



Service Bulletin

WARRANTY ADMINISTRATION

Subject: General Motors New Vehicle Tire Warranty Program and Global Warranty Management (GWM) Submission Information (U.S. Dealers Only)

Models: 2003-2014 GM Cars and Light Duty Trucks

Attention: This bulletin announces tire warranty coverage for the 2014 model year. Warranties for all model years will be handled through Global Warranty Management (GWM). All service and warranty personnel connected with tire warranty coverage and transactions submission should review this bulletin.

This bulletin has been revised to add the 2014 model year and to provide the new Global Labor Codes for each tire manufacturer. Please discard Corporate Bulletin Number 00-03-10-003Q.

The GM New Vehicle Tire Warranty

2011-2014 Model Year Vehicles

The tires supplied with your vehicle are covered by General Motors against defects in material or workmanship under the bumper-to-bumper warranty coverage. For vehicles within the new car bumper-to-bumper warranty coverage, defective tires will be replaced on a pro-rata adjustment basis according to the following mileage-based schedule:

- **0-12,000 miles:** 100% of the replacement tire value is covered by GM
- **12,001-36,000 miles:** A sliding scale system starting with 67% coverage at 12,001 miles, proportionately falling (1.96% per 1,000 miles rounded to the nearest tenths of a percent) up to 36,000 miles. (A chart is provided below to assist in computing the pro-rated value.)
- **36,001-50,000 miles:** Buick and Cadillac models only – continue beyond 36,000 miles with 20% coverage for the remainder of the 4 year/50,000 mile bumper-to-bumper warranty.

This proration is based solely on mileage. Tread depth measurements are not required for transaction submission.

Notice: Regardless of accumulated mileage, the GM tire warranty expires with the time limits of the new vehicle bumper-to-bumper warranty. For Chevrolet and GMC models, coverage is 3 years/36,000 miles, or 4 years/50,000 miles for Buick and Cadillac models. After your New Vehicle Bumper-to-Bumper warranty expires, you may still have pro-rated warranty coverage on your original equipment tires by the tire manufacturer. Contact your GM dealer or the tire manufacturer of the brand of tires on your vehicle for more information. A list of current tire manufacturer's websites and toll-free customer assistance numbers appears at the end of this bulletin.

Note: The proration schedule below applies to the price of the tires only. GM will cover 100% of the cost to mount and balance the tires replaced under warranty for the full bumper-to-bumper warranty period. This prorated amount of the tire only will be submitted as "Customer Participation" on the transaction submission screen of Global Warranty Management.

Note: The accumulated mileage on the vehicle is recorded on the vehicle repair order. If the tire is not in stock and the vehicle is returned to the customer while the tire is being shipped, charges for additional accrued mileage should not be charged to the customer.

GM Tire Warranty Prorating Table

Mileage (mi)	GM Covered Percentage of Tire Cost
0-12,000	100%

12,001	67%
13,000	65%
14,000	63.1%
15,000	61.1%
16,000	59.2%
17,000	57.2%
18,000	55.3%
19,000	53.3%
20,000	51.3%
21,000	49.4%
22,000	47.4%
23,000	45.5%
24,000	43.5%
25,000	41.5%
26,000	39.6%
27,000	37.6%
28,000	35.7%
29,000	33.7%
30,000	31.8%
31,000	29.8%
32,000	27.8%
33,000	25.9%
34,000	23.9%
35,000	22%
36,001+ (Chevrolet, GMC)	0%
36,001 - 50,000 (Buick/Cadillac only)	20%

50,001 (Buick/Cadillac only)	0%
------------------------------	----

Using the above table you should be able to readily calculate the required customer contribution for each scenario. Here are a few examples:

- A Chevrolet vehicle with 18,475 miles requires one tire be replaced. The full cost of the tire is \$156.20.
In this example, GM will cover 55.3% of the tire replacement cost (\$86.38 of the \$156.20). The customer will be expected to pay \$69.82.
Important: No labor charges will ever be assessed to the customer for tire replacement under the terms of the new vehicle warranty.
- A Buick vehicle with 14,999 miles on it requires both front tires to be replaced due to a warrantable condition. The full cost of each tire is \$172.72.
In this example GM will cover 63.1% of the tire replacement cost (\$217.97 of the \$345.44 total cost). The customer will be expected to pay \$127.47.
- A Cadillac vehicle with 42,000 miles on it requires one rear tire to be replaced under warranty condition. The full cost of the tire is \$215.46.
In this example GM will cover 20% of the tire replacement cost (\$43.09 of the \$215.46 total cost). The customer will be expected to pay \$172.37.

2010 and Prior Model Year Vehicles

GM provides its customers with comprehensive coverage on OEM new vehicle tires. In many cases, this warranty exceeds the coverage provided by the tire manufacturers themselves. The GM new vehicle tire warranty program is designed to offer dealers the required amount of latitude to handle any type of tire concern and repair the customer's vehicle with a minimum of approvals. No changes exist to the 2010 and prior vehicle tire warranty coverages. The only change will be to the method by which transactions are paid. All claims made after April 12, 2010 must be submitted as outlined below through Global Warranty Management.

Important: Tire Proration DOES NOT apply to 2010 and prior models.

All Model Years – Program Rules and Information

The sections below detail what conditions are warrantable under the terms of the New Vehicle Warranty. (All tire warranty replacements made by a GM dealer for 2010 and prior vehicles are without a mileage pro-rate charge.)

What is Covered

Only Original Equipment (OE) tires are covered against defects in material and workmanship. OE tires will have a Tire Performance Criteria (TPC) number molded on the sidewall near the tire size. (Exceptions: Vibe, and Aveo, do not use TPC tires, but are still covered.) Any replaced tire will continue to be covered for the remaining portion of the New Vehicle Warranty.

Important: Tires purchased by consumers beyond the New Vehicle Bumper-to-Bumper coverage or even replaced during the Bumper-to-Bumper coverage for wear out are warranted by the tire manufacturer (including tires purchased through the Goodwrench Tire Program). Contact the tire manufacturer for warranty processing instructions.

Following expiration of GM's coverage, tires may continue to be warranted, on a pro-rated basis, by the tire manufacturer. Review the tire manufacturer's booklet (included as part of the glove box material).

Use of GM Tire Sealant

GM may recommend/endorse practices that differ from those of individual tire manufacturers. One example is that the temporary use of tire sealant (as supplied with a GM inflator kit) may not be endorsed by certain tire manufacturers, such as Pirelli or Bridgestone. General Motors has independently validated the temporary use of such sealant when used in accordance with the instructions provided in the vehicle Owner Manual.

When the instructions found in the Owner Manual have been followed correctly, GM will continue to cover the tire under the terms of the New Vehicle Warranty, whether or not the practice conflicts with the policies of the individual tire manufacturer. Due to this policy, it may be advantageous for a customer with Bridgestone or Pirelli tires to return their vehicle to a General Motors dealership for tire warranty issues if GM Tire Sealant has been used.

GM Inflator Kits/Tire Pressure Monitor Sensors

ONLY use the tire sealant included with GM Inflator Kits for temporary repair of tire air leaks. General Motors has tested this sealant and its compatibility with on-wheel mounted tire pressure monitor sensors. After inflator kit use, the on-wheel mounted tire pressure sensor should be inspected for any damage, and replaced/cleaned as needed.

What Is Not Covered

- Non-original equipment tires (those without a TPC number molded on the sidewall (except Aveo and Vibe) are not covered.
- Normal tire wear and wear out is not covered.
Important: Tire wear greatly varies by both the tire type installed and the driving habits of the owner. OEM tires installed on GM vehicles are evaluated for many different criteria and may have been selected to optimize handling, ride quality, load carrying or traction demands. Different types of tires will experience different rates of wear, resulting from all of the above factors. No warranty is offered on the usable tread life of the tires.
- Uneven wear from damaged, worn or mis-aligned suspension components is not covered unless the wear has resulted from a warrantable suspension condition. Tire replacements resulting from these allowable suspension conditions should be included on the same job card #. (If this is not possible the job card # for the tire replacement should reference the job card # the warrantable suspension component/condition is listed on, or be attached).

- Road hazard is not covered. This includes punctures, cuts, impact breaks, etc.
Important: Road hazard is covered by the tire manufacturer on self sealing and run flat tires.
- Damage resulting from driving with low tire pressures.
- Damage resulting from improper tire repairs.
- Damage resulting from extended driving on a flat tire (Except Run-Flat and Self-Sealing Tires).
- Damage due to misuse, negligence, lack of maintenance, alteration, racing and vandalism is not covered.

Examples of Non-Warrantable Conditions

Tires are returned for evaluation to the original manufacturer of the tire. Tires that do not conform to the warrantable conditions outlined in the section above are then returned to GM for further evaluation. Tires returned to GM for non-warrantable conditions WILL BE CHARGED back to the claiming dealer.

By far the most frequent non-warrantable condition claimed is road damage, followed by improper wear. With the exception of run-flat or self-sealing tires, road damage is NOT a warrantable condition. The following are photos of actual returned tires that DO NOT have warrantable conditions.



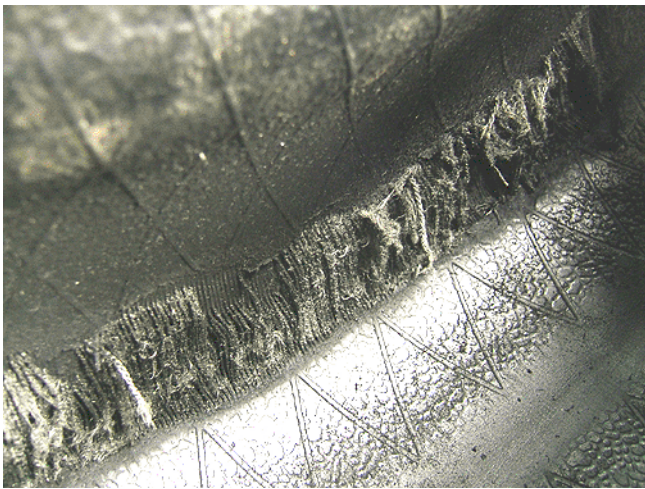
The tire shown above has two non-warrantable conditions. This tire is both badly worn on the inside shoulder (over extended mileage) and has suffered air leakage from a screw still in the tread. Neither of these conditions are warranty related and a dealer feedback was generated on this item.



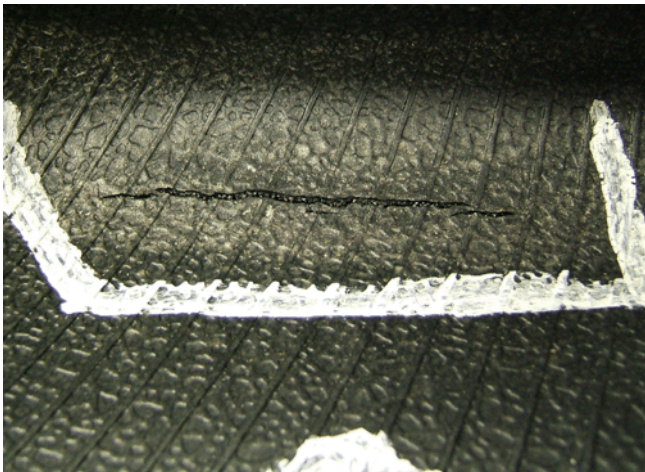
This tire was returned for air leakage. The source of the air leakage is a tire plug installed in a non-approved portion of the tire. This tire has been damaged by a road hazard and does NOT exhibit a warrantable condition. A dealer feedback was issued on this tire.



The next sample tire shows both sidewall wear, and cuts in a circum-radial line extending completely around the tire. This damage is the result of extended driving on a tire that has little or no air. The extensive sidewall wear is from contact with the road at that point.



This tire was damaged by extended driving with little or no air, just as the tire above it was. This photo shows the inside view. Shredding of the inside may not always be accompanied by obvious exterior damage. In either of these cases, this type of damage is the result of abuse and is NOT a warrantable condition.



This final example of common road damage is called a "rim-pinch." The air leak is caused by the tire folding and contacting the rim. Frequently this type of damage will cause a sidewall bulge when the tire is inflated, due to internal cord breakage. It is common for this type of damage to only be visible from the inside of the tire. The pictured tire is properly marked and shows a typical tear in the cord. This type of damage is considered road hazard and is NOT warrantable.

Important: These are only a sampling of the conditions exhibited in warranty tire returns. GM is not responsible for, and WILL NOT replace tires sent in for conditions under the "What is Not Covered" section above.

Tire Rotation and Care

Please advise customers the importance of regular tire rotations and maintaining suggested air pressure. Vehicle Owners Manuals contain tire rotation

requirements. Placards located in the door jamb, glove box or under the trunk lids of GM vehicles state the recommended tire pressures for the vehicle.

Customer Reimbursements

To adhere to the requirements in the Federal TREAD Act, it is important to follow the guidelines in this bulletin for all tire replacements. In all cases, the Service Agent will be required to generate a Tire Pre-Repair Authorization (PRA) in the Global Warranty Management (GWM) application before submitting a warranty transaction. Use the appropriate 7-digit Global Labour Code for the specific tire manufacturer. Follow the applicable procedure shown below:

1. **IF THE TIRE IS AVAILABLE** to be Returned to the Tire Manufacturer:
 - Service Agent must generate a Tire Pre-Repair Authorization (PRA) in Global Warranty Management.
 - Use the applicable Global Labor Code for the specific tire manufacturer.
 - Select the applicable Removal Reason from the dropdown.
 - GWM will generate a UPS shipping label, if applicable.
 - Tire to be returned to the tire manufacturer if:
 - The vehicle has been damaged or the tire displays physical damage.
 - The vehicle odometer has less than 12,000 miles.
 - If the Removal Reason is "Customer Enthusiasm" you will NOT be required to ship the tire(s) back to the tire manufacturer unless either of the two radio buttons are selected, indicating that YES, there was visible cracking, blistering, tread separation or other structural condition that was not caused by a road hazard and/or YES, the tire issue caused damage to any other parts of the vehicle.
 - After the Tire PRA moves from New to Accept status, the warranty transaction can be submitted.
2. **IF THE TIRE IS NOT AVAILABLE** to be Returned to the Tire Manufacturer:
 - Service Agent must generate a Tire Pre-Repair Authorization (PRA) in Global Warranty Management.
 - Use the applicable Global Labor Code for the specific tire manufacturer.
 - Select "Customer Enthusiasm" from the Removal Reason dropdown.
 - Select "NO" to answer the question: Was there visible cracking, blistering, tread separation or other structural condition that was not caused by a road hazard on the tire?
 - Select "NO" to answer the question: Did the tire issue cause damage to any other parts of the vehicle?
 - GWM will NOT generate a UPS shipping label.
Note: If you must select "YES" to either of the two abovementioned questions, then GWM will generate a UPS shipping label and you must contact the Dealer Business Center for assistance.
 - After the Tire PRA moves from New to Accept status, the warranty transaction can be submitted.

Additional Requirements for Customer Reimbursements

- GM Tire Warranty Proration applies to 2011–2014 Model Year Vehicles.
- The original receipts/invoices from the customer must be attached to the job card.
- A copy of the check must be attached to the job card and the check number is required within the comments field of the warranty transaction.
- When submitting the warranty transaction, the complaint, cause and correction fields must include detailed comments. (Vague comments such as "reimbursement" are not sufficient.)
- A copy of the cancelled check must be provided to a GM representative, if requested.

Global Warranty Management (GWM) for Tire Warranty

The tire warranty for 2014 and prior models will be handled through the GM Global Warranty Management system starting on April 12, 2010. This new transaction procedure will commonize tire warranty into the Global Warranty system you are already familiar with. This integration will eliminate separate processes, eliminate the need to go to an outside website, streamlining tire warranty submission, while minimizing any additional training required.

A Pre-Repair Authorization must be generated for all tire warranty transactions. To access New Pre-Repair Authorizations, go to the main Global Warranty Management (GWM) sitemap, click on Prepare & Submit Transactions and select Search/Create a Pre-Repair Authorization Document. Click on the NEW button at the bottom of the screen. At the New Pre-Repair Authorization Screen, enter the Business Unit from the dropdown (such as GM - US) then enter the Transaction Type from the dropdown (such as ZREG – Regular Vehicle Transaction) then select the Pre-Repair Type from the dropdown (Tire Replacement). Click on the GO button. You will be taken to a New Pre-Repair Authorization screen that has both a Pre-Repair Authorization tab as well as a Tire Authorization tab.

This prorated amount of the tire only will be submitted as "Customer Participation" on the transaction submission screen of Global Warranty Management.

New Pre-Repair Authorization

This screen allows Global Warranty Management Users to create new Pre Repair Authorizations.

Business Unit:

Transaction Type:

Pre-Repair Type:

Pre-Repair Authorization | **Time Authorization**

User Name: Michael Popovich *Required Fields

Disclaimer: All amounts are before taxes

BAC#: [VALIDATE](#)

Service Agent:

Contact Name:

Phone Number:

Fax Number:

Contact E-mail Address:

Address:

Job Card#:

Job Card Date:

Reference Number:

VIN: [VALIDATE](#) [Investigate Vehicle History](#)

Vehicle Make:

Vehicle Model:

Click on the Pre-Repair Authorization tab and fill in the appropriate information as shown in the list below: Those items that are required will have an asterisk shown next to the heading.

- BAC*
- Service Agent
- Contact Name
- Phone Number
- Fax Number
- Contact E-mail Address
- Job Card*
- Job Card Date*
- Reference Number (optional)
- VIN*
- Vehicle Make
- Vehicle Model
- Odometer*
- Transaction Flag
- Customer Complaint Category*
- Complaint Code*
- Description* (for Complaint Code)
- Cause Code*
- Description* (for Cause Code)
- Correction Description*
- Labor Operation*
- Labor Time, including Supplemental Time and/or OLH Time
- Labor Rate
- Labor Total
- Parts Total
- Part Numbers
- Net Item Type and Amount

- Net Item Total
- Tax
- Deductible
- Total Before Taxes
- Auth Code
- Comment*

Then click on the Tire Authorization tab and fill in the appropriate information as shown in the list below:

Those items that are required will have an asterisk shown next to the heading:

- Tire Brand*
- Tire Name*
- Tire Position*
- Sidewall Type*
- Defect Location*
- Removal Reason* (Select Customer Enthusiasm, if applicable.)
- Tire Performance Criteria Number (TPC)*
- Tire Size*
- DOT Code*

Select a YES/NO radio button to answer the question: Was there visible cracking, blistering, tread separation or other structural condition that was not caused by a road hazard on the tire? (Do not select "YES" if the condition was caused by a road hazard or suspension misalignment, or for noise, vibration or tread wear conditions.)

Note: The purpose of this selection is to verify that in the servicing dealers judgement, the tire was replaced due to an inherent structural problem in the tire (not road hazard, customer enthusiasm, etc.).

Select a YES/NO radio button to answer the question: Did the tire issue cause damage to any other parts of the vehicle?*

If there is more than one defective tire being replaced on the same vehicle, click on the NEXT TIRE SAME VEHICLE button and enter the appropriate information for the next tire.

When completed, click on the SAVE button or SAVE AND ADD ATTACHMENTS button.

Required Tire Return and UPS Shipping e-Label

Based on the information entered in GWM you may be required to return the tire replaced as a condition of the GM new vehicle warranty.

You WILL be required to ship the tire if:

- the vehicle has been damaged or the tire displays physical damage
- the vehicle odometer has less than 12,000 miles.

If the tire requires shipping the GWM system is able to create a tire return document and UPS shipping label as shown below.

GWM TIRE RETURN DOCUMENT
Tire ID #1300402

This form is to be used for returning original equipment tires eligible under the terms of the GM Bumper-to-Bumper New Vehicle Tire Warranty. All original equipment tires still have a Tire Performance Criteria (TPC) number marked on the sidewall. Please locate and enter the TPC number. The tire manufacturer may request a tire history on certain tires. All information must be entered on this form, including the TPC #, in order to return the tire to the manufacturer and process your warranty claim.

Service Agent Name/Location BAC Address GM Region Country	114899 4008 E ESPY ST 2318 SPO SOUTH TX US	Service Agent Name BAC City State/Prov Postal Code	SEET OGDEN CHEVROLET, BAC MOSCOW TX 75072-4611
Service Agent Contact Information Contact Name Contact Email Address		Contact Phone Number Fax Number	9565811111
Vehicle Information VIN Vehicle Make Description Vehicle Mileage	913P87YX800277 SAAB 4321	Model Year Vehicle Model Job Card Number Job Card Open Date	2008 9-3 TQV11 01/06/2010
Tire Information Tire Brand Sidewall Type Tire Performance Criteria DOT Code	MICC Rack-wall 72H 000000	Tire Name Tire Size	0396 P205/52R19
Replaced Tire Information Tires must be returned by the appropriate Tire Manufacturer using a pre-printed UPS shipping label. Complete the DOT Code found on the inside of each tire, near the beads, and the DOT found on the sidewall of each tire. Mark the DOT Code on the inside of each tire.	Default Location Removal Reason If Removal Reason is Other, give reason for removal	Tire Position L/R Front	
Is Tire Damaged? Tire Cause Vehicle Damage	No Label no		
Additional Shipping Information Create Date		Shipping Label Number	120543AR026899339

- View/Print Label**
1. Print the label. Follow the instructions at the top of this section to print the label below.
 2. Fold the printed label at the dotted line. Place the label in a UPS Shipping Pouch. If you do not have a pouch, use the folded label using clear plastic tape over the entire label.
 3. GETTING YOUR SHIPMENT TO UPS
Customers without a Daily Pickup
 - Ground, 3 Day Select, and Standard to Canada shipments must be dropped off at an authorized UPS location, or handed to a UPS driver. Package services not available for these services. To find the nearest drop-off location, select the Drop-off icon from the UPS tool bar.
 - Air shipments (including Worldwide Express and Expedite) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select Pickup or Drop-off icon from the UPS tool bar.
 - Customers with a Daily Pickup
 - Your driver will pickup your shipment(s) as usual.



Important: When tires replaced under warranty are shipped back to the tire manufacturer, you must use the UPS shipping label(s) generated by Global Warranty Management. You are required to use one (1) UPS shipping label per tire. You are NOT allowed to ship multiple tires with a single UPS shipping label even if the UPS Agent says it is OK to do so. If you ship multiple tires with a single UPS label, the Tire Pre-Repair Authorization (PRA) will remain in New status and will NOT move to Accept status. Consequently, if a transaction is submitted while the Tire PRA is in New status, the transaction will reject for Error 7 (Tire Warranty Pre-Authorization Not Found).

If the Removal Reason is "Customer Enthusiasm," you will NOT be required to ship the tire(s) back to the tire manufacturer unless either of the two radio buttons were selected, indicating that YES, there was visible cracking, blistering, tread separation or other structural condition that was not caused by a road hazard and/or YES, the tire issue caused damage to any other parts of the vehicle.

Transaction Approval

Once the tire information is entered, the label is printed and the tire shipped (if required), the Status field shown on the Tire Pre-Repair Authorization (PRA) will move from New status to Pending status a short time after the UPS Agent scans the barcode on the shipping label. After another short period of time, the Status field shown on the Tire Pre-Repair Authorization will then move again from Pending status to Accept status. The service agent can then submit the transaction. Based on the BAC code, labor operation and job card number, the GWM system will associate the Tire PRA to the transaction and the transaction will be paid, unless there are reject codes that may require authorization.

If the tire is not required to be shipped back to the tire manufacturer, the Status field on the Tire Pre-Repair Authorization (PRA) will move from New status to Accept status within a short period of time. The warranty transaction can then be submitted.

Important: It is a GWM system requirement that the Tire Pre-Repair Authorization (PRA) must be in Accept status before the service agent submits the warranty transaction. Failure to do so will result in the transaction being rejected for Error 007 (Tire Warranty Pre-Authorization Not Found.)

ADMINISTRATIVE ALLOWANCE: Up to 0.3 hour may be entered in the Administrative Time field when submitting the transaction. This allowance is for the time required to submit the Tire Pre-Repair Authorization (PRA) into the Global Warranty Management (GWM) system and to return the tire to the tire manufacturer.

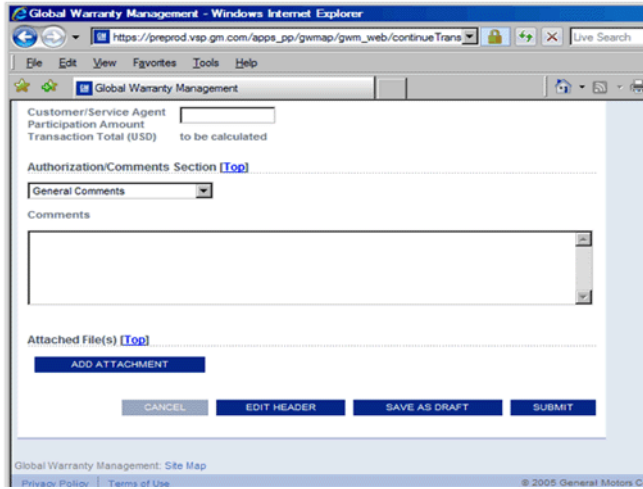
For Document Only requests, up to 0.2 hour can be submitted per transaction. The time requested for reimbursement depends on the complexity of the request as determined by the service agent.

PRORATED TIRE AMOUNT CALCULATION: "Cost" of the tire should be calculated by using the cost + regular warranty markup.

The following are a few transaction examples. For additional information on the GWM system please refer to the training materials distributed on the GWM system website.

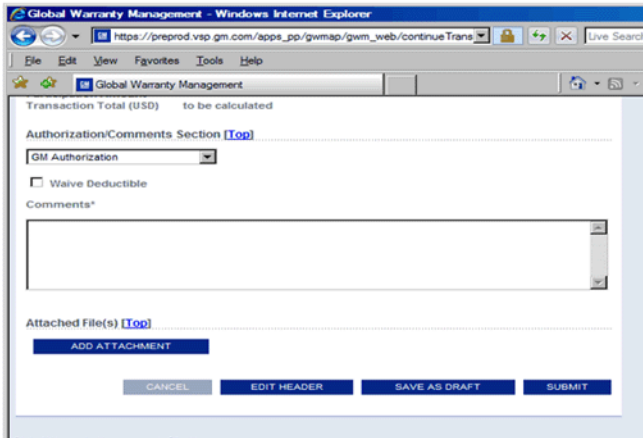
Example Transaction Submission - Scenario 1

The Service Agent can simply submit the tire transaction and the system-assigned Pre-Repair Authorization (PRA) number is maintained in the background of the transaction.



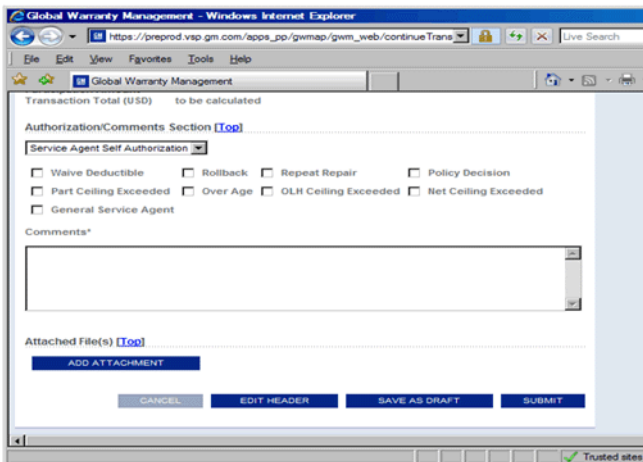
Transaction Submission - Scenario 2

The Service Agent can H-Route the tire transaction and the system-assigned Pre-Repair Authorization (PRA) number is maintained in the background of the transaction.



Transaction Submission - Scenario 3

The Service Agent can self-authorize the tire transaction and the system-assigned Pre-Repair Authorization (PRA) number is maintained in the background of the transaction.



Global Warranty Management (GWM) Sample Transaction Information

Transactions are submitted into GWM with the information as indicated below:

Repair Performed	Transaction Type	Labor Operation	Base Labor Time	Administrative Time	Part Number(s)	Net Item Types
Tire, Goodyear / Dunlop --- Replace	ZREG	8060440	As Appropriate	0.3 hr	All Detailed Parts	As Appropriate

Warranty Labor Codes and Times

OPERATION DESCRIPTION	*OE Tire Warranty Labor Operation Number	Labor Time
TIRE, GOODYEAR/DUNLOP— REPLACE	8060440	Use Published Labor Operation Time
TIRE, CONTINENTAL/GENERAL — REPLACE	8060460	
TIRE, MICHELIN, UNIROYAL, BF GOODRICH — REPLACE	8060480	
TIRE, BRIDGESTONE / FIRESTONE— REPLACE	8060540	
TIRE, KUMHO — REPLACE	8060580	
TIRE, HANKOOK — REPLACE	8060600	
TIRE, PIRELLI — REPLACE	8060620	
TIRE, MAXXIS— REPLACE	8060640	
TIRE, YOKOHAMA— REPLACE	8060660	

Transportation Transactions

For any tire replaced because of transportation damage, use labor code 0500110 and submit as a transportation transaction. Transportation transactions should be submitted to Global Warranty Management and do not require approval prior to submission. **DO NOT use the tire replace labor codes for any tire replaced due to transportation damage or incorrect parts.**

Toll-Free Assistance

Tire Companies

Bridgestone/ Firestone www.bridgestonetire.com	1-800-847-3272 (Bridgestone) 1-800-356-4644 (Firestone)
Continental/General www.generaltire.com www.continentaltire.com	1-800-TIRE FIX (1-800-847-3349)
Goodyear/Dunlop www.goodyeartires.com www.dunloptires.com	1-800-321-2136

Michelin/Uniroyal/Goodrich www.michelinman.com	1-800-TIRE HELP (1-800-847-3435)
Kumho www.kumhousa.com	1-800-445-8646
Hankook www.hankooktireusa.com	1-877-740-7000 (East) 1-800-426-8252 (West)
Pirelli www.us.pirelli.com	1-800-747-3554 prompt 1
Maxxis www.maxxis.com	1-866-509-7067

To contact the GM Tire Program call 1-888-414-6322 for Tire Warranty Issues or 1-888-337-1010 for application concerns.

UPS Pick-Up Service Assistance: 1-800-PICK-UPS (1-800-742-5877)

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION