward the purchase of eligible customer pay parts (as described above) at participating GM Dealerships with a minimum \$25 value before discount and taxes only to:

1. Active GM and GM Financial employees.
2. Retired GM employees.
3. Former salary GM employees with more than 5 total years of cumulative service.
4. Widows/widowers of former salary GM employees with more than 5 total years of cumulative service.

### B. Sponsored Purchasers

Eligible Participants are able to sponsor their spouse, domestic partner, children, grandchildren, parents, stepparents, grandparents (including in-law and step), siblings (including full, half and step), stepchildren, stepgrandchildren, mother-/father-in-law, sons-/daughters-in-law, brothers-/sisters-in-law, aunts, uncles, nieces and nephews, or friends.

### C. Friends/Family

Eligible GM Employees have the option to give their authorization certificate to friends or prospects, allowing them to receive the same discount that they are eligible for.

## Program Rules

General Motors may conduct periodic audits to ensure the integrity of The Program. Participants may be asked to furnish documentation supporting the eligibility of sponsored family members and compliance with these rules. Documents requested may include, but are not limited to, copies of marriage licenses, birth certificates, registration/title information, etc. General Motors reserves the right to audit dealership records and disqualify any sales that do not meet The Program's guidelines. Any money improperly paid to any party based upon dealer's or Participant's representation shall be charged back accordingly. Violations of these Rules and Guidelines by any Sponsored Purchaser will result in sanctions against The Participant. Sanctions may include, but are not limited to, the loss of privileges (two [2] years per violation), repayment of monies, and/or employment action up to and including termination of employment. In addition, legal action may be commenced for any rule violation.

The Program may be withdrawn at any time, and its terms are subject to change from time to time by General Motors. Final decisions in all matters relating to the interpretation of any rule or phrase of this activity rest solely with General Motors.

### Authorization Numbers

Similar to the GM Employee Vehicle Discount, you must obtain an authorization number for yourself or your Sponsored Purchaser. Each eligible Participant can obtain up to four certificates in calendar year 2025. Certificates are good January 1, 2025 - January 2, 2026. The sale of any GM Certified Service Employee Parts Discount Program authorization numbers, or other unauthorized use of such numbers, is prohibited. Participants (as defined in the Eligibility section) who violate this provision, or who sponsor the Sponsored Purchaser who violates this provision, will be suspended from The Program for five (5) years per violation, will be required to repay the discount monies, and may be subjected to employment action, up to and including termination of employment. Subsequent violations of this rule may result in permanent suspension from The Program.

**General Motors reserves the right to cancel, amend or revoke this program at any time.**

### Eligibility Period

Authorization numbers obtained January 1, 2025, through December 31, 2025, are valid at participating U.S. Dealers.

## **Additional Information**

If the dealer you visit is not willing to extend the discount toward your eligible Customer Pay parts purchase under the GM Certified Service Employee Parts Discount Program, you may visit another GM Dealer that is participating in the program. Dealer participation is voluntary. Dealers are not required to participate in the GM Certified Service Employee Parts Discount Program. To determine a specific dealer's willingness to extend the discount under The Program, you must contact the dealer directly or visit the GM Certified Service website/dealer locator for a list of participating dealers in your area. The Program does not constitute an agreement between GM and any purchaser for the purchase of any Customer Pay service at a specific price. However, by use of The Program, The Participant and Sponsored Purchaser acknowledge The Program's Rules and Guidelines and agree to abide by the same Program Rules and Guidelines. General Motors may unilaterally modify, change or withdraw The Program at any time. The Participant will receive an electronic confirmation each time an authorization number is requested. Participants are required to report any unauthorized use immediately by calling the Call Center at 800-235-4646. Those who do not report any suspicious or unauthorized use of authorization numbers after they have been submitted on their behalf may be subject to the sanctions referenced in The Program Rules section. Failure to comply with an audit request may subject The Participant to the consequences referenced in The Program Rules section. General Motors has the final decision on all eligibility requirements. GM may modify the Rules and Guidelines of The Program at any time, in its sole discretion.

### **Compliance with Applicable Laws**

If any law or regulation is adopted or interpreted which, in GM's opinion, prohibits or penalizes the implementation of The Program, GM may, in its sole discretion, cancel The Program or any order submitted pursuant to The Program without any further obligation and without any liability to either the dealer or The Participant. GENERAL MOTORS TERMS AND CONDITIONS CANNOT BE MODIFIED BY ANYONE OTHER THAN GENERAL MOTORS. (Rev. 1/2/25)