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Policy Evaluation Tool

Fields with an "*" are required

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Edit Reset Print

Customer Information

*Owned By Business:

Yes No

First Name

[REDACTED]

Last Name

[REDACTED]

Phone Number

Time

Component's Warranty End Date

01/02/2024

Job Card Date

11/14/2025

Days Out of Warranty

682

Additional Comments

Additional Comments

1000 character(s) remaining.

Vehicle / Coverage

Full VIN

[REDACTED]

Make

GMC

Component Warranty Coverage

Powertrain Coverage

Repair Group

Engine Propulsion

Mileage

Component's Warranty End Mileage

60,072

Current Mileage

70,005

Miles Out of Warranty

9,933

Repair Cost (GM Published Warranty Rates)

Total Repair Cost (GM Published Warranty Rates)

\$13,406.20

Job Card / Repair Order

Job Card / Repair Order #

UPA

Results (GM Published Warranty Rates)

Recommended GM Participation Amount

\$2,010.93

Customer Portion at GM Published Warranty Rates

\$11,395.27 / 85%

Adjusted Customer Portion at GM Published Warranty Rates

If adjusting the customer portion using Dealer Empowerment or DVM Approval, enter new amount here

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

