



# Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 07-00-89-037E

Date: October, 2012

## WARRANTY ADMINISTRATION

**Subject:** Courtesy Transportation and Roadside Assistance Programs

**Models:** 2013 and Prior GM Passenger Cars and Trucks

**Attention:** GM of Canada and IPC Service Agents are not authorized to utilize this service bulletin. GM of Canada Service Agents/retailers should refer to the most recent Home Office Letters for program details.

This bulletin is being revised to add the 2013 model year and to update the information. Please discard Corporate Bulletin Number 07-00-89-037D (Section 00 – General Information).

**Important:** Roadside Assistance and Courtesy Transportation Programs are not part of or included in the coverage provided by the New Vehicle Limited Warranty. GM reserves the right to modify or discontinue the Courtesy Transportation and/or Roadside Assistance Programs at any time.

### Courtesy Transportation Program

#### Program Coverage and Eligibility

Courtesy Transportation can be made available for:

- Warranty repairs for all GM vehicle purchase and lease customers within the Bumper-to-Bumper and Powertrain coverage of the New Vehicle Limited Warranty (excluding Medium Duty trucks). See Warranty and Owner Assistance Manual or Investigate Vehicle History (IVH) for vehicle-specific age/mileage warranty terms.
- Warranty repairs within the 8 year/100,000 mile Hybrid Specific Warranty for all Hybrid vehicles.
- GM company-owned vehicles.
- May be used in conjunction with adjustments outside the warranty on a case-by-case basis.
- Courtesy Transportation may be available within the terms of the Certified Used Programs. Please refer to IVH to verify eligibility.

**Important:** Eligibility for Courtesy Transportation related to product recalls and special policies will be addressed in the applicable bulletin.

**Important:** Some GM vehicles may have different Courtesy Transportation Program Terms. Please refer to the Owner Manual for details.

The following transportation expenses are ineligible:

- Transportation provided during non-warranty vehicle services. The number of vehicle rental reimbursement days claimed must be justified by the warranty repairs performed. Excessive use of a rental vehicle beyond completion of the warranty repair is the customer's responsibility.
- During services provided to vehicles in daily and long-term rental service, demonstrator service, and Service Agent-owned vehicles.
- Rentals exceeding 2 days when parts expediting charges are also being applied to the job card (a maximum of 2 days rental will be allowed).
- When a non-GM rental vehicle is provided (extenuating circumstances should be reviewed with your GM Representative if a GM vehicle can not be found). Service Agents may be subject to chargeback action in the event that VIN information cannot be verified through the rental agency, or if the Service Agents cannot substantiate the reasoning for using a non-GM rental vehicle.
- When a rental vehicle is provided that is older than the current or past 2 model years.
- Rental vehicle insurance, taxes, levies or any sort of vehicle licensing fee. No additional charges can be added to the Rental Agreement that would cause the daily rate to exceed the General Motors allowance.
- Vehicle rental periods prolonged by the Service Agent personnel, processes, and/or practices are considered the responsibility of the Service Agent.
- Beginning with the 2010 model year and going forward, the courtesy transportation program has been discontinued for Cutaway vehicles.

## Courtesy Transportation Options

### Same-Day Repairs \*

- *Shuttle Service* - Providing a shuttle service for customers is the preferred transportation alternative and should be considered any time a warranty service appointment is scheduled or an eligible vehicle is brought in for a warranty repair. The Service Agent can submit up to \$7.50 each way for shuttle service provided. If the Service Agent does not operate a shuttle service, then the customer may utilize public transportation (taxi, bus, train, etc.) and submit receipt(s) for reimbursement consideration up to \$7.50 each way.

\* Cadillac Customers may be offered any transportation option for same-day repairs.

\* Buick and GMC customers may be offered same-day service loaners in conjunction with the Enhanced Buick-GMC Courtesy Transportation Program Guidelines (Refer to Article 1.4.13.1 of the Service Policies and Procedures Manual).

### Overnight Repairs – Non-Rental Vehicle Options

- *Reimbursement for Fuel Provided* - When an eligible vehicle is unavailable due to overnight warranty repairs, customers who elect to utilize rides from another person (i.e. friend, neighbor, etc.) in lieu of a rental vehicle may receive reimbursement for their actual cost (based on paid receipts) of fuel purchased up to \$10 per day, \$50 maximum.
- *Reimbursement for Use of Public Transportation* - When an eligible vehicle is unavailable due to overnight warranty repairs, customers who use any form of public transportation in lieu of a rental vehicle may receive reimbursement for their actual cost based on receipts provided up to \$37 per day, \$111 maximum.

### Overnight Repairs – Rental Vehicle Policies

When an eligible vehicle is unavailable due to overnight warranty repairs, a rental vehicle up to a maximum of \$38 (for most GM vehicles) per day may be provided.

When an eligible vehicle is unavailable due to overnight repairs, a rental vehicle may be provided. Scheduling service appointments increase Service Agent efficiency and customer satisfaction, while minimizing vehicle repair time. If the vehicle cannot be scheduled in the service department, is still operative and safe to drive, the customer should be encouraged to drive the vehicle. Scheduling service visits late in the afternoon or immediately prior to a weekend or holiday, when service will not be performed until the next working day, does not constitute an overnight repair, unless the vehicle is inoperative or otherwise unsafe to operate.

**Rental Vehicle-Brand:** GM requires the rental vehicle provided to the customer be a GM model. The model year of the GM vehicle must also be current or within the past two model years. Every attempt should be made to provide the same make/model of vehicle that the customer owns. If the same make/model is not available, it is recommended that the customer's needs be filled by the same class of vehicle (ie: an SUV for an SUV). If this is not possible, other GM brands are acceptable, including upgrades to higher class vehicles including Cadillac.

**Rental Term (Length):** The maximum vehicle rental reimbursement period is 5 days. Service Manager approval is required for 2 to 5 day rentals. GM authorization is required on any rental 6 or more days.

**Preferred Outside Rental Agency:** Enterprise Rent-A-Car has been designated as GM's preferred supplier of Courtesy Transportation vehicles when obtained from a source outside of the Service Agent. Through a national agreement, Enterprise will maintain a fleet of GM vehicles, including Cadillac models, for the purpose of meeting our customer's courtesy transportation needs. It is preferable for Service Agents to contact Enterprise first when obtaining a rental vehicle from outside the Service Agent.

- *Enterprise Issue Escalation Process:* In the event a concern arises between the Service Agent and the local Enterprise Rent-A-Car agency on GM vehicle availability or daily rental charges, the Service Agent should escalate the issue with the Enterprise Area Manager (and higher if needed). If the concern is not resolved, the Service Agent should review the issue with their GM Field Representative. Contact will be made with the Corporate Enterprise Rent-A-Car headquarters for resolution.

### Rental Rate Reimbursement

- **Tier 1 Rentals (all GM brands/models, except Cadillac)** - The Service Agent can submit for actual rental expenses up to a maximum of \$38 per day when a GM vehicle is rented from Enterprise Rent-A-Car, another rental agency, or when a Service-Agent owned daily rental is used. Buick/GMC GMDRAC Service Agents will be reimbursed for \$42 per day or \$21 partial-day when utilizing their loaner fleet for service rentals. If a Buick/GMC Service Agent utilizes Enterprise Rent-A-Car or other rental agency, the daily rate is \$38.
- **Tier 2 Rentals (Cadillac Only)** - The Service Agent can submit for actual rental expenses up to a maximum of \$47 per day when a Cadillac is rented from Enterprise Rent-A-Car, another rental agency, or when a Service Agent-owned daily Cadillac rental is used.

Any other GM vehicle (excluding Cadillac) can be rented at a daily reimbursement rate of \$38.

**Rate Allowance Examples:**

Vehicle Being Serviced	Rental Agency	Vehicle Rented	Allowance
Cadillac CTS	Enterprise	Cadillac DTS	\$47
Cadillac Escalade	Avis	Cadillac CTS	\$47
Cadillac CTS	Enterprise	Chevrolet HHR	\$38
Any GM Vehicle	Any Source	Ford	\$0

- **Cadillac Courtesy Transportation Alternative (CTA) Program** - Service Agents will only be able to claim warranty rental reimbursement while building their CTA fleet up to the required level (90 day time period).
- **High Expense Geographic Areas** - Certain Service Agents have been designated as "high expense" because they operate in higher cost of living areas. Service Agents located in these areas are eligible for an increased maximum amount of \$5.00 for each rental day (based on actual expenses). The following geographic areas qualify as "high expense" areas:
  - The Five Boroughs of New York City
    - The Bronx
    - Brooklyn
    - Manhattan
    - Queens
    - Staten Island
  - New York - Long Island and Westchester County
  - Connecticut - Fairfield and New Haven Counties
  - State of New Jersey

High expense Service Agents can utilize Enterprise Rent-A-Car, other rental agency, or Service Agent daily rental vehicle to qualify for high expense reimbursement.

- **Taxes** - Enterprise will absorb all taxes at the agreed upon rates provided:
  - Service Agents use Enterprise as their preferred courtesy transportation service provider. Any deviation from using Enterprise as a preferred supplier will require GM Regional Office approval.
  - Service Agents can utilize another supplier if there are unresolved issues relating to timeliness, vehicle cleanliness, vehicle maintenance, professionalism, or ongoing concerns with customers receiving add-on charges for service rentals. Additionally, exceptions also will apply for Service Agents (excluding Service Agents that operate CTA or other GM sponsored fleet vehicles) if fill rates of GM brand vehicles fall below 90% for a 60 day period.

**Courtesy Transportation Warranty Transaction Submission**

Submit the courtesy transportation expense using the appropriate Net Item below under the labor operation that necessitated its use.

- When one or more repair is performed on a single job card, the entire courtesy transportation expense should be submitted on the one line causing the biggest need for the expense.
- In the event that a customer is provided a one-day rental when no repair is performed for their stated condition, the rental expense may be claimed using labor operation Z1000. A maximum of one day may be claimed using this labor operation. Use of Z1000 is prohibited when claiming any Courtesy Transportation expense on any other transaction on the same Job Card.

**Shuttle Net Item Type** - Enter the shuttle amount up to a maximum of \$7.50 each way, and select the radio button indicating if this was for a "One Way" or "Two Way" shuttle.

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**Rental Net Item Type** - Enter the rental amount not to exceed the published maximum allowed amounts per this bulletin. Once an amount is entered, you will be required to supply the VIN of the GM rental vehicle provided and the total number of rental days. You will then select the Rental Reason that applies from the drop down selection.

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Type	Amount	Additional Details	
Rental	<input type="text" value="30"/>	Rental VIN <input type="text"/>	Rental Days <input type="text"/>
		Rental Reason <Select One>	
		<ul style="list-style-type: none"> <li>&lt;Select One&gt;</li> <li>Parts Not Available</li> <li>No Technical Solution Found</li> <li>Vehicle Not Operable</li> </ul>	

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Type	Amount
Customer Reimbursement	<input type="text"/>

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**Public Transportation Net Type** - When an eligible customer utilizes any form of public transportation in lieu of a rental or shuttle, they may receive reimbursement for their actual cost based on receipt(s) provided. When the transportation was in lieu of a Service Agent-provided shuttle, submit for a maximum of \$7.50 each way. When the vehicle is unavailable due to overnight repairs, and public transportation was used in lieu of a rental vehicle, submit for a maximum of \$37 per day, or \$111 total.

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Type	Amount
Public Transport	<input type="text"/>

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**Customer Reimbursement Net Item Type** - The amount should be entered where a customer has paid for fuel that normally would be covered under the provisions of the courtesy transportation program. If an amount is entered, the invoice number from the Customer's receipt is required.

**Job Card Documentation**

- Record on the job card the reason for Courtesy Transportation, the type provided, date, times and driver information.
- A copy of the Rental Agreement, Service Agent owned rental documentation, or other applicable receipts should be attached to the warranty copy of the job card for an overnight courtesy transportation expense. Service Agents using the Enterprise Automated Rental Management System (ARMS) can utilize electronic invoicing.
- When providing reimbursement for other approved expenses under the Courtesy Transportation guidelines, cross-reference the reimbursement check number, date and amount on the job card. Attach a copy of the receipt to the warranty copy of the job card.

**Roadside Assistance Program**

GM is proud to offer the response, security, and convenience of the 24-hour Roadside Assistance Program. GM's Roadside Assistance coverage is designed to assist owners with emergency and other light services.\* This customer support program is for all GM vehicles purchased or leased (retail or fleet).

\* Medium Duty Trucks include tow services only.

**Program Coverage and Eligibility**

2007 to 2012 model year vehicles - Roadside Assistance is available coinciding with the 5 year/100,000 mile Powertrain Warranty coverage.

2013 model year and newer Chevrolet and GMC vehicles - Roadside Assistance is available coinciding with the 5 year/100,000 mile Powertrain Warranty coverage.

2013 and newer Buick and Cadillac vehicles - Roadside Assistance is available coinciding with the 6 year/70,000 mile Powertrain Warranty coverage.

Towing is available for non-warranty repairs (for example, accidents) coinciding with the Powertrain Warranty coverage period.

**Roadside Assistance Services Provided**

- 24-hour, 7 day/week toll-free 800 phone assistance
- Emergency fuel delivery (legal roadways)
- Mobile EV Charging (select markets beginning in 2013)
- Battery jump start
- Lock-out assistance
- Trip interruption assistance (Cadillac only – expanding to all Chevrolet, Buick and GMC vehicles in 2013)
- Flat tire change - when equipped with a properly inflated spare tire (tire repair/replacement cost may be customer pay) or Tire Inflator Kit Service (as equipped)
- Towing (legal roadways)

All "Roadside Assistance" programs, excluding service provided by Cadillac, are provided by GM Roadside Assistance suppliers. Refer to the Warranty and Owner Assistance Information booklets for the corresponding Roadside Assistance phone numbers and additional details.

