

GM MOBILITY REIMBURSEMENT APPLICATION — PAGE 1 of 2



Please review the step-by-step instructions and list of eligible adaptive equipment. Missing documents can delay claims processing. Incomplete applications will be returned. If you have questions or need help, please contact the GM Mobility Assistance Center at 1-800-323-9935 (TTY 1-800-833-9935).

Eligible adaptive equipment must be permanently installed in the vehicle, installed by a licensed equipment installer, and installed for a driver or passenger with a permanent disability. Safety belt extenders are eligible for reimbursement but do not qualify for OnStar offer.

This application is valid for eligible, **new** and **unused** 2009, 2010, and 2011 model year GM vehicles delivered between **10/1/09** and **9/30/10**. Vehicles must be adapted and a claim must be submitted within 12 months of the date of purchase/lease.

1. OBTAIN ADAPTIVE EQUIPMENT PURCHASE RECEIPT

After your vehicle adaptations are completed, obtain an itemized paid invoice from the licensed equipment installer(s). The invoice must include the following:

- Preprinted installer company name, address, and phone number
- Your name, address, and phone number
- Vehicle Identification Number (VIN)
- Description of the adaptive equipment installed on vehicle
- Date of adaptation (sale)
- Itemized cost of parts AND labor (listed separately)
- Proof of payment for the adaptation (copy of credit card receipt, canceled check, or paid invoice with \$0 balance)

2. VEHICLE PURCHASER INFORMATION — PLEASE USE BLUE INK AND COMPLETE ALL INFORMATION

PURCHASER INFORMATION

Mr. Ms. _____
LAST FIRST M.I.

Mailing Address _____

City _____

State/ZIP _____ / _____

Home Phone (_____) _____

Work Phone (_____) _____

Email Address _____

Vehicle sold/traded in:

Vehicle Make _____ Model _____ Year _____

First-time GM Mobility Reimbursement Program user?

Yes No

Primary personal mobility aid used: Wheelchair

Scooter Cane/Walker/Crutches Other None

For information on GM's privacy statement, please visit gm.com/privacy or call 1-866-MYPRIVACY (1-866-697-7482).

VEHICLE/EQUIPMENT INFORMATION

Vehicle ID No. (VIN) _____

Delivery Date ____ / ____ / ____

Vehicle Make _____ Model _____ Year _____

Check appropriate box:

Retail Sale Retail Lease Commercial Sale

DESCRIPTION OF ADAPTIVE EQUIPMENT INSTALLED

Date of Adaptation ____ / ____ / ____

Total Cost of Adaptation \$ _____

Reimbursement Amount Requested \$ _____
(\$1,000 maximum*)

NOTE: A letter from your physician describing the limitations of your disability is required for assist step/running board, assist handle, electric parking brake, inverter, pedal extenders, and remote liftgate opener.

*\$1,200 maximum for Chevy Express and GMC Savana vans (and cutaways).

3. REVIEW AND SIGN APPLICATION (VEHICLE OWNER[S] OF RECORD)

I/We certify that the information entered on this application is correct and that the adaptive equipment described on the attached invoice(s) has been permanently installed on the eligible GM vehicle identified on this application.

Purchaser/Lessee Signature Date

Print Name

Co-Purchaser/Co-Lessee Signature Date

Print Name

GO TO STEP 4 ON REVERSE.

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4. VALIDATE APPLICATION AT GM DEALER

Take your adapted vehicle and application to your GM dealer for an inspection. Have your GM dealer representative sign the application ***after inspecting your adapted vehicle.***

If you are physically unable to return to the GM dealer you bought from (e.g., you are now residing in another state or have moved a considerable distance from your original dealer), any franchised GM dealer representing the brand bought may sign your application.

DEALER INFORMATION

Dealer Name: _____

Dealer BAC Code: _____

Phone: _____

Fax: _____

DEALER VALIDATION (REQUIRED)

I have examined the eligible vehicle identified on this application, and it is equipped with the adaptive mobility equipment described on the attached invoice(s).

GM Dealer Representative Signature

Print Name

Equipment Inspection Date

Send reimbursement payment to (*check one*): The GM dealer above The vehicle purchaser

If the dealer is requesting payment, one of the following documents must accompany the application:

- Customer Incentive Acknowledgment and/or Assignment Form
- Copy of dealer check(s) issued to equipment installer(s)
- Copy of sales contract reflecting mobility incentive deduction

5. VERIFY YOUR APPLICATION IS COMPLETE

Gather your reimbursement application and all necessary attachments. Incomplete applications can delay claims processing. Make sure you have the following:

- ORIGINAL** itemized invoice(s), including proof of payment
- Letter of authorization from your lessor if this is a leased vehicle
- If dealer is requesting payment, remember to provide ONE of the following:
 - Customer Incentive Acknowledgment and/or Assignment Form or copy of dealer check(s) issued to adaptive equipment installer(s) or copy of sales contract reflecting mobility incentive deduction
- For reimbursement of assist handle, assist step/running board (\$200 maximum), electric parking brake, pedal extenders, inverter, and remote liftgate opener (\$500 maximum), provide signed letter from physician describing disability/limitation with physician's name, license number, address, and phone number
- ORIGINAL** completed and signed reimbursement application

6. MAIL APPLICATION

Mail your application and all required attachments to:

GM MOBILITY PROGRAM HEADQUARTERS
P.O. BOX 5053
TROY, MI 48007

PLEASE KEEP A COPY OF THE APPLICATION AND ALL SUPPORTING DOCUMENTS FOR YOUR FILES.

This claim and any payment made under this claim are subject to the Official Program Rules and Guidelines that are in effect from 10/1/09 to 9/30/10 and have been made available to all authorized GM dealers. General Motors reserves the right to modify or terminate this program without notice.

SERVICE REQUEST NUMBER FOR INTERNAL USE ONLY _____

ELIGIBLE ADAPTIVE EQUIPMENT FOR DRIVERS/PASSENGERS

EQUIPMENT MUST BE:

- Permanently installed in the vehicle
- Installed for a driver or passenger with a permanent disability
- Purchased from and installed by a licensed equipment installer (see NOTE below)



VEHICLE ENTRY

- Assist Handle*
- Assist Step/Running Board** (\$200 maximum)
- Ramp
- Transfer Platform
- Wheelchair and/or Scooter Lift

*Physician's validation required.

†Eligible only if not available as a GM option or accessory.



DRIVER POSITION

- Driving Consoles for Relocation of Secondary Controls
- Elbow Switches
- Gear Selector Lever for Left Hand
- Power Channels/Power Pan
- Turn-Signal Lever for Right Hand
- Wheelchair Tie-Down and/or Lockdown System



BRAKE/ACCELERATOR SYSTEMS

- Brakes — Reduced Effort
- Brake System — Emergency Backup
- Parking Brake — Push/Pull Control
- Parking Brake — Extension Lever
- Parking Brake — Electric*
- Pedal Extenders*
- Hand Controls
- Servo-Assisted Hand Controls
- Left-Foot Accelerator

*Physician's validation required.



STEERING SYSTEM

- Adaptive Steering Devices
- Steering Controls
- Foot-Control Steering
- Horizontal Steering
- Steering Column Extension
- Steering System — Emergency Backup
- Steering System — Reduced and Zero Effort



SEATS

- Vinyl Seat Cover* (front seating area only)
- Extended Travel Transfer Seat†
- Turn-Out Swivel Seat†
- Safety Belt Extenders

*Only if vinyl or leather seats/surfaces are not available as a factory option.

†GM Mobility will not reimburse for relocation of, or modification to, original equipment seats or seat tracks.



OTHER VEHICLE MODIFICATIONS

- Joystick Driving Systems
- Lowered Floor
- Quad Key Holder/Turner
- Raised Roof/Door (when used with a lift)
- Wheelchair/Scooter Carrier**
- Wheelchair/Scooter Hoist
- Inverter Installation*
- Remote Opener for Liftgate*† (\$500 maximum)

*Physician's validation required.

†Eligible only if not available as a GM option or accessory.

**Trailer hitches are not reimbursable.

ONSTAR TTY EQUIPMENT



OnStar services are now available for deaf, hard of hearing, or speech-impaired subscribers through a new OnStar TTY interface module. Available on select new GM vehicles, this equipment enables most OnStar services to be delivered to the subscriber via TTY text messages in the vehicle. The equipment (shown left) is eligible for GM Mobility Reimbursement.

For more information, visit onstar.com/TTY.

NOTE: FOR EQUIPMENT ELIGIBILITY INFORMATION, CALL THE GM MOBILITY ASSISTANCE CENTER AT 1-800-323-9935. EXCEPT FOR ONSTAR TTY EQUIPMENT AND SAFETY BELT EXTENDERS, EQUIPMENT AVAILABLE FROM GENERAL MOTORS (i.e., REGULAR PRODUCTION OPTIONS AND GM ACCESSORIES) IS NOT ELIGIBLE FOR REIMBURSEMENT. THIS INCLUDES, BUT IS NOT LIMITED TO, ASSIST STEPS/RUNNING BOARDS.

Vehicles shown on this page and brochure cover have been altered or upfitted with equipment from independent suppliers. General Motors does not assume responsibility for the quality, safety, or efficiency of aftermarket adaptive equipment or installation and cannot guarantee that such modifications comply with all applicable safety standards. Consumers should obtain complete information and references prior to purchasing such devices and having a vehicle adapted. The marks of General Motors, its divisions, slogans, emblems, vehicle model names, vehicle body designs, and other marks appearing in this document are the trademarks and/or service marks of General Motors, its subsidiaries, affiliates, or licensors. ©2009 General Motors. Buckle up, America!

GM MOBILITY PROGRAM WITH ONSTAR

HELPING YOU ACHIEVE BETTER MOBILITY

Customers who purchase/lease an eligible, new vehicle manufactured by GM and have eligible adaptive mobility equipment¹ installed or reinstalled on their new vehicle can receive a combination of financial assistance and the protection and convenience of OnStar² through the GM Mobility Reimbursement Program.³ Participating GM divisions include Chevrolet, Buick, GMC, Cadillac and Saturn. This Reimbursement Program guide and application are valid for eligible, new and unused 2009, 2010, and 2011 model year GM vehicles delivered between 10/1/09 and 9/30/10.

First, get up to \$1,000⁴ reimbursement of the cost of any eligible adaptive equipment when installed (or reinstalled) on any eligible, purchased or leased, 2009, 2010, and 2011 new vehicle manufactured by GM and delivered between 10/1/09 and 9/30/10. **PLUS**, on eligible 2009–2010 GM vehicles equipped with OnStar, you'll also **get two additional years⁵ of standard OnStar service** at no additional cost. For vehicles originally equipped with the Safe & Sound Plan, receive two additional years of Safe & Sound, and for vehicles originally equipped with the Directions & Connections Plan, receive two additional years of Directions & Connections.

TAKING ADVANTAGE OF BOTH OFFERS IS AS EASY AS 1, 2, 3:

1. Buy or lease an eligible, new 2009–2010 GM vehicle equipped with OnStar
2. Purchase and install (or reinstall) eligible adaptive equipment
3. Apply for and receive GM Mobility Reimbursement (see application page)

OnStar will credit your account for the two additional years of service after Mobility Reimbursement claim is processed.

To qualify for the Reimbursement Program, vehicle must be adapted and a claim must be submitted within 12 months of the date of purchase/lease. OnStar offer has no redeemable cash value and is nontransferable. OnStar offer excludes reimbursement for safety belt extenders. Other program rules apply. For offer details or questions about adaptive equipment or vehicle eligibility, visit your local dealer or call the GM Mobility Assistance Center at 1-800-323-9935.

1 General Motors does not assume responsibility for the quality, safety, or efficiency of aftermarket adaptive equipment or installation and cannot guarantee that such modifications comply with all applicable safety standards. Except for OnStar TTY equipment and safety belt extenders, equipment available from General Motors (i.e., regular production options and GM Accessories) is not eligible for reimbursement. This includes, but is not limited to, assist steps/running boards. Call the GM Mobility Assistance Center if you have questions about equipment eligibility. **2** OnStar services require vehicle electrical system (including battery), wireless service, and GPS satellite signals to be available and operating for features to function properly. OnStar acts as a link to existing emergency service providers. Subscription Service Agreement required. Call 1-888-4ONSTAR (1-888-466-7827) or visit onstar.com for details and system limitations. **3** These program guidelines have been made available to all authorized GM dealers. To use this offer on leased vehicles, lessor's written approval must be obtained prior to adapting the vehicle. Most fleet vehicles, with the exception of daily rentals, are compatible with the GM Mobility Reimbursement Program incentive. Used vehicles and vehicles obtained by GM dealers through auction are NOT eligible for the GM Mobility Reimbursement Program. General Motors reserves the right to modify or terminate this program without notice. **4** Limit \$1,000 total reimbursement per eligible vehicle (\$1,200 for Chevrolet Express and GMC Savana). **5** First year of OnStar service is included on all new OnStar-equipped GM models.

ADDITIONAL RESOURCES For Adaptive Equipment Customers

The National Mobility Equipment Dealers Association (NMEDA)

NMEDA Dealers are committed to providing automotive adaptive equipment solutions for people with disabilities. In this effort, NMEDA has implemented the Quality Assurance Program (QAP), a nationally recognized accreditation program for mobility equipment dealers. For more information and to find a NMEDA Dealer, call 1-800-833-0427 or visit nmeda.org.

The Association for Driver Rehabilitation Specialists (ADED)

ADED is devoted to helping individuals with disabilities locate driver evaluators and trainers who can conduct an assessment of a person's abilities (cognitive, perceptual, and physical) and adaptive driving equipment needs, an important step in the selection process. Call 1-866-672-9466, visit aded.net or email at info@aded.net for more information.

Department of Veterans Affairs

U.S. military veterans may be eligible for financial assistance through their VA benefits when equipping a vehicle with adaptive equipment. Call 1-800-827-1000 or visit www.va.gov for more information.

National Highway Traffic Safety Administration (NHTSA)

There are many variables to consider when obtaining adaptive equipment for your vehicle. To obtain a copy of the Department of Transportation brochure *Adapting Motor Vehicles For People With Disabilities*, call 1-888-327-4236 or visit nhtsa.gov.

ANSWERS TO FREQUENTLY ASKED QUESTIONS ABOUT THE GM MOBILITY REIMBURSEMENT PROGRAM

HOW CAN I BE SURE MY VEHICLE IS ELIGIBLE FOR THE PROGRAM?

For the GM Mobility Reimbursement Program, in effect until September 30, 2010, you must purchase or lease* an eligible, new and unused (not previously titled) 2009, 2010 or 2011 passenger car, SUV, van, or truck manufactured by General Motors and sold through its franchised dealers. Participating GM divisions include Chevrolet, Buick, GMC, Cadillac and Saturn. To qualify for two extra years of standard OnStar service, vehicle must be an eligible 2009–2010 GM vehicle equipped with OnStar†. To confirm eligibility of a vehicle, you can call the GM Mobility Assistance Center at 1-800-323-9935. You will need your vehicle identification number (VIN). Confirmation of vehicle eligibility does not imply claim approval.

*Leased vehicles must have lessor's written approval prior to adapting vehicle. †Call 1-888-4ONSTAR/1-888-466-7827 (TTY 1-877-248-2080), see your OnStar Owner's Guide, or visit onstar.com for details and system limitations.

WHAT ADAPTIVE EQUIPMENT QUALIFIES FOR GM MOBILITY REIMBURSEMENT?

See previous page for a complete list of eligible adaptive equipment. Except for OnStar TTY equipment and safety belt extenders, GM regular production options and GM Accessories are not eligible for GM Mobility reimbursement. **This includes, but is not limited to, assist steps/running boards.** Repairs and adjustments to equipment are also not eligible for reimbursement. Safety belt extenders are not eligible for OnStar offer.

IS USED ADAPTIVE EQUIPMENT ELIGIBLE?

Yes, provided it is on the list of eligible adaptive equipment and purchased from and installed by a licensed equipment installer. The cost to transfer equipment installed in your previous vehicle to your new, eligible vehicle is also reimbursable.

ARE ASSIST STEPS/RUNNING BOARDS ELIGIBLE FOR GM MOBILITY REIMBURSEMENT?

Assist steps/running boards are reimbursable if they are not available as a regular GM production option or dealer-installed accessory, regardless of whether the vehicle is bought out of dealer stock or ordered. A maximum \$200 GM Mobility reimbursement is allowed. A physician's signature and description of your disability/limitation are required. Call the GM Mobility Assistance Center if you have questions.

CAN I INCORPORATE GM MOBILITY REIMBURSEMENT INTO THE TERMS OF MY VEHICLE SALES CONTRACT?

It may be possible. Contact your GM dealer for details.

AM I ABLE TO USE THE GM MOBILITY REIMBURSEMENT WITH OTHER FACTORY REBATES AND INCENTIVES?

Yes. The GM Mobility reimbursement incentive may be combined with other publicly offered incentive programs that are in effect at the time of purchase or lease, including most fleet and commercial incentives.

HOW SOON AFTER I PURCHASE OR LEASE MY NEW VEHICLE DO I HAVE TO COMPLETE THE AFTERMARKET ADAPTIVE EQUIPMENT INSTALLATION AND APPLY FOR GM MOBILITY REIMBURSEMENT?

To take advantage of the GM Mobility Reimbursement Program, you must have the vehicle adapted and submit a claim within 12 months of the date of purchase/lease.

ARE THERE ANY OTHER WAYS I CAN OFFSET THE COST OF PURCHASING AUTOMOTIVE ADAPTIVE EQUIPMENT?

The cost of durable aftermarket automotive adaptive equipment for use by persons with disabilities may be offset with federal income tax credits and deductions, state sales and use tax deductions, funding through state rehabilitation vocational agencies, and medical insurance providers. Consult with your tax advisor/preparer, appropriate state social service agency, and/or insurance provider to see what benefits you may be eligible for. Your savings could be substantial.

PLEASE CONTACT US FOR MORE INFORMATION ABOUT SPECIFIC PRODUCTS AND SERVICES.

GM MOBILITY

Call **1-800-323-9935**
(TTY 1-800-833-9935)
or visit gmmobility.com

ONSTAR

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