



# Service Bulletin

## WARRANTY ADMINISTRATION

**Subject:** Warranty Administration – Updated - Dealer Empowerment Labor Operations and Customer Enthusiasm (U.S. Only)

**Models:** 2018 and Prior GM Passenger Cars and Trucks

**Attention:** This Service Bulletin does not apply to 'GM of Canada' dealers.

*This Bulletin has been revised to add the 2018 Model Year and update the information. Please discard Corporate Bulletin Number 11-00-89-005J.*

The effective date of the requirements of this bulletin is April 20, 2017.

As we focus on keeping the customer at the center of everything that we do, we challenge you, our dealers, to be assertive on behalf of our customers and make effective use of the policy and goodwill tools available so that customers are satisfied and remain loyal to their vehicle brand and your dealership. While this effort has been helpful to many dealers, the reality is that this strategic approach has not consistently focused on the Customer's experience / engagement and is not always consistent across different dealerships and different markets.

The basis for this bulletin is to provide a more consistent professional approach to resolving customer issues while spending resources in a judicious manner.

### Organizational Terms

The following chart should clarify the terms used to describe various payment categories used to satisfy customer requests for assistance. These terms will be used throughout this bulletin.

Resource	Definition
<b>Warranty</b>	Vehicle repairs within the time and mileage limitations of the applicable warranty coverage that are a result of a covered defect in materials or workmanship. <ul style="list-style-type: none"> <li>• Example: Window Regulator is replaced during the applicable New Vehicle Limited Warranty.</li> </ul>
<b>Customer Enthusiasm</b>	Vehicle repairs within the time and mileage limitations of the applicable warranty coverage that ARE NOT the result of a covered defect in materials or workmanship. <ul style="list-style-type: none"> <li>• <b>Example:</b> Repair of a front air deflector due to customer not realizing how low it is.</li> </ul>
<b>Policy</b>	Vehicle repairs outside of the applicable time and mileage limitations of the applicable warranty coverage. <ul style="list-style-type: none"> <li>• Example: Wiper motor fails at 52,000 miles and GM pays for all or part of the repair cost.</li> </ul>

<p><b>Goodwill</b></p>	<p>Assistance expenditures made to satisfy the customer.</p> <ul style="list-style-type: none"> <li>• The term “Goodwill” <b>does not</b> refer to a vehicle repair. Repair outside of Warranty is “Policy.”</li> <li>• Goodwill is the term for the tools that are used to offset customer inconvenience or to offer additional protection and peace of mind. Details of the Goodwill tools are found later in this bulletin. <ul style="list-style-type: none"> <li>• Example: Customer has had to return to the dealership for a repeat connectivity issue with OnStar and based on this customer’s unique situation, the service manager deems it appropriate to offer an extension to the customer’s OnStar subscription.</li> </ul> </li> </ul>
<p><b>Special Coverage</b></p>	<p>Extension of the warranty coverage of a specific vehicle component or system if an identified non-safety related failure occurs.</p> <ul style="list-style-type: none"> <li>• The necessary repair under a Special Coverage will be performed <b>only if</b> the Special Coverage is noted in IVH under the applicable warranty section and the vehicle exhibits the condition specified.</li> <li>• Example: Extended coverage on the transmission shift cable for certain 3–5 wave plate vehicles.</li> </ul>

## Goodwill

As an alternative to paying for non-warranty repairs of the subject vehicle, GM encourages the use of the following tools to satisfy and retain the customer. Access to the Goodwill tool request forms and guidelines are available in the Dealer Aftersales Empowerment App of the Service Department section on Global Connect.

**Important:** Please note that some tools are not available in certain states or for use in a stop sale or recall situation, contact your District Manager of Aftersales for further direction).

- **OnStar®** – Plan Upgrade, Calling Minutes, past Subscriber Activation, Customer Activation Options.
- **Maintenance Letter** – Letter issued to the customer for \$100 towards a one- time service or maintenance visit.
- **Component Coverage Letter (CCL)** – Letter issued extending coverage of a designated vehicle component for a specific time frame.
- **Sirius XM Subscription** – An All Access based subscription.
- **Data Plans** - Complimentary data package of specific size and time duration downloaded into a customer’s vehicle equipped with 4G LTE functionality.
- **Chevrolet, Buick, GMC, and Cadillac Protection Plan** – A service contract covering various vehicle components & systems and issued for various time and mileage intervals & deductibles.
- **Chevrolet, Buick, GMC and Cadillac Tire & Wheel Protection Plan** Repair or replace wheels and/or tires that are damaged due to road hazards.
- **Chevrolet, Buick, GMC and Cadillac Pre-Paid Maintenance Plan** - A plan covering various maintenance services such as oil changes, tire rotations and fluid top-offs.

GM may add additional tools in the future, please consult the Dealer Aftersales Empowerment application in Global Connect for additional details.

## The Following Goodwill Tools are to be Processed via the Global Warranty System

Specialized labor operations have been created for specific non-repair situations to be utilized by the dealer for goodwill purposes such as resolving a customer inconvenience or dissatisfaction with their vehicle or the service provided. Requirements for the claim submission of these labor operations are specified in the Service Policy and Procedures manual Article 8.5.1.

**Important: If a vehicle is included in a recall situation, DMA pre-approval is required.**

### Spontaneous Goodwill Maintenance (0600343)

Dealer provides complimentary goodwill maintenance, consistent with GM recommendations contained in the customer’s owner’s manual, when a customer was not issued a maintenance letter or other tools. Labor operation 0600343 should be used for this claim submission. There is a \$100 maximum for usage of the labor operation. The transaction must be submitted with the exact amount of the complimentary maintenance. GM is not to be charged more than what is customary.

### Incidental Non-Warranty Expense (0600015)

Dealer agrees to reimburse a customer for reasonable expenses incurred as a result of the service repair. Examples are: hotel expenses, meal expenses, flowers, or other appropriate expenses to compensate the customer for inconvenience. There is a \$500 maximum for retail usage and the transaction should be submitted using labor operation 0600015.

### Vehicle Payment Expense (0600005)

Dealer, in unique circumstances, may determine it is appropriate to reimburse the customer for a vehicle payment for their GM vehicle experiencing service

issues. Labor operation 0600005 is only to be used for this goodwill tool and a \$1000 maximum for retail usage exists for this operation. A transaction using this labor operation should be submitted with the explanation of the situation in the Complaint/Cause/Correction fields, along with the exact dollar value of the month payment (including method used to determine or calculate the payment amount) and the check number issued to the customer as reimbursement.

**Important:** These labor operations have specific applications and any inappropriate use will result in a debit. Refer to the Dealer Empowerment section of the Service Policies and Procedures manual, Article 8.6.1 for Compliance.

## Customer Enthusiasm Repair-Non Warranty

A Customer Enthusiasm Repair is a repair performed with GM participation, within the warranty period, where the product issue is NOT the result of a defect in material or workmanship. This expense would normally be customer responsibility and in this unique instance, the dealer is requesting GM to assist in the repair cost to ensure customer loyalty. The transaction must be submitted using the published repair operation with the "Customer Enthusiasm-Non Warranty Repair" indicator selected.

**Important:** These type of repairs are not covered by the New Vehicle Limited Warranty, a 50% Customer Participation is strongly recommended.

- Example: Customer's vehicle has a cut in the rear seat back at 8,000 miles. This is clearly not a defect in material or workmanship and therefore would not be a warranty repair. Based on the facts and circumstances and the customer's history with the dealership, the service manager would like to fix the customer's issue and submit this to GM for reimbursement 50% even though it is a non-warrantable repair. The transaction would be entered as a ZREG using the rear seat back labor operation with the Customer Enthusiasm-Non Warranty Repair box checked, the full amount of parts and labor input and the Customer participation amount input into the Customer/Service Agent Participation field. The Complaint, Cause, and Correction fields must document the situation including the substantive reasons for the decision.

**When not to use:** Customer Enthusiasm must never be used in situations where there was a warranty defect that caused the customer's concern, repeat repairs resulting from a warrantable failure, assembly replacements instead of repair for customer satisfaction, etc.

- Example of inappropriate use: Customer's vehicle has no reverse at 2,000 miles. 3-5R clutch housing damaged. Transmission replaced versus repaired due to low mileage. Even though the cost comparison shows it is more cost effective to repair the unit, it is being replaced for customer satisfaction.

**Important:** All examples in this Bulletin assume certain facts. You should evaluate each customer's situation on a case-by-case basis. Customer Enthusiasm is not to be used for divisional/brand maintenance programs, reimbursements, accessories, sales incentives, or anything non-repair issues.

## Policy Guidelines

**The guidelines are being used to:**

- Create a Policy strategy which drives increased service and sales retention.
- Develop consistent decision making practices / processes among dealers, field (including Fleet Sales) and Customer Assistance Center (CAC) representatives.
- Document customer / dealer participation amounts at varying time and mileage intervals once a decision to provide assistance has been made.

**The guidelines are NOT being used to:**

- Discourage taking care of our customers.
- Impose a rigid "one size fits" all approach to issue resolution.
- Disregard circumstances that make a particular customer's situation unique.

## Policy Evaluation Tool

A new tool has been developed which takes into account a retail customer's total GM engagement at a household level in determining the level of GM participation in out of warranty repair situations to maximize sales and service retention.

When presented with a repair that is beyond the warrantable coverage and you have determined that a policy decision is appropriate for the particular customer's situation, you must use the online Policy Evaluation Tool to determine the dollar value range of the GM Participation. You will need to enter the customer name, vehicle information, repair group, and the total repair cost (at warranty rates). The GM participation amount will be displayed as a dollar range. You decide how much assistance to offer within the range. After entering the agreed upon customer/service agent participation amount, print the document for attachment to the job card.

Any deviation from the recommended GM participation amount, within the range provided by the Policy Tool, requires pre-approval authorization from the District Manager Aftersales (DMA). If the DMA approves the deviation, the approved version of the pre-approval form must be attached to the transaction. Any deviation without DMA Pre-approval is subject to review and potential charge-back.

The online Policy Evaluation Tool can be accessed in the Dealer Aftersales Empowerment App in the Service Department section of Global Connect. If you do not have the link, please contact your dealership's Partner Security Coordinator (PSC) to obtain access.

If you are prompted that the vehicle is no longer owned by the original owner or that the vehicle ownership records cannot be validated, please determine the ownership status as there are several circumstances that could lead to this indication. Among these are name changes from marriage, transfer within the family, business name, etc.

If the vehicle is registered in a business' name, check the box in the form before running the tool.

If after validating the correct spelling of the customer's name was entered and the Policy Evaluation Tool still does not find the vehicle ownership records, there will be a message on the screen indicating so, as well as a pound sign (#) will be displayed next to the customer participation amount. The customer participation amount displayed will be based on the Time and Mileage Tables in this bulletin. For these situations, as well as for vehicles registered in a business name, you should use the following supporting and limiting factors as you determine the individual level of support to offer, if any.

**Supporting Factors:**

- Close to vehicle or component's warranty expiration
- Loyal GM new vehicle customer and/or loyal service customer
- Original owner
- Repeat repairs related to current vehicle issue
- Type of repair
- High incurred customer expense to repair "out of warranty" issues
- High number of days vehicle down during warranty
- Customer's point in the ownership (purchase) cycle
- Additional factors that you believe support assistance
- Customer has established history of properly caring for and maintaining the vehicle

**Limiting Factors:**

- Purchased as a used vehicle (non-Certified)
- Well beyond vehicle or component's warranty expiration
- Cause is not normally covered by warranty (misuse, abuse, neglect, accidental damage, lack of maintenance)
- Customer does not appear to take good care of the vehicle
- Expenses incurred due to damage from an accident that insurance will not cover
- Expenses incurred due to damage done by an independent repair facility
- Additional factors that you believe do not support assistance

Please note that there may be other factors that influence your decision making. We are relying on our dealer service management personnel to engage with the customer and to make the best balanced business decision possible.

In determining whether to perform a Policy repair your decision making process must treat each case as a unique set of circumstances and each customer's situation must be evaluated on a case-by-case basis.

If the component's coverage is not listed on the Policy Tool form, please select the Bumper to Bumper coverage and enter the time and mileage end dates of the component coverage or if using this bulletin, choose the Bumper to Bumper table to determine the starting level of Participation. You will need to use your judgment to determine if this level of participation is appropriate.

As an alternative for these and other circumstances where repair assistance is inappropriate, consider using one of the Goodwill tools that are described in this bulletin.

**Participation Time and Mileage Tables**

**Bumper-to-Bumper Coverage (Includes Powertrain items on 2006 and Prior vehicles)**

Beyond New Vehicle Limited Warranty Repairs in the following repair groups:

***Time and Mileage Table 1 (Chevrolet, GMC, Pontiac, Saturn)***

Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.								
Days out of Warranty								
Miles out of Warranty		0	1 – 365	366 – 730	731 – 1,095	1,096 – 1,460	1,461 – 1,825	1,826 +

**Miles out of Warranty**

0	In Warranty	10% or \$100	25% or \$200	40% or \$300	55% or \$400	70% or \$500	Pre-Approval
1 – 12,000	10% or \$100	10% or \$100	25% or \$200	40% or \$300	55% or \$400	70% or \$500	Pre-Approval
12,001 – 24,000	25% or \$200	25% or \$200	25% or \$200	40% or \$300	55% or \$400	70% or \$500	Pre-Approval
24,001 – 36,000	40% or \$300	40% or \$300	40% or \$300	40% or \$300	55% or \$400	70% or \$500	Pre-Approval
36,001 – 48,000	55% or \$400	55% or \$400	55% or \$400	55% or \$400	55% or \$400	70% or \$500	Pre-Approval
48,001 – 60,000	70% or \$500	70% or \$500	70% or \$500	70% or \$500	70% or \$500	70% or \$500	Pre-Approval
60,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval



**Time and Mileage Table 2 (Buick, Cadillac, HUMMER)**

<b>Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.</b>							
<b>Days out of Warranty</b>							
<b>Miles out of Warranty</b>		0	1 – 365	366 – 730	731 – 1,095	1,096 – 1,460	1,461 +
	0	In Warranty	10% or \$100	25% or \$200	40% or \$300	55% or \$400	Pre-Approval
	1 – 12,000	10% or \$100	10% or \$100	25% or \$200	40% or \$300	55% or \$400	Pre-Approval
	12,001 – 24,000	25% or \$200	25% or \$200	25% or \$200	40% or \$300	55% or \$400	Pre-Approval
	24,001 – 36,000	40% or \$300	40% or \$300	40% or \$300	40% or \$300	55% or \$400	Pre-Approval
	36,001 – 48,000	55% or \$400	55% or \$400	55% or \$400	55% or \$400	55% or \$400	Pre-Approval
	48,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval



**Powertrain Coverage (2007 Model Year +)**

Beyond New Vehicle Limited Warranty Repairs in the following repair groups:



**Time and Mileage Table 3 (Chevrolet, GMC, Pontiac, Saturn)**

<b>Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.</b>						
<b>Days out of Warranty</b>						
<b>Miles out of Warranty</b>		0	1 – 365	366 – 730	731 – 1,095	1,096 +
	0	In Warranty	40% or \$300	55% or \$400	70% or \$500	Pre-Approval

	1 – 12,000	40% or \$300	40% or \$300	55% or \$400	70% or \$500	Pre-Approval
	12,001 – 24,000	55% or \$400	55% or \$400	55% or \$400	70% or \$500	Pre-Approval
	24,001 – 36,000	70% or \$500	70% or \$500	70% or \$500	70% or \$500	Pre-Approval
	36,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval



**Powertrain Coverage (2007-2012 MY)**

***Time and Mileage Table 4 (Buick, Cadillac, HUMMER)***

<b>Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.</b>						
<b>Days out of Warranty</b>						
<b>Miles out of Warranty</b>		0	1 – 365	366 – 730	731 – 1,095	1,096 +
	0	In Warranty	40% or \$200	55% or \$300	70% or \$400	Pre-Approval
	1 – 12,000	40% or \$200	40% or \$200	55% or \$300	70% or \$400	Pre-Approval
	12,001 – 24,000	55% or \$300	55% or \$300	55% or \$300	70% or \$400	Pre-Approval
	24,001 – 36,000	70% or \$400	70% or \$400	70% or \$400	70% or \$400	Pre-Approval
	36,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval



**Powertrain Coverage (2013 MY +)**

***Time and Mileage Table 5 (Cadillac, Buick)***

<b>Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.</b>					
<b>Days out of Warranty</b>					
<b>Miles out of Warranty</b>		0	1 – 365	366 – 730	731+
	0	In Warranty	40% or \$300	55% or \$400	Pre-Approval
	1 – 12,000	40% or \$300	40% or \$300	55% or \$400	Pre-Approval
	12,000 – 24,000	55% or \$400	55% or \$400	55% or \$400	Pre-Approval
	24,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval



**Powertrain Coverage (2016 MY +)**

***Time and Mileage Table 6 (Chevrolet, GMC)***

Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.					
<b>Days out of Warranty</b>					
<b>Miles out of Warranty</b>	-	0	1 – 365	366 – 730	731+
	0	In Warranty	40% or \$300	55% or \$400	Pre-Approval
	1 – 12,000	40% or \$300	40% or \$300	55% or \$400	Pre-Approval
	12,000 – 24,000	55% or \$400	55% or \$400	55% or \$400	Pre-Approval
	24,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval

**8 Year / 80,000 Mile Federal Emission Coverage**

***Time and Mileage Table 7 (Chevrolet, GMC, Pontiac, Saturn)***

Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.			
<b>Days out of Warranty</b>			
<b>Miles out of Warranty</b>		0	1 +
	0	In Warranty	Pre-Approval
	1 – 12,000	70% or \$400	Pre-Approval
	12,001 +	Pre-Approval	Pre-Approval

***Time and Mileage Table 8 (Cadillac, Buick, HUMMER)***

Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.			
<b>Days out of Warranty</b>			
<b>Miles out of Warranty</b>		0	1 +
	0	In Warranty	Pre-Approval
	1 – 12,000	70% or \$400	Pre-Approval
	12,001 +	Pre-Approval	Pre-Approval

**36 Month / 50,000 Mile Emission Coverage**

***Time and Mileage Table 9 (Cadillac, GMC, Pontiac, Saturn)***

Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.			
<b>Days out of Warranty</b>			

<b>Miles out of Warranty</b>		0	1 – 365	366 – 730	731 – 1,095	1,096 – 1,460	1,461 – 1,825	1,826 +
	0	In Warranty	10% or \$100	25% or \$200	40% or \$300	55% or \$400	70% or \$500	Pre-Approval
	1 – 12,000	10% or \$100	10% or \$100	25% or \$200	40% or \$300	55% or \$400	70% or \$500	Pre-Approval
	12,001 – 24,000	25% or \$200	25% or \$200	25% or \$200	40% or \$300	55% or \$400	70% or \$500	Pre-Approval
	24,001 – 36,000	40% or \$300	40% or \$300	40% or \$300	40% or \$300	55% or \$400	70% or \$500	Pre-Approval
	36,001 – 48,000	55% or \$400	55% or \$400	55% or \$400	55% or \$400	55% or \$400	70% or \$500	Pre-Approval
	48,000 – 60,000	70% or \$500	70% or \$500	70% or \$500	70% or \$500	70% or \$500	70% or \$500	Pre-Approval
	60,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval

**Corrosion Coverage**

***Time and Mileage Table 10 (Chevrolet, GMC, Pontiac, Saturn)***

<b>Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.</b>					
<b>Days out of Warranty</b>					
<b>Miles out of Warranty</b>		0	1 – 365	366 – 730	731 +
	0	In Warranty	55% or \$400	70% or \$500	Pre-Approval
	1 – 12,000	55% or \$400	55% or \$400	70% or \$500	Pre-Approval
	12,001 – 24,000	70% or \$500	70% or \$500	70% or \$500	Pre-Approval
	24,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval

***Time and Mileage Table 11 (Cadillac, Buick)***

<b>Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.</b>			
<b>Days out of Warranty</b>			
0	1 – 365	366 – 730	731 +
In Warranty	40% or \$300	55% or \$400	Pre-Approval

**Certified Pre-Owned Coverage**

***Time and Mileage Table 12 (Chevrolet, GMC)***



Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.

Days out of Warranty

Miles out of Warranty		0	1 – 365	366 – 730	731 – 1,095	1,096 – 1,460	1,461 +
	0	In Warranty	10% or \$100	25% or \$200	40% or \$300	55% or \$400	Pre-Approval
1 – 12,000	10% or \$100	10% or \$100	25% or \$200	40% or \$300	55% or \$400	Pre-Approval	
12,001 – 24,000	25% or \$200	25% or \$200	25% or \$200	40% or \$300	55% or \$400	Pre-Approval	
24,001 – 36,000	40% or \$300	40% or \$300	40% or \$300	40% or \$300	55% or \$400	Pre-Approval	
36,001 – 48,000	55% or \$400	55% or \$400	55% or \$400	55% or \$400	55% or \$400	Pre-Approval	
48,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval

**Time and Mileage Table 13 (Buick)**

Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.

Days out of Warranty

Miles out of Warranty		0	1 – 365	366 – 730	731 – 1,095	1,096 +
	0	In Warranty	25% or \$200	40% or \$300	55% or \$400	Pre-Approval
1 – 12,000	25% or \$200	25% or \$200	40% or \$300	55% or \$400	Pre-Approval	
12,001 – 24,000	40% or \$300	40% or \$300	40% or \$300	55% or \$400	Pre-Approval	
24,001 – 36,000	55% or \$400	55% or \$400	55% or \$400	55% or \$400	Pre-Approval	
36,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval

**Time and Mileage Table 14 (Cadillac)**

Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.

Days out of Warranty

Miles out of Warranty		0	1 – 365	366 – 730	731 +
	0	In Warranty	40% or \$300	55% or \$400	Pre-Approval
1 – 12,000	40% or \$300	40% or \$300	55% or \$400	Pre-Approval	
12,001 – 24,000	55% or \$400	55% or \$400	55% or \$400	Pre-Approval	
24,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval

**Diesel Coverage (2007 MY +)**

**Time and Mileage Table 15 (Chevrolet, GMC)**

Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.						
Days out of Warranty						
Miles out of Warranty		0	1 – 365	366 – 730	731 – 1,095	1,096 +
	0	In Warranty	40% or \$300	55% or \$400	70% or \$500	Pre-Approval
	1 – 12,000	40% or \$300	40% or \$300	55% or \$400	70% or \$500	Pre-Approval
	12,001 – 24,000	55% or \$400	55% or \$400	55% or \$400	70% or \$500	Pre-Approval
	24,001 – 36,000	70% or \$500	70% or \$500	70% or \$500	70% or \$500	Pre-Approval
	36,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval

**Important Notes**

- As the majority of Policy repairs are isolated and unique, the participation applies to each Policy labor operation on the job card. The customer and/or Service Agent participation **MUST** be documented in the Customer / Service Agent participation field of the Global Warranty system transaction. The service manager must authorize the policy adjustment prior to the claim being submitted. This authorization must be in the form of an explanation, signature/initials, time, and date (reference GM Service Policies & Procedures Manual, Article 3.2.13)
- Document in the job card the substantive reasons and pertinent facts and circumstances supporting the assistance. The reasons supporting GM assistance should be abundantly clear to an objective third party reviewing the job card that has not been involved in the customer decision making process. Short general comments such as “good customer” or “out of warranty” are not sufficient - document your decision making process as well as the reasons for adjustment in some detail.

**Important:** Failure to document the participation amount in the Customer/Service Agent participation field may result in a charge back for the applicable amount.

**Customer/Service Agent Participation Amount Transaction Processing**

When the customer or the dealer agree to participate in the cost of the repair, the transaction is to be submitted in the following way:

Enter the labor, parts, net item as if GM was going to cover the repair under warranty. Note, as per section 2.2.2 of the 2016 GM Service Policies and Procedures manual, “When a “partial” adjustment is made, the entire repair must be calculated at warranty rates.”

- Enter the Customer / Service Agent Participation amount in the “Customer/Service Agent Participation Amount” field as a positive number.
- The transaction will be reduced by this amount and pay the dealer net (total less participation amount) amount.

**Example: The Policy Evaluation Tool recommend for a customer that on a repair totaling \$679.36 (at warranty rates), the GM Participation would be between \$320 -\$400. The agreed upon customer participation amount was \$300. The dealer submits for 4.4 hours of labor, \$215.86 in parts and \$86.35 in parts markup for a total transaction amount of \$679.36. The dealer then inputs \$300 in the Customer/Service Agent Participation Amount field. The dealer will receive \$379.36 through the GWM system.**

This procedure will give full transparency to the amount of participation, allow for verification that the dealer is collecting the participation and will minimize unnecessary transaction processing issues due to miscalculations.

**Pre-Approval Process**

When a policy repair requires pre-approval, the dealer is required to contact their District Manager Aftersales for approval utilizing the Pre-Approval request form that is available in the Dealer Aftersales Empowerment App in the Service Department section of Global Connect. If you do not have the link, please contact your dealership’s Partner Security Coordinator (PSC) to obtain access. The complete Pre-Approval Process can be found in the Service Policy and Procedures Manual Article 3.2.13

**Vehicles with Aftermarket Service Contracts**

If a vehicle has an active service contract, all transactions submitted outside of the terms of the new vehicle warranty will require authorization to ensure that the customer first uses the benefits of the service contract they purchased. To request approval, the dealer must document the current contract status (expired, component not included, owner not party to the contract, etc.). This information must be submitted in the comments section and documented in the

vehicle's service file.

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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.



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