

Courtesy Transportation Information for Ignition Switch Recalls 13454 and 14063

Customers who express concern about driving their vehicle and request alternate transportation should be provided rental vehicles. Dealer service management is empowered to place the customer into a courtesy vehicle until parts are available to repair the owner's vehicle.

Q1. Who is eligible for a rental or loaner vehicle?

A1. Any involved customer who is concerned about operating their vehicle may request courtesy transportation. Dealership service management is empowered to place the customer into a rental or loaner vehicle until parts are available to repair the customer's vehicle. See Bulletin 07-00-89-037 for courtesy transportation guidelines. Service management must document their approval for courtesy transportation by submitting their authorization via the Dealer Aftersales Empowerment Portal. Utilize labor code 9100387; provide a brief comment noting the customer's concern in the "additional comments" field; and input "00" (unknown) for the estimated days of rental. Once the form is submitted, an email confirmation will be sent to your District Manager – Aftersales for awareness, not approval. Dealers do not have to wait for DMA approval to place a customer into a courtesy vehicle.

Q2. How should underage drivers be addressed?

A2. In some states there are age restrictions that limit the ability to obtain a rental or loaner vehicle. In such cases, a legal parent or guardian will be required to sign the vehicle rental contract and take full responsibility for the vehicle. Additionally, in some states drivers under a certain age may be required to pay a premium rate to rent or insure a vehicle. To address these situations, GM will reimburse dealers for these additional expenses.

Q3. What type of vehicle will customers get as a rental? Will we utilize non-GM vehicles?

A3. The type of vehicle each individual receives as a loaner will vary based on supply and demand. Our intent is to provide a GM rental, however strains on demand may result in rental vehicles from outside the GM lineup.

Q4. If GM provides a rental car until a vehicle can be repaired, where will vehicles be stored?

A4. In most cases, the dealer will keep vehicles onsite. However, if the dealer cannot safely store a vehicle, with agreement, the customer may be asked to retain possession and not drive it until the required repair is completed.

Q5. GM policy is that only GM vehicles that are current model year or one year prior are eligible for reimbursement under the Courtesy Transportation

program. Due to a shortage of rental vehicles in a given market, this constraint may prevent dealers from providing rental vehicles to our customers. What should we do?

A5. We strongly encourage the use of newer GM vehicles to satisfy our customer needs. There are areas of the country where rental vehicle availability is tightly constrained due to inclement winter weather causing increased body shop demand or regular seasonal demand fluctuations. Due to this fact, GM is waiving this requirement in order to provide the dealer flexibility required to satisfy our customers until further notice.

Q6. GM policy is that only GM rental vehicles are eligible for reimbursement. If no GM vehicles can be located in a market, what can be done?

A6. If best efforts to locate a GM courtesy transportation vehicle is attempted and there are no other alternatives, GM will reimburse for a non GM vehicle until further notice.

Q7. How can we ensure that a rental vehicle will be available for our customers?

A7. The rental vehicle agencies are requesting that dealers call at least 24 to 48 hours ahead of when the rental vehicle will be required to ensure it will be available. Rental Agencies will make every attempt to provide vehicles when requested on the same day, but there is no guarantee. Any advance notice will help to align supply with demand as the rental agencies move their inventory among markets.