

Policy Evaluation Tool

Fields with an "*" are required

<p>Customer Information</p> <p>*Owned By Business:</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>First Name [REDACTED]</p> <p>Last Name [REDACTED]</p> <p>Phone Number [REDACTED]</p> <hr/> <p>Time</p> <p>Component's Warranty End Date 05/16/2024</p> <p>Job Card Date 05/14/2025</p> <p>Days Out of Warranty 363</p> <hr/> <p>Additional Comments</p> <p>Additional Comments</p> <p>1000 character(s) remaining.</p>	<p>Vehicle / Coverage</p> <p>Full VIN [REDACTED]</p> <p>Make GMC</p> <p>Component Warranty Coverage Powertrain Coverage</p> <p>Repair Group Engine Propulsion</p> <hr/> <p>Mileage</p> <p>Component's Warranty End Mileage 100,000</p> <p>Current Mileage 131,645</p> <p>Miles Out of Warranty 31,645</p> <hr/> <table border="1"> <tr> <td>Repair Cost (GM Published Warranty Rates)</td> <td>Job Card / Repair Order #</td> </tr> <tr> <td>Total Repair Cost (GM Published Warranty Rates) \$13,000.00</td> <td>Job Card / Repair Order # CCC</td> </tr> </table>	Repair Cost (GM Published Warranty Rates)	Job Card / Repair Order #	Total Repair Cost (GM Published Warranty Rates) \$13,000.00	Job Card / Repair Order # CCC
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<p>Results (GM Published Warranty Rates)</p> <table border="1"> <tr> <td>Recommended GM Participation Amount \$1,300.00</td> <td>Customer Portion at GM Published Warranty Rates \$11,700.00 / 90%</td> </tr> </table>	Recommended GM Participation Amount \$1,300.00	Customer Portion at GM Published Warranty Rates \$11,700.00 / 90%	<p>Adjusted Customer Portion at GM Published Warranty Rates</p> <p>If adjusting the customer portion using Dealer Empowerment or DVM Approval, enter new amount here</p>
Recommended GM Participation Amount \$1,300.00	Customer Portion at GM Published Warranty Rates \$11,700.00 / 90%		

Notes

IMPORTANT: Enter the Customer Portion (or Adjusted Customer Portion, if applicable) from above in the "Customer/Service Agent Participant Amount" Field of the Policy transaction in Global Warranty Management.

Please note, the amount entered as "customer/service agent participation" on the transaction will differ from the actual customer/dealer amounts paid on the customer repair order if dealer is charging the customer in excess of warranty rates. See Bulletin 11-00-89-005 for details.

*Every customer situation must be evaluated on a case-by-case basis. If situation merits adjusting the calculated balance beyond your empowerment, GM Pre-Approval must be obtained via the Dealer Aftersales Empowerment portal.

Dealers must print this document and attach it to the physical repair order and retain in vehicle history file. A copy must be attached to the submitted Policy transaction.

general motors

Support

Frequently Asked Questions

Goodwill Version 1.0