



Service Bulletin

Bulletin No.: 20-NA-159

Date: December, 2020

WARRANTY ADMINISTRATION

Subject: Warranty Administration – General Motors New Vehicle Tire Warranty Program (U.S. Dealers Only)

Attention: 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.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Light Duty Trucks	2021 and Prior		—	—	—	—
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	United States
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The GM New Vehicle Tire Warranty

The tires supplied with a new vehicle are covered by General Motors against defects in material or workmanship under the Bumper-to-Bumper New Vehicle Limited Warranty.

For vehicles within this warranty period, defective tires will be replaced on a prorata 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:** The customer contributes to the cost of tire replacement based on miles. A sliding scale system starting with customer responsibility increasing as mileage increases. See proration chart below for details.
- **36,001-50,000 miles:** Coverage continues on Buick and Cadillac models only with the customer responsible for 80% of replacement tire cost.

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

If the tire is not in stock and the vehicle is returned to the customer while the tire is being shipped, the vehicle mileage at the time the tires were ordered must be recorded on the job card and used to determine the proration amount. Any additional accrued mileage between ordering and installation should not be charged to the customer.

Important: Proration applies to the price of the tires only. Cost plus warranty mark-up must be calculated before determining prorated amount. No labor charges are to be assessed to the customer for tire

replacement. GM will cover 100% of the cost to labor (mount and balance tires) for tires replaced under the Bumper-to-Bumper warranty based on published allowances in the Labor Time Guide.

Tire proration policies and percentages also apply to tires replaced under Customer Enthusiasm and tires replaced that were damaged as a result of a warrantable vehicle component.

GM Tire Warranty Proration Tables

Note: See special tire proration chart in Service Bulletin #19-NA-078: Warranty Administration - Premature or Accelerated Tire Wear on Vehicles Equipped With Various Sizes of Michelin Premier LTX Tires.

Buick/Cadillac Tire Warranty Prorating Table for 2017 and Newer Model Years

Mileage (mi)	Customer Participation (Tire Cost Including Markup)	Customer Participation (Labor — Mount/ Balance)
0-12,000	0%	0%
12,001-15,000	40%	0%
15,000-20,000	50%	0%
20,001-25,000	60%	0%
25,001-30,000	70%	0%
30,000-50,000	80%	0%
50,000+	100%	100%

Chevrolet/GMC Tire Warranty Prorating Table for 2017 and Newer Model Years

Mileage (mi)	Customer Participation (Tire Cost Including Markup)	Customer Participation (Labor — Mount/ Balance)
0-12,000	0%	0%
12,001-15,000	40%	0%
15,000-20,000	50%	0%
20,001-25,000	60%	0%
25,001-30,000	70%	0%
30,000-36,000	80%	0%
36,000+	100%	100%

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

- A 2019 Chevrolet vehicle with 18,475 miles requires one tire be replaced. The full cost of the tire including handling allowance is \$156.20. In this example, the customer participation is 50% of the tire replacement cost. $\$156.20 \times 50\% = \mathbf{\$78.10}$. GM will cover the remaining portion for the tire ($\$156.20 - \$78.10 = \$78.10$) and 100% of the labor to mount and balance the new tire.
- A 2018 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 including handling allowance is \$172.72. In this example, the customer participation is 40% of the tire replacement cost. $\$172.72 \times 2 \text{ tires} = \$345.44 \times 40\% = \mathbf{\$138.18}$. GM will cover the remaining portion for the tires ($\$345.44 - \$138.18 = \$207.26$) and 100% of the labor to mount and balance the new tires.
- A 2017 Cadillac vehicle with 42,000 miles on it requires one rear tire to be replaced. The full cost of the tire including handling allowance is \$215.46. In this example, the customer participation is 80% of the tire replacement cost. $\$215.46 \times 80\% = \mathbf{\$172.37}$. GM will cover the remaining 20% of the tire replacement cost ($\$43.09$) and 100% of the labor to mount and balance the new tire.

What is Covered

- Original Equipment (OE) tires and PDI installed Limited Production Options (LPO) tires.

Note: Most OE and LPO tires will have a Tire Performance Criteria (TPC) number molded on the sidewall near the tire size.

- Tires replaced under warranty will continue to be covered for the remaining portion of the Bumper-to-Bumper New Vehicle Limited Warranty. Proration charts would apply based on the mileage accumulated from the time of the installation of the replacement tire through the end of the vehicle's Bumper-to-Bumper Warranty term.

What is Not Covered

- Non-Original Equipment tires (excluding dealer-replaced tires under the Bumper-to-Bumper New Vehicle Limited Warranty).
- Tires on a vehicle after the Bumper-to-Bumper New Vehicle Limited Warranty expires. Original Equipment tires may still have prorated warranty coverage by the tire manufacturer once the Bumper-to-Bumper expires. Contact the GM Tire Program at 1-877-728-4737 for more information.
- Tires purchased by consumers beyond the New Vehicle Bumper-to-Bumper coverage or replaced during the Bumper-to-Bumper period for non-warrantable conditions. Replacement tires would be warranted under the GM Tire Warranty Program or by the tire manufacturer (including tires purchased through the GM Tire Program). Contact the GM Tire Program at 877-728-4737 for more information.
- Tire wear.

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 (irregular) wear from damaged, worn or misaligned suspension components. Note: If tire replacement is necessary due to component(s) covered under the New Vehicle Warranty, Service Agents must claim for replacement tires on the same job card as the defective component(s). See the example of a tire shown below of irregular wear; this is a pronounced case of diagonal wear and serves to illustrate that the wear is irregular as opposed to even wear or rapid wear. The tire claim must be submitted using the applicable tire labor operation and proration schedule listed in this bulletin. A Tire Pre-Repair Authorization is required for the tire labor operation.



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Note: This is a pronounced case of diagonal wear due to a faulty component. This serves to clearly illustrate irregular wear, as opposed to even wear, or rapid wear.

Irregular wear example

- Road hazard (punctures, cuts, impact breaks, etc.).
- Damage resulting from driving with low tire pressures.
- Damage resulting from improper tire repairs.
- Damage resulting from extended driving on a flat tire.
- Damage due to misuse, negligence, lack of maintenance, alteration, racing and vandalism.
- Flat spotting caused by parking a vehicle for an extended period of time. See the Transportation, Vehicle Storage and PDI Policy Manual for tire care policies while vehicles are in dealer inventory.
- Cold weather cracking on high performance summer tires. Refer to the latest version of Service Bulletin 13-03-10-001 for further details.
- Some tire weathering and superficial cracking is normal. Tires must not be replaced under the New Vehicle Limited Warranty for this condition.

Examples of Non-Warrantable Conditions

Tires replaced under warranty for non-warrantable conditions are subject to charge back. Inspection of tires replaced under warranty reveals that the most frequent non-warrantable condition claimed is road hazard, followed by improper wear. The following are photos of actual returned tires that DO NOT have warrantable conditions and a subsequent chargeback was processed after inspection.



1967355

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.



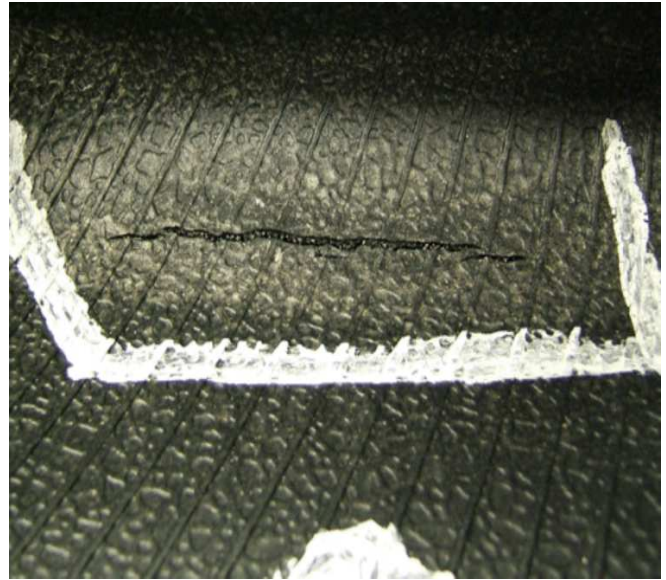
1967358

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.



1967361

The above tire shows sidewall wear extending completely around the tire. This damage is the result of extended driving on a tire that is completely flat. The extensive sidewall wear is from contact with the road at that point.



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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.



1967352

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.



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Some tire weathering and superficial cracking is normal. Tires should not be replaced under the New Vehicle Limited Warranty for this condition.

Tire Rotation and Care

Please advise customers of 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.

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 Limited 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 wheel mounted tire pressure sensor should be inspected for any damage, and replaced/cleaned as needed.

Tire Chunking on New Vehicles



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The condition shown in the above may be seen on new vehicles at the time of delivery to the dealer. The condition, known as “tire chunking” is not transportation damage, but damage from Dynamic Vehicle Testing (DVT) at the assembly plant.

This type of damage is to be treated as a warranty repair, using the applicable tire labor operation listed below and following the Tire Pre-Repair Authorization process. As this condition is normally discovered at the time Pre-Delivery Inspection, the proration table does not apply.

Processing Tire Warranties through Global Warranty Management (GWM)

Once a customer agrees to tire replacement and their responsible portion under the GM Tire Warranty Program, follow these steps to complete the transaction:

Step One: Complete a Pre-Repair Authorization (PRA)

A tire replacement Pre-Repair Authorization must first be generated in GWM for all tire warranty transactions. To generate a Pre-Repair Authorization, go to the Main/home page in GWM and select **Search/Create a Pre-Repair Authorization Document**.

Full instruction on how to submit a Pre-Repair Authorization can be found in the GWM User Manual located on the Service Policy and Procedure Manual site. This site can be accessed via the **Dealership Policies, Procedures and Guides** Quick Link located in the Service section of GlobalConnect.

Step Two: Print the Tire Replacement Document, Attach to the Job Card and Retain with the Vehicle History File

**DAVIDSON CHEVROLET, INC.
GWM TIRE REPLACEMENT DOCUMENT**

Tire ID #1588504

Tire # 1 of 1

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. Most original equipment tires will have a Tire Performance Criteria (TPC) number molded on the sidewall. Roadhazard and wear-out are NOT warranted. All information must be completed on this form, including the Tire ID, in order to return the tire to the tire manufacturer and process your warranty transaction for the replacement tires.

Service Agent Name/Location

BAC

Service Agent Name

Address

City

GM Region

State/Prov

Country

Postal Code

Service Agent Contact Information

Contact Name

Contact Phone Number

Contact Email Address

Fax Number

Vehicle Information

VIN

Model Year

Vehicle Make Description

Vehicle Model

Vehicle Mileage

Job Card Number

Job Card Open Date

Tire Information

Tire Brand

Tire Name

Sidewall Type

Tire Performance Criteria

DOT Code

Tire Size

Replaced Tire Information

Tires must be returned to the appropriate Tire Manufacturer using a pre-printed UPS shipping label created by Global Warranty Management. Complete the Tire DOT Code (found on the inboard side of each tire near the bead) for each tire being replaced.

Defect Location

Tire Position

Removal Reason

If Removal Reason is Other, give reason for removal

Is Tire Damaged

No

Tire Cause Vehicle Damage

No

Additional Shipping Information

Create Date

Shipping Label Number

Signature: _____

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The Tire Replacement Document is generated in GWM at the time the PRA is completed.

Step Three: Returning Replaced Tires (if requested)

Based on the information entered in GWM during the Pre-Repair Authorization, GWM may produce a shipping label on the second half of the above form. If a shipping label is produced, you will be required to return the replaced tire(s) to the tire manufacturer.

Tires not requested to be returned are to be retained per normal GM parts retention requirements per the Service Policy and Procedure Manual.

Verify that the technician has noted on the job card the reason for tire replacement. Cause comments must indicate which tire(s) are defective, and identify the specific location of the defect if applicable.

Use a tire crayon to mark the location of the defect.



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Fold the GWM Tire Replacement Document at the "Fold Here" line and attach the document to the tire being returned using clear packing tape, with the shipping label shown above facing outwards.

A printed copy of the completed GWM Tire Replacement Document (with the unique Tire ID Number shown at the top) AND a copy of the Service Agent job card showing technician comments must be placed in an envelope and securely taped to EACH tire.

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 (example shown in the image above). 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).

Step Four: Monitor Status of PRA

Once the Tire Pre-Repair Authorization (PRA) is successfully submitted, the return document and shipping label are printed and the tire(s) shipped, the Status field shown on the PRA will move from "New" to "Accept" status the next business day.

If GWM does not require a tire return, the PRA will move from "New" to "Accept" the same business day the PRA is submitted.

Once a PRA is in "Accept" status, the service agent can submit the related transaction for payment. All normal transaction details are required. There is no way to submit a transaction directly from a PRA, or to transfer PRA information to a transaction. All job card information must be re-entered.

Step Five: Submit the Transaction

Important: 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.)

Transaction Field Details:

- **Job Card Number and Date** – When submitting the transaction for payment, make sure these exactly match the job card number and date used in the Tire PRA. These fields must match the Accepted PRA for GWM to process the transaction for payment.
- **Labor Operation** – Labor operations applicable to the New Vehicle Tire Warranty Program are included at the end of this bulletin. As with the job card number and date, the labor operation must match the one used in the Tire PRA.
- **Part(s)** – Tires are to be submitted in the Parts Field for the FULL cost plus applicable warranty mark-up. Do not submit the prorated amount.
- **Labor** – Submit the published labor time for mount and balance of the replacement tire(s).
- **Net / Admin Allowance** - \$25 may be claimed for submitting the Tire Pre-Repair Authorization (PRA) into the Global Warranty Management (GWM) system and to return the tire(s) to the tire manufacturer.
- **Customer/Service Agent Participation** – Submit in this field the customer's portion of the tire expense (cost plus mark-up) using the proration chart. This amount will then be deducted from the payment total.

Pricing Requested [\[Top\]](#)

Labour	to be calculated
Parts	to be calculated
Parts Handling	to be calculated
Net Item Total	to be calculated
Taxes - Labour	to be calculated
Taxes - Parts	to be calculated
Taxes - Net Items	to be calculated
Taxes - Deductible	to be calculated
Taxes Total	\$

Customer/Service Agent Participation Amount	<input type="text"/>	
Transaction Total (USD)	to be calculated	

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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. This includes when tires are replaced by the customer and the Service Agent subsequently reimburses the customer and submits the expense under the GM Tire Warranty Program.

Important: Service Agents MUST submit the reimbursement using the tire replacement labor operation applicable to the tire brand (listed later in this bulletin). DO NOT use any other labor operation, including labor operations associated with customer goodwill (ie: reimbursement of incidental expenses, spontaneous goodwill). Doing so interferes with GM's ability to properly report tire replacements as required by the Federal TREAD Act.

In reimbursement situations, the proration chart applies to:

- The customer paid amount towards the tire(s).
- The mileage listed on the customer's receipt. If there is no mileage on the customer's receipt, inspect the vehicle and use the current mileage.

1. If the Tire is Available to be Returned to the Tire Manufacturer:

- Follow the first four steps listed above for processing the tire warranty (Submit the PRA, print the GWM Tire Replacement Document, return replaced tire(s) if requested, and monitor the PRA status).
- Submit the transaction using the applicable job card number, date and labor operation (which must match those used in the PRA in "Accept" status). The amount reimbursed to the customer should be submitted in Net / Reimbursement.

2. If the Tire is Not Available to be Returned to the Tire Manufacturer:

- Follow steps one and two listed above to submit the PRA.
 - Select "Customer Enthusiasm" from the Removal Reason dropdown.
 - Use the TPC Number, Tire Size and DOT Code from one of the remaining tires on the vehicle.
 - 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? If unknown, select "NO."
 - Answer the question: Did the tire issue cause damage to any other parts of the vehicle? If unknown, select "NO."
- If GWM requests return of the tire and generates a UPS shipping label, 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. Submit the transaction using the applicable job card number, date and labor operation (which must match those used in the PRA in "Accept" status). The amount reimbursed to the customer should be submitted in Net / Reimbursement.

All other documentation requirements per the Service Policies and Procedures apply.

Warranty Labor Codes and Times

LABOR OPERATION DESCRIPTION	Tire Warranty Labor Operation Number	Labor Time
Goodyear/Dunlop Tire Replacement	8060440	Use Published Labor Operation Time
Continental/General Tire Replacement	8060460	
Michelin / BF Goodrich Tire Replacement	8060480	
Bridgestone/Firestone Tire Replacement	8060540	
Kumho Tire Replacement	8060580	
Hankook Tire Replacement	8060600	
Pirelli Tire Replacement	8060620	
Maxxis Tire Replacement	8060640	
JK Tyre/American Cargo Tire Replacement	8060650	
Yokohama Tire Replacement	8060660	

Global Warranty Management (GWM) Sample Transaction Information

Repair Performed	Transaction Type	Labor Operation	Parts	Base Labor Time	Net Item / Admin Allowance
Tire, Pirelli — Replace	ZREG	8060620	All Detailed Parts	Published Allowance per Labor Time Guide	\$25

Transportation Transactions

For any tire replaced because of transportation damage, use labor code 0500110 and submit as a transportation transaction (ZTPT Transaction Type). Transportation transactions do not require the Pre-Repair Authorization (PRA) process prior to submission. **DO NOT use the tire replace labor codes listed in this bulletin for any tire replaced due to transportation damage or incorrect parts.** Use 8060420 for tire replacement where the incorrect tire size or mismatched brands were replaced as a result of a factory misbuild.

Tire Replacement Process

Tires should be purchased using the following process:

- GM Service Agent identifies the exact brand, size, load rating, speed rating and TPC spec number of the OE tire(s) being replaced.
- GM Service Agent identifies the tire manufacturer's part number and the GM part number associated with the tire. If assistance is needed, please contact the GM Tire Program at 1-877-728-4737 or email gmtirehelp@automed5.com.
- GM Service Agent orders the tires through the authorized local tire distributor (exceptions listed below). A list of authorized distributors can be found by going to www.gmtirecentral.com and selecting "supplier locator."

- Inform the tire distributor that the tire(s) must be billed through the National account (GM Tire Program).
- The tire distributor delivers the tire(s) or the Service Agent arranges pick-up of the tire(s).
- GM Service Agent does not pay the tire distributor. GM bills the Service Agent on the Parts Department Open Account.

Kumho, JK Tyre and Maxxis Tire Availability

The following tires are not available through GM Tire Program distribution centers:

- **America Cargo tires manufactured by JK Tyre (Chevrolet City Express cargo van)** – Contact your local tire distributor.
- **Kumho tires (Chevrolet Spark)** – Contact your local Tire Distributor or go to www.kumhotireusa.com and click on the dealer locator.
- **Maxxis tires** – Go to www.maxxis.com and click on the dealer locator to locate the nearest tire supplier.

Other Assistance

GM Tire Program: 1-877-728-4737 or www.gmtirecentral.com

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

Dealer Business Center: 1-888-414-6322 (prompt 3)

Version	2
Modified	August 14, 2020 – Corporate Service Bulletin Number 00-03-10-003Z has now become Global template format Service Bulletin 20-NA-159 (version 1). This version adds the 2021 Model Year and updates the information in the What is Not Covered section. December 04, 2020 – Added Involved Region or Country section, updated America Cargo tires contact information and corrected the Kumho tires website.

