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GENERAL MOTORS

DCS7236

URGENT - DISTRIBUTE IMMEDIATELY

Date: May 23, 2025

Subject: Updated Courtesy Transportation Special Provisions for Customers Involved in L87 Engine Safety Recall

To: All General Motors Dealers

The following information is applicable ONLY to customer-owned VINs involved in the following L87 Engine Recall populations:

- N252494000
- N252494002

To minimize customer inconvenience during vehicle downtime for applicable L87 Recall repairs, Courtesy Transportation can be made available to both customers in and outside of the factory Powertrain Warranty. As a reminder, Courtesy Transportation includes shuttle, reimbursement of fuel or use of public transportation (ride-hailing/car share apps), CTP/CTA loaners, and third-party rental vehicles.

The following standard policies apply:

- Dealers must consider, when appropriate, the availability of CTP/CTA loaner vehicles in appointment scheduling to minimize vehicle downtime.
- For same-day inspections, use of dealer shuttle or public transportation (ride-hailing/car share apps) is strongly encouraged. CTP same-day loaners are eligible for \$23/day. CTA same-day loaners will earn qualified miles per Cadillac's CTA program.

For overnight repairs, GM encourages use of mid-size loaners, including vehicles with third row options such as Acadia/Traverse, when feasible for the customer. Standard allowances apply per Bulletin 07-00-89-037. When the need for a larger vehicle is absolutely necessary for the customer during applicable recall repairs, the following Global Warranty Management special allowances apply:

- CTP enrolled dealers using a CTP vehicle, or any dealer using a third-party rental vehicle, are eligible for up to \$52/day towards a full-size pickup truck loaner.

- CTP enrolled dealers using a CTP vehicle, or any dealer using a third-party rental vehicle, are eligible for up to \$58/day towards a large SUVs.
- High expense areas as identified in Bulletin 07-00-89-037 are eligible for the additional \$5 or \$10 reimbursement allowance in addition to the above special allowances.

Enterprise Rental has agreed to accommodate the above rates when inventory permits. Hertz has also agreed to provide *discounted* rates on large SUVs; please see your local Hertz location for availability and details.

Please note that the following continues to remain ineligible for reimbursement per Bulletin 07-00-89-037:

- Non-GM branded loaner/rental vehicles
- Dealer-owned vehicles not enrolled in CTP or CTA
- U-Courtesy Vehicles
- Vehicle insurance, fuel, taxes, levies, or other additional fees beyond the daily rate

All recall claims including Net/Rental will require H-routing to the Warranty Support Center. All other normal Courtesy Transportation Program rules and supporting documentation requirements apply.

END OF MESSAGE