



# Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 13-00-89-010

Date: October, 2013

## INFORMATION

**Subject:** PAC Courtesy Transportation Assistance Program

**Models:** 2014 and Prior GM Cars and Trucks

**Attention:** GM of Canada and IPC Service Agents are not authorized to utilize this service bulletin.

This bulletin has been developed for use on a Product Assistance Claim (PAC), which is formally known as a Product Allegation Resolution (PAR) claim.

**Important:** PAC Rental Assistance is not part of or included in the coverage provided by the New Vehicle Limited Warranty. GM reserves the right to modify or discontinue this program at any time.

### Program Coverage and Eligibility

Transportation can be made available for all 2014 and prior GM Passenger Cars and Trucks, regardless of age or mileage, for retail customers who have brought forth an alleged product allegation. Product allegation is defined as a customer alleging a defective part has caused property damage or personal injury.

### PAC Rental Vehicle Policies

Product Assistance Claims (PAC): Upon request of the customer, GM may offer rental transportation while an investigation is being performed. Depending on the circumstances of the claim, the investigation will be conducted either by the Product Assistance group, or by GM Central Claims (ESIS). If additional rental days are needed beyond the agreed upon number, the Service Agent's Service Management will get approval from the assigned PAC Customer Relationship Specialist (CRS) or ESIS Claims Administrator. Failure to get approval, for additional days, will result in the Service Agent and/or customer paying the expense.

All of the guidelines stated in the latest version of Corporate Bulletin 07-00-89-037 "Courtesy Transportation and Roadside Assistance Programs" also apply for these claims, with the EXCEPTION of the Rental Term (Length).

### PAC Rental Assistance Transaction Submission Process (excludes claims with ESIS)

After PAC has completed the review on a product allegation, the PAC CRS will inform the customer and Service Agent's Service Management of the outcome. The claim submission procedure for the rental expense varies, based on the investigation outcome if GM declines repairs, cover the repairs or repurchases the vehicle.

#### Rental – No Repairs

If it has been decided that GM is going to decline any repairs and only cover the rental expense, Service Management may submit a reimbursement transaction for the stand alone rental:

- Submit the expense using labor operation **0600006** with the appropriate Net Item "Car Rental/Hire."
- Rental Net Item Type – Enter the rental amount not to exceed the published maximum allowed amounts per the latest version of Corporate Bulletin 07-00-89-037 "Courtesy Transportation and Roadside Assistance Programs." 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.
- If this transaction is beyond dealer's empowerment, it will require wholesale authorization. Provide detailed explanation of charges, and PAC contact information in the comments section. Submit this as a GM Request Authorization ("H" route).

### Rental – With Repairs

If GM authorizes vehicle repairs, the PAC advisor will create a Pre-Repair Authorization in Global Warranty per the repair estimate and rental expense total, Service Management provided.

The PAC advisor will provide the Pre-Repair Approval number to the Service Agent's Service Management and instruct him to repair the vehicle and send a final job card to the PAC CRS once the repairs are complete. The Service Agent should submit the claim as follows:

- Submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the pre-repair approval number which PAC previously issued.
- Submit the expenses under the labor operation 0600006:
  - For the repair: Complete the respective fields as appropriate (part numbers, part amounts, labor hours, etc). Do NOT lump this all into the Misc. Net item field.
  - For the rental: Submit with the appropriate Net Item "Car Rental/Hire."
  - Rental Net Item Type — Enter the rental amount not to exceed the published maximum allowed amounts per the latest version of Corporate Bulletin 07-00-89-037 "Courtesy Transportation and Roadside Assistance Programs." 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.

- Service Management should submit the claim as promptly as possible within the GM Service Policy and Procedure guideline.
- The PAC CRS will monitor the Service Agent's claim and contact the Service Agent's Service Management if any questions arise.

### Rental – With Purchase

Service Management should follow the procedure as noted in the Rental – No repairs section and coordinate the return of the rental vehicle with the customer at the time of repurchase.

### ESIS Rental Assistance Transaction Submission Process

For rental expense on a product allegation which was escalated to GM Central Claims (ESIS), ESIS will issue payment directly to the Service Agent when the case is resolved, for the agreed upon rental allowance.

### Job Card Documentation

- Record on the job card the reason for the PAC rental, the type provided, Siebel case # or ESIS Case #, 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 any rental expense related to a Product Assistance Claim. Service Agents using the Enterprise Automated Rental Management System (ARMS) can utilize electronic invoicing.
- When providing reimbursement for other approved expenses under the PAC rental 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.

