



Service Bulletin

Bulletin No.: 16-NA-331

Date: May, 2019

WARRANTY ADMINISTRATION

Subject: General Motors Tire Warranty Policies and Procedures for Low Cab Forward Medium Duty Trucks (U.S. Medium Duty Dealers Only)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Low Cab Forward Medium Duty Trucks	2016	2020			All	All

Involved Region or Country	U.S. Dealers Only
Information	General Motors is providing this bulletin to outline the Tire Warranty Policies and Procedures for 2016 and newer Chevrolet Low Cab Forward Medium Duty Trucks.

Tire Warranty

What is Covered

For two (2) years, or 24,000 miles (whichever occurs first) : If any tire originally equipped on the truck is defective (Please see below for what is not covered), the tire will be repaired or replaced by an authorized tire dealer.

What is NOT Covered

The tire warranty does not cover normal tire wear or damage caused by road hazards, lack of maintenance, improper use of tire chains, alterations, overloading or vandalism.

Tire Warranty Policy

Tire Serial Number

All tires have serial numbers, which are recorded when installed onto a vehicle during production. In this manner, every tire can be matched to the Vehicle Identification Number (VIN). Only tire serial numbers associated to a VIN at the time of production are considered original equipment.

This warranty coverage is for the tires as installed to the original VIN at the time of production. If any tire is moved from one vehicle to another, it is considered an alteration and is no longer covered under the tire warranty.

Determining a Defect

Chevrolet Medium Duty dealers are not authorized by General Motors to determine if a tire has failed as the result of a defect. Only an authorized tire manufacturer representative can make that assessment. The tire manufacturer representative must inspect the suspected defective tire(s) to make the determination. If the tire manufacturer representative determines that a tire is not defective, it will not be covered under the General Motors tire warranty. General Motors will only honor warranty claims for tires that have been determined defective directly by the tire manufacturer representative.

Dealers are required to follow the procedure below when administering the GM Tire Warranty. Failure to comply with this procedure will result in claim denial and/or charge-back.

Procedure

When a tire is suspected to be defective, follow these steps:

1. Inform the customer that warranty coverage will not be determined until the tire is deemed defective by an authorized tire manufacturer representative. If it is determined not to be a defect, all costs will be paid by the customer.



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2. Determine the manufacturer of the tire installed on the vehicle and record the tire serial numbers (you may also request this from the tire shop).
3. Sublet the vehicle to the local authorized tire manufacturer facility for tire inspection and serial number confirmation.

For the location nearest to your dealer, please use the store locator at the appropriate tire manufacturer website.

- www.yokohamatire.com
 - www.bridgestonetire.com
 - www.continentaltire.com
4. Receive the inspection results from the tire manufacturer representative. Be sure that the inspection results include the tire serial number.
 - If the tire manufacturer representative determines there is a defect, some or all of the costs for the tire repair will be absorbed by the tire manufacturer. Tire manufacturers have varying policies regarding prorated reimbursement based on remaining useful tire life, which may affect the level of coverage from the tire manufacturer. Any reasonable outstanding balance for the repair or replacement of a defective tire may be submitted to General Motors for reimbursement as a sublet up to 2 years or 24,000 miles, whichever comes first.
 - If the failure is determined NOT to be caused by a defect, any inspection costs and repair/replacement costs will be the responsibility of the customer.

Warranty Transaction Submission Information

For vehicles covered under warranty with a confirmed tire defect, dealers should use the information below to submit a warranty transaction for any costs NOT covered by the tire manufacturer up to 2 years or 24,000 miles, whichever comes first.

The original sublet bill (which includes tire serial numbers) must be attached to the job card and retained in the vehicle history file. Dealers can submit up to \$25.00 for administration of a Tire Warranty sublet.

Tire Brand	Labor Operation	Description	Net / Admin Allowance
Yokohama	E0425	Tire Warranty	\$25.00
Bridgestone	E0425	Tire Warranty	\$25.00
Continental	E0425	Tire Warranty	\$25.00

Version	2
Modified	Released September 29, 2016. Revised May 07, 2019 – Added 2018 – 2020 Model Years.

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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