



General Motors - Policy Evaluation Tool

Date: 03/06/2019

Customer Information

First Name: [REDACTED]
Last Name: [REDACTED]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 2G1125S36E9 [REDACTED] Make: Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 09/16/2016
Job Card Date: 03/06/2019
Days out of Warranty: 901

Mileage

Component's Warranty End Mileage (Miles): 36,019
Current Mileage: 72,127
Miles out of Warranty: 36,108

Repair

Total Repair Cost At Warranty Rates: \$1,000.00 | Job Card / Repair Order : Tier2
Repair Group: Seats

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: \$0.00 * | Cust/Dlr Participation Amount: \$1000.00
Agreed upon Customer/Dealer Participation Amount:

*** This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.**

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.