

**SCHEDULE "B"**

**Shell Canada Limited Fuel System Problems  
Class Proceeding Settlement**

**Compensation Claim Form and Instructions  
for Residents of Canada outside Quebec**

**Please complete the designated sections below and return this form by letter or courier postmarked no later than <90 days after 2nd publication>, to:**

**Shell Canada Limited  
400 - 4th Avenue S.W.  
P.O. Box 100, Stn. "M"  
Calgary, Alberta T2P 2H5  
Attention: Fuel System Class A**

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*Customers of Shell may be eligible for compensation for all or some of their eligible expenses relating to specified fuel system problems in the period from March 1, 2001 to July 31, 2002. Please read this Claim Form carefully to determine whether you are entitled to compensation and in what amount.*

*All claimants for compensation must fill out all applicable parts of the Claim Form and send it and other documents specified in the Claim Form to Shell. If you do not follow the instructions or complete the Claim Form, your claim may be delayed or denied.*

*Please type or print clearly.*

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**Section I – Claimant Information**

Name \_\_\_\_\_

Address \_\_\_\_\_

Daytime Phone number (\_\_\_\_) \_\_\_\_\_ Alternate Phone Number (\_\_\_\_) \_\_\_\_\_

Email Address (optional): \_\_\_\_\_

## Section II – Fuel System Problems

*To be eligible for compensation, your vehicle must, between March 1, 2001 and July 31, 2002, have had one or both of the two fuel system problems listed below.*

➤ If you can certify that between March 1, 2001 and July 31, 2002, your vehicle had one or both of the fuel system problems listed below, please check the box(es) that apply to you, and sign in the space(s) indicated.

My vehicle had fuel sensor problems between March 1, 2001 and July 31, 2002, causing a wavering or stuck fuel gauge, or a fuel warning light blinking empty when the tank was substantially full.

\_\_\_\_\_  
(signature of claimant)

My vehicle had fuel pump problems between March 1, 2001 and July 31, 2002, causing a failure to start following a period of inactivity.

\_\_\_\_\_  
(signature of claimant)

## Section III – Prior Compensation by Shell

*Shell has already compensated many customers for eligible expenses incurred due to the fuel system problems identified in Section II. If you have received compensation from Shell, you must declare it here. Any compensation previously received from Shell will be deducted from the amount to which you may otherwise be entitled under this settlement.*

➤ Please check the box which applies to you, and sign in the space indicated.

I have not received any compensation from Shell Canada Limited and its affiliates for the fuel system problem(s) identified in Section I above.

\_\_\_\_\_  
(signature of claimant)

I have received compensation from Shell Canada Limited and its affiliates for the fuel system problem(s) identified, in the amount of \$ \_\_\_\_\_.  
This amount was paid to me on \_\_\_\_ / \_\_\_\_ / \_\_\_\_.

\_\_\_\_\_  
(signature of claimant)

## Section IV – Gas Purchases

In order to be eligible for compensation for the fuel system problems specified in Section II, you must have purchased **at least \$100** of Shell branded gasoline, between March 1, 2001 and April 15, 2002, for use in the vehicle which you have identified in Section II as having one or both of the Fuel System Problems indicated.

➤ You can prove your gas purchases in one of two ways:

1. Attach receipts showing purchases of Shell branded gasoline between March 1, 2001 and April 15, 2002, which total at least \$100. If you have attached receipts, please check this box.
2. If you do not have receipts, but you purchased at least \$100 of Shell branded gasoline between March 1, 2001 and April 15, 2002, you must provide the statutory declaration on the following page, signed and declared to be true, in front of any commissioner of oaths, notary public, justice of the peace, judge, provincial court judge or mayor in your territory or province. If you are providing the statutory declaration on the following page, please check this box.

<b>Statutory Declaration – Purchase of Shell Gasoline</b>		
<b>PART A – TO BE COMPLETED BY THE CLAIMANT:</b>		
Canada, Province or Territory of:  _____ (province or territory)	To Wit:	In the matter of Shell Canada Limited Fuel System Problems Class Proceeding Settlement
I _____ of _____, county of _____ (name) (city or town)  _____ in the province or territory of _____ (county) (province or territory)		
solemnly declare that:		
I purchased at least \$100 worth of Shell branded gasoline between March 1, 2001 and April 15, 2002, from retail outlets within Canada, for use in the vehicle which I have identified as having one or both of two Fuel System Problems, as set out in my claim to Shell, and I make this solemn declaration conscientiously believing it to be true, and knowing that it is of the same force and effect as if made under oath.		
_____ (name)	_____ (signature)	
<b>PART B – TO BE COMPLETED BY COMMISSIONER OF OATHS OR NOTARY PUBLIC OR JUSTICE OF THE PEACE ETC.</b>		
Declared before me at _____, county of _____ (city or town)		
_____ in the province or territory of _____ (county) (province or territory)		
this _____ day of _____, 20__.		
Name of Commissioner, notary public or justice of the peace etc. (please print)	Signature of Commissioner or notary public or justice of the peace	Name of Organization (please print)

## Section V – Claims Information

*If you have completed Sections I, II, III and IV, and supplied the material requested, you may be eligible for compensation (less amounts already received from Shell, if any) in one of the following three categories. Please read the following carefully to determine your category and the further documentation you must provide to Shell:*

**Category I:** *You owned or leased a Chrysler vehicle (including Dodge and Plymouth vehicles), but not a Chrysler Jeep vehicle, of model years 1996 through 2002, which required repairs for one or both of the two Fuel System Problems identified in Section II (above).*

**Category II:** *You owned or leased any make of vehicle other than those described in Category I, of model years 1996 through 2002, which required repairs for one or both of the two Fuel System Problems identified in Section II (above).*

**Category III:** *You owned or leased any make of vehicle of model year prior to 1996, which required repairs for one or both of the two Fuel System Problems identified in Section II (above).*

## Category I claims

### Part A: Ownership

- If you owned or leased a Chrysler vehicle (including Dodge and Plymouth vehicles), but not a Chrysler Jeep vehicle, of model year 1996 to 2002, which required repairs for one or both of the two Fuel System Problems identified in Section II (above), please check this box.

*If you have checked the above box, please complete the information on this page showing your eligible expenses: repair bills, towing and alternative transportation costs only. You will be eligible for compensation for these expenses (less compensation already paid by Shell, if any). If not, please go on to Category II.*

- Please provide proof of ownership or lease by attaching copy of vehicle registration or copy of lease.

### Part B: Compensation

If you have met the requirements of Sections I, II, III and IV, and the Ownership Requirement for this category, you will be eligible for compensation for all of your eligible expenses (repair bills, towing, and reasonable alternative transportation costs only) incurred in respect of the fuel system problem(s) identified in Section II (less any amounts already paid by Shell), **on the following proof being provided:**

- Please provide the following information and **attach receipts** showing the cost and nature of all eligible expenses and repairs claimed:

Expense		Amount
Repair Bill	Fuel Pump	\$ _____ . ____
	Fuel Gauge	\$ _____ . ____
Towing Costs		\$ _____ . ____
Alternative Transportation Costs		\$ _____ . ____
<b>Total eligible expenses</b>		<b>\$ _____ . ____</b>

## Category II claims

### Part A: Ownership

- If you owned or leased a vehicle, of model year 1996 to 2002, which is not included in Category I, and which required repairs for one or both of the two Fuel System Problems identified in Section II (above), please check this box.

*If you have checked the above box, please complete the information on this page for your eligible compensation of up to \$175 (less any amounts already paid by Shell). If not, please go on to Category III claims.*

**For further clarity:** *If you own or lease a Chrysler, Dodge or Plymouth vehicle of model years 1996 to 2002, which is not a Chrysler Jeep vehicle, you belong in Category I (above). If you owned or leased a Chrysler Jeep of model years 1996 to 2002, you belong here in Category II and should complete the information below to make your claim. If you do not fit in Category I or II (you own or lease any make of vehicle of model years earlier than 1996), proceed to Category III below.*

- Please provide proof of ownership or lease by attaching copy of your vehicle registration or copy of lease.

### Part B: Residue Requirement

- To claim compensation for a Category II claim, you must provide proof that a sticky brown residue not usually present was found on a fuel sensor or fuel pump in a vehicle which was experiencing one of the two problems set out in Section II above. You may provide this proof in one of two ways:

1. Attach a receipt or repair document which contains the words “sticky brown residue” or equivalent words. If you have attached a receipt or repair document, please check this box.
2. Provide the statutory declaration printed on the next page, to be signed and declared to be true by a person having first hand knowledge (for example the mechanic who performed the repairs on your vehicle, or another person, if another person examined the part) that a sticky brown residue not usually present was found on the fuel sensor or fuel pump in your vehicle. This statutory declaration must be signed and declared to be true, in front of any commissioner of oaths, notary public, justice of the peace, judge, provincial court judge or mayor in your territory or province: If you are completing the statutory declaration on the next page, please check this box.

<b>Statutory Declaration – Proof of Sticky Brown Residue</b>		
<b>PART A – TO BE COMPLETED BY A PERSON HAVING FIRST HAND KNOWLEDGE OF THE STICKY BROWN RESIDUE:</b>		
Canada, Province or Territory of:  _____ (province or territory)	To Wit:	In the matter of Shell Canada Limited Fuel System Problems Class Proceeding Settlement
I _____ of _____, county of _____ (name) (city or town) _____ in the province or territory of _____ (county) (province or territory) solemnly declare that:  I examined the vehicle described as a _____ of model year _____ belonging (make of vehicle) (year) to _____, and upon such examination did find a sticky brown residue (claimant) not usually present on the fuel sensor or fuel pump in the vehicle, and I make this solemn declaration conscientiously believing it to be true, and knowing that it is of the same force and effect as if made under oath.  _____ (name) _____ (signature)		
<b>PART B – TO BE COMPLETED BY COMMISSIONER OF OATHS OR NOTARY PUBLIC OR JUSTICE OF THE PEACE ETC.</b>		
Declared before me at _____, county of _____ (city or town) _____ in the province or territory of _____ (county) (province or territory) this _____ day of _____, 20__.		
Name of Commissioner, notary public etc. (please print)	Signature of Commissioner or notary public etc.	Name of Organization (please print)

Part C: Compensation

If you have met the requirements of Sections I, II, III and IV, and the Ownership and Residue Requirements for this category, you will be eligible for compensation for your eligible expenses (repair bills, towing, and reasonable alternative transportation costs only) up to a **maximum amount of \$175**, incurred in respect of the fuel system problem(s) identified in Section II, (less amounts already paid by Shell, if any) **upon the following proof being provided:**

- Please provide the following information and **attach receipts** showing the cost and nature of all eligible expenses and repairs claimed:

Expense		Amount
Repair Bill	Fuel Pump	\$ _____ . ____
	Fuel Gauge	\$ _____ . ____
Towing Costs		\$ _____ . ____
Alternative Transportation Costs		\$ _____ . ____
<b>Total eligible expenses</b>		<b>\$ _____ . ____</b>

## Category III Claims

### Part A: Ownership

- If you owned or leased a vehicle of model year prior to 1996, which required repairs for one or both of the two Fuel System Problems identified in Section II (*above*), please check this box.

*If you have checked the above box, complete the information on this page for your eligible compensation of up to \$100 (less compensation already paid by Shell, if any).*

- Please provide proof of ownership or lease by attaching copy of your vehicle registration or copy of lease.

### Part B: Residue Requirement

- To claim compensation for a Category III claim, you must provide proof that a sticky brown residue not usually present was found on the fuel sensor or fuel pump in your vehicle. You may provide this proof in one of two ways:

1. Attach a receipt or repair document which contains the words “sticky brown residue” or equivalent words. If you have attached a receipt or repair document, please check this box.
2. Provide the statutory declaration printed on the next page, to be signed and declared to be true by a person having first hand knowledge (for example the mechanic who performed the repairs on your vehicle, or another person, if another person examined the part) that a sticky brown residue not usually present was found on the fuel sensor or fuel pump in your vehicle. This statutory declaration must be signed and declared to be true, in front of any commissioner of oaths, notary public, justice of the peace, judge, provincial court judge or mayor in your territory or province: If you are completing the statutory declaration on the next page, please check this box.

<b>Statutory Declaration – Proof of Sticky Brown Residue</b>		
<b>PART A – TO BE COMPLETED BY A PERSON HAVING FIRST HAND KNOWLEDGE OF THE STICKY BROWN RESIDUE:</b>		
Canada, Province or Territory of:  _____ (province or territory)	To Wit:	In the matter of Shell Canada Limited Fuel System Problems Class Proceeding Settlement
I _____ of _____, county of _____ (name) (city or town) _____ in the province or territory of _____ (county) (province or territory)		
solemnly declare that:		
I examined the vehicle described as a _____ of model year _____ belonging (make of vehicle) (year)		
to _____, and upon such examination did find a sticky brown residue (claimant)		
not usually present on the fuel sensor or fuel pump in the vehicle, and I make this solemn declaration conscientiously believing it to be true, and knowing that it is of the same force and effect as if made under oath.		
_____ (name)	_____ (signature)	
<b>PART B – TO BE COMPLETED BY COMMISSIONER OF OATHS OR NOTARY PUBLIC OR JUSTICE OF THE PEACE ETC.</b>		
Declared before me at _____, county of _____ (city or town)		
_____ in the province or territory of _____ (county) (province or territory)		
this _____ day of _____, 20__.		
Name of Commissioner, notary public etc. (please print)	Signature of Commissioner or notary public etc.	Name of Organization (please print)

Part C: Compensation

If you have met the requirements of Sections I, II, III, and IV, and met the Ownership and Residue Requirements, and supplied the material requested, you may be eligible for compensation for your eligible expenses (repair bills, towing, and reasonable alternative transportation costs only) up to a **maximum amount of \$100** (less amounts already paid by Shell, if any), incurred in respect of the fuel system problem(s) identified in Section II above, **upon the following proof being provided:**

- Please provide the following information and **attach receipts** showing the cost and nature of all eligible expenses and repairs claimed:

Expense		Amount
Repair Bill	Fuel Pump	\$ _____ . ____
	Fuel Gauge	\$ _____ . ____
Towing Costs		\$ _____ . ____
Alternative Transportation Costs		\$ _____ . ____
<b>Total eligible expenses</b>		<b>\$ _____ . ____</b>

**Section VI – Claimant’s Declaration**

***This section must be completed by ALL CLAIMANTS in order for your claim to be considered:***

I hereby declare that the information provided in this Claim Form is true and accurate, to the best of my knowledge.

Signed: \_\_\_\_\_  
(signature of claimant)

Dated: \_\_\_\_\_  
(month / day / year)

## Claim Form Checklist

*This claim form must be postmarked no later than <90 days after second publication date> in order to be eligible for consideration. Take a moment to verify that you have included the following items with your Claim Form. An incomplete Claim Form could result in delay or denial of your claim:*

### All claimants:

#### Section I – Claimant Information

- Are the address and telephone number you have given accurate? Please type or print clearly.

#### Section II – Fuel System Problems

- Have you signed beside the problem or problems that you experienced? Only those customers experiencing one or both of the problems set out at Section II are entitled to compensation in this settlement.

#### Section III – Prior Compensation

- Have you signed beside the line which applies to you ?

#### Section IV – Gasoline Purchase

- Have you provided receipts showing that you purchased at least \$100 of Shell Gasoline between March 1 2001 and April 15, 2002;

OR

- Have you provided a completed “Statutory Declaration – Purchase of Shell Gasoline”, declared and signed in front of a commissioner of oaths, notary public or justice of the peace etc?

#### Section V – Claims Information

- Have you provided a copy of your vehicle registration or copy of lease to show proof of ownership or lease?
- Have you provided receipts showing cost and nature of all eligible expenses claimed?

#### Section V – Claims Information: **Category II and III claimants only**

- Have you provided a receipt or repair document which includes a reference to “sticky brown residue” or equivalent words;

OR

- Have you provided a statutory declaration made by a person having first hand knowledge that a sticky brown residue not usually present was found on the fuel sensor or fuel pump in your vehicle?

#### Section VI – Claimant’s Declaration

- Have you signed and dated the Claimant’s Declaration at Section VI on page 12?