

Tech 2[®] Warranty Statement

The Tech 2 product line is warranted to be free of defects in material and workmanship for one year. The warranty period is from the date of sale to the original consumer. Tech 2 testers sold to GM Authorized Dealers or affiliates come with an additional 1 year extended warranty effective after the 12-month manufacturer warranty has expired.

If the product is found to be defective during the warranty period the product can be returned (at owners expense) to an authorized Vetronix Repair Center. The product will be repaired or replaced free of charge at the sole discretion of the Vetronix Repair Center. During this warranty period, GM Dealers have the option to process the Tech 2 tester and VCI module through the Express Exchange Program at no additional charge to an Authorized GM Dealer.

Two and three year extended warranties can be purchased for individual Tech 2's for as long as the GM Dealer Equipment continues the extended warranty program. The extended warranty covers the Tech 2 Tester and VCI module only. The Tech 2 Tester and VCI Module are the main hardware components of the Tech 2 product line. The cables, program cards and accessories are not covered under the extended warranty program.

In order to qualify for the extended warranty program, your Tech 2 must be under either the original two year warranty, or covered under an extended warranty purchased prior to the Tech 2 falling out of warranty.

This warranty does not cover any part that has been abused, altered, used for a purpose other than its original intended purpose, or used in a manner inconsistent with instructions regarding its use. This warranty also excludes all incidental or consequential damages.

Express Exchange Program

The definition of Express Exchange is an expedited item that is sent to a customer via overnight (next business day) delivery prior to the customer sending the defective item in for repair. The purpose of the Express Exchange program is to decrease the amount of time that a customer is without their diagnostic equipment. Express Exchange items are generally factory refurbished items that have been tested and pass all self tests and cosmetically look like new.



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Tech 2[®]

Extended Warranty Statement

The Tech 2 Extended Warranty Program allows Tech 2 owners to maintain the same warranty service that they receive during the original Tech 2 warranty.

Two and three year extended warranties can be purchased for individual Tech 2's for as long as GM Dealer Equipment continues the extended warranty program. The extended warranty covers the Tech 2 Tester and VCI module only. The Tech 2 Tester and VCI Module are the main hardware components of the Tech 2 product line. The cables, program cards and accessories are not covered under the extended warranty program.

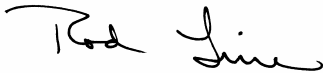
If the product is found to be defective during the warranty period, the product can be returned (at owners expense) to an authorized Vetronix Repair Center. The product will be repaired or replaced free of charge at the sole discretion of the Vetronix Repair Center. During this warranty period, GM Dealers have the option to process the Tech 2 tester and VCI module through the Express Exchange Program at no additional charge to an authorized GM Dealer.

In order to qualify for the extended warranty program, your Tech 2 must be under either the original two year warranty, or covered under an extended warranty purchased prior to the Tech 2 falling out of warranty. If, at any time, the warranty on your Tech 2 lapses, an extended warranty cannot be purchased on that Tech 2.

This warranty does not cover any part that has been abused, altered, used for a purpose other than its original intended purpose or used in a manner inconsistent with instructions regarding its use. This warranty also excludes all incidental or consequential damages.

Express Exchange Program

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GM Tech 2 Extended Warranty Program



New Extended Warranty Program

The New Tech 2 Extended Warranty Program continues to lead the industry allowing Tech 2 customers the option of purchasing an extended warranty and maintain their investment year after year.

New Extended Warranty Program Details:

- Two (2) & three (3) year extended warranties can be purchased for individual Tech 2's for as long as the extended warranty program is offered through GM Dealer Equipment.
- In order to qualify for purchasing an extended warranty your Tech 2 must be under either:
 1. The original two year warranty of the Tech 2 from the purchase date
 2. An extended warranty that was purchased prior to the Tech 2 falling out of warranty

You will continue to be in the *Express Exchange Warranty* replacement service.
(Warranty service does not cover 32MB Program card or cables).

****If warranty has lapsed on your Tech 2 you will not be eligible to purchase an extended warranty.***

GMDE Part No.	GMDE Part No.	GMDE Price
HPWAR-US-2	2 Year Tech 2 Extended Warranty	\$401.00
HPWAR-US-3	3 Year Tech 2 Extended Warranty	\$540.00

To purchase your Tech 2 extended warranty, call GM Dealer Equipment 1-800 GM Tools

GM Tech 2 Extended Warranty Program



What is changing?

The coverage under the New Tech 2 Extended Warranty Program continues to lead the industry. Once a Tech 2 is under warranty there is no difference between the current Tech 2 extended warranty program and the new extended warranty program. The only change is centered around who is qualified to purchase an extended warranty.

Under the current Tech 2 extended warranty program a Tech 2 with a lapsed warranty is still eligible to purchase an extended warranty. The only limiting condition for the owner of a Tech 2 that has a lapsed warranty is that they must wait thirty (30) days prior to sending in the Tech 2 for repair.

Under the new program if your warranty is lapsed you will not be eligible to purchase an extended warranty and are required to follow the repair or quick exchange program to repair the Tech 2.

What if my Tech 2 is currently out of warranty?

If your Tech 2 is currently out of warranty you will have until the close of business on May 15, 2009 to purchase a two (2) or three (3) year extended warranty for all Tech 2's that you want covered under warranty. Starting May 16, 2009 if your Tech 2 is not under warranty you are required to follow the repair or quick exchange program to repair your Tech 2.

What if my Tech 2 is currently under an extended warranty, can I renew it?

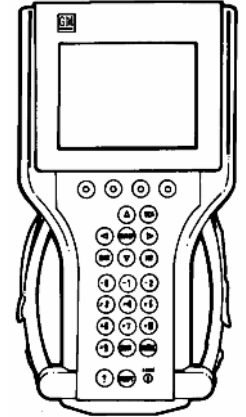
Yes, if your Tech 2 is currently under warranty (either from the original warranty from the date of purchase or an extended warranty that you have already purchased) you can continue to purchase extended warranties for your Tech 2 as long as you purchase a two (2) or three (3) year extended warranty prior to your current warranty expiring.

Tech 2 Extended Warranty

1-800-GM-TOOLS (468-6657)

Tech 2 is a very powerful diagnostic tool. You can purchase an extended warranty and maintain your investment year after year. You will be guaranteed **24-hour Express Exchange Warranty** replacement service. (Warranty service does not cover cables). **30 days waiting period is required before coverage starts if warranty has lapsed.*

Compare:	Warranty Service (with contract)	Regular Repair (w/o warranty)
Repair Time	24 hrs. (replacement units shipped to arrive the following morning for requests received before 3 p.m. central time)	5-8 days
Office Administration	None: One phone call gets you a replacement unit the next day and return shipping arrangements	Delays in getting repaired unit i.e., Cutting co, purchase order Issuing check Waiting for credit check
Costs	Paid upfront: 2 yrs. \$401.00 3 yrs. \$540.00	Approximately \$785 average repair plus return shipping charges
Benefits	Highest service level Next day delivery Exchange unit like new Low costs – proven performance	Pay as you (per service event) On –going service charges



For service only on your Tech 2, call the GM Dealer Support Line at 800-828-6860

In extending your warranty, there are two options to choose from:

2 Year - \$401.00 3 Year - \$540.00

Pricing effective through May 15, 2009

Fax Reply Order Form • 586-578-7205

Dealer Code: _____ Name: _____

Dealership Name: _____

Street: _____ City: _____

State: _____ Zip: _____ Phone: _____

Please sign me up for: 2 Year extended warranty at \$401.00
Part No. HPWAR-US-2

TECH 2 Serial Numbers
(ie: 3540A06213)

3 Year extended warranty at \$540.00
Part No. HPWAR-US-3

To purchase additional Tech 2s and Accessories visit us on

GMDESolutions.com

or call 1-800-GM-TOOLS