

[REDACTED] 03 Oct. 2022 , 05:34pm

Are there any specific guidelines for the rental reimbursement?

General Motors, 03 Oct. 2022 , 05:35pm

GM Customer Service: You enrolled in SMS subject to terms at sms-us.gm.com. Reply STOP to cancel, HELP for more info. Msg freq varies. Msg&data rates may apply.

[Sent]

General Motors, 03 Oct. 2022 , 05:35pm

Thanks for contacting GM. To help verify your account, can you please provide your First Name?

[Sent]

[REDACTED] 03 Oct. 2022 , 05:35pm

[REDACTED]

General Motors, 03 Oct. 2022 , 05:35pm

Can we also get your Last Name please?

[Sent]

[REDACTED], 03 Oct. 2022 , 05:35pm

[REDACTED]

General Motors, 03 Oct. 2022 , 05:35pm

Do you have your Case Number handy? If so, please enter it now or type "SKIP". You will then be connected with an advisor.

[Sent]

[REDACTED] 03 Oct. 2022 , 05:35pm

[REDACTED]

General Motors, 03 Oct. 2022 , 05:35pm

Just a moment...if it's outside business hours (M-Sun 7a-9p) we will respond the next time we are open. Otherwise, we will be with you shortly.

[Sent]

Christopher, 03 Oct. 2022 , 05:38pm

It's a great day here at GM Customer Assistance Center. My name is Chris. I'd be glad to assist you

[REDACTED]

[Sent]

[REDACTED] Oct. 2022 , 05:40pm

I have a car awaiting a part for a warranty repair. I was told i can't get a loaner but that there is a reimbursement of \$46 per day for a rental.

[REDACTED] 03 Oct. 2022 , 05:41pm

I was wondering if there are specific guidelines for that reimbursement.

Christopher, 03 Oct. 2022 , 05:46pm

I understand that you want to know if there are specific guidelines for the reimbursement. Allow me 3 minutes to check.

[Sent]

Christopher, 03 Oct. 2022 , 05:51pm

Thank you for waiting. If dealership is closed or is unable to provide a rental or loaner, you may rent a vehicle and seek reimbursement from the dealer or GM.

GM's preferred rental agencies are Enterprise, Hertz, and Avis, which provides unlimited miles per rental day on all warranty service replacement rentals.

GM will reimburse all state and local taxes,

GM is not responsible for refueling fees or insurance coverage,

Proof-of-service requirements apply

[Sent]

Christopher, 03 Oct. 2022 , 05:56pm

Allow me 3 to 5 minutes to check your case number.

[Sent]

Christopher, 03 Oct. 2022 , 06:02pm

Thank you for waiting. As I checked, your case is still being worked on. I will notify the advisor handling your case that you contacted because you want to know if there are specific guidelines for the reimbursement. I will also notify her to follow up as soon as possible.

[Sent]

 03 Oct. 2022 , 06:05pm



Christopher, 03 Oct. 2022 , 06:09pm

You're welcome. I already notified her about your concern. Please wait for her follow up.

[Sent]