



Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 11-00-89-005J

Date: October, 2016

WARRANTY ADMINISTRATION

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

Models: 2017 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 2017 Model year, update Goodwill Tools, Customer Enthusiasm, and Policy Guidelines. Please discard Corporate Bulletin Number 11-00-89-005I.

The effective date of the requirements of this bulletin is October 1, 2016.

For some time now we have been working together to put the customer at the center of everything that we do. During this time, we've challenged you, our dealer partners, 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.

Over the past several years, we have extended increased levels of empowerment to our dealers and our team members so you can confidently do what is right to satisfy our mutual customers. And while this effort has been largely successful, the reality is that this strategic approach is not always consistent across different dealerships and different markets. In addition, several of you have requested that we provide additional guidance to assist you in making effective decisions, on behalf of the customer, while expending resources in a cost effective manner.

It is those requests, and the desire to continually improve the customer experience that are the basis for this bulletin, in which we will be documenting guidelines to further assist you and your employees in developing 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
Warranty	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. • Example: Window Regulator is replaced during the applicable New Vehicle Limited Warranty.
Customer Enthusiasm	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. • Example: Repair of a front air deflector due to customer not realizing how low it is.
Policy	Vehicle repairs outside of the applicable time and mileage limitations of the applicable warranty coverage. • Example: Wiper motor fails at 52,000 miles and GM pays for all or part of the repair cost.
Goodwill	Assistance expenditures made to satisfy the customer. • The term "Goodwill" does not refer to a vehicle repair. Repair outside of Warranty is "Policy." • 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. • 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.

Resource	Definition
Special Coverage	<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"> • The necessary repair under a Special Coverage will be performed only if the Special Coverage is noted in IVH under the applicable warranty section and the vehicle exhibits the condition specified. • Example: Extended coverage on the transmission shift cable for certain 3–5 wave plate vehicles.

Goodwill

As an alternative to paying for the 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 Protection Plan - Tire & Wheel** Repair or replace wheels and/or tires that are damaged due to road hazards.

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

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

Specialized labor operations have been created for specific non-repair/non-warranty 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 8.6.1.

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 monthly 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 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.
- Drive a particular decision – the guidelines are only to be used after a decision to assist has been made.
- Disregard facts or circumstances that make a particular customer's situation unique.

When presented with a customer situation that requires you to determine 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.

As you review the individual case please consider the following supporting and limiting factors as you determine the level of support that you will offer, if any. 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.

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
- Vehicle purchased outside of the warranty
- 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
- Vehicle has an active Service contract
- Additional factors that you believe do not support assistance

If you decide that some level of assistance is appropriate, you will need to do the following:

- Based upon the result of your review of the particular case, you will need to determine and agree with the customer / District Manager Aftersales (if required) to an appropriate level of GM assistance for repair.
- In addition to the concept of a declining level of GM support as the vehicle's age and mileage increases there is a customer / dealer participation amount as outlined in the tables below and in the online Policy Calculator.

The Level of Participation by GM is to be Determined by the Following

- If the amount noted on the calculator or tables is adjusted then the calculator **MUST** be attached to the hard copy of the job card. This holds true for every line on the job card that has been adjusted to the amount noted on the calculator. In addition, Service Management must explain the reason for adjustment on the hard copy. Vague reasons such as "for customer satisfaction", "good customer", etc. are not sufficient.
- The participation amount is calculated through the use of the online calculator or tables in this bulletin. The calculator or tables are to be used for every job card and on each line of the job card where participation is requested.
- If you conclude that GM Participation is appropriate, you must indicate (on the transaction input) the amount of Customer / Service Agent Participation in the "Customer/Service Agent Participation Amount" field in the transaction.

Online Policy Calculator

The online Policy Calculator 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.

The Online Policy Calculator will utilize the information that you enter to determine the ownership status and advise you if any of the following situations:

- Our records show that the vehicle is not owned by the original owner
- Our records show that the vehicle is a Certified Used Vehicle
- The database is not available

If you are prompted that the vehicle is no longer owned by the original owner, 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 it is determined that it is, in fact, a used vehicle, then use this information in your decision making process as appropriate.

If the components coverage is not listed, please utilize the Bumper to Bumper time and mileage table or Policy Calculator field to determine the starting level of Participation. You will need to use your judgment to determine if this level of participation is appropriate.

Providing assistance on a vehicle that is beyond 6 years old and/or is beyond 150,000 miles should only be considered under rare circumstances and requires District Manager Aftersales Pre-Approval. 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.

Important: Used vehicles (non-Certified) are a Limiting Factor. If you determine GM Participation is warranted, this will require District Manager Aftersales 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.

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 +
	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)

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	

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)

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	

Powertrain Coverage (2007-2012 MY)

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

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 \$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)

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
	12,000 – 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.					
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
	12,000 – 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.			
Days out of Warranty			
Miles out of Warranty		0	1 +
	0	In Warranty	Pre-Approval

Time and Mileage Table 7 (Chevrolet, GMC, Pontiac, Saturn) (cont'd)

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

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	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

Time and Mileage Table 10 (Chevrolet, GMC, Pontiac, Saturn) (cont'd)

Customer/Dealer will pay greater of Participation \$ amount or % of total repair as indicated in the applicable table below.					
Days out of Warranty					
	24,001 +	Pre-Approval	Pre-Approval	Pre-Approval	Pre-Approval

Time and Mileage Table 11 (Cadillac, Buick)

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

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

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

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."

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

Example: A 5 year old (750 days out of warranty) Tahoe with 67,000 miles is in for an Upper Control Arm repair. Based upon the policy guidelines in Table 1 (40% or \$300), the condition of the vehicle and the customer's profile, the customer is satisfied with GM participating at 50% of the repair cost (including the suggested participation amount of \$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 339.68 in the Customer/Service Agent Participation Amount field. The dealer will receive \$339.68 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.