
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Friday, March 14, 2014 10:42 PM
To:
Subject: Internal notification for: G_0000187705 Upcoming Safety Recalls 13454 and 14063 - Ignition Switch Replacement - Courtesy Transportation Information
Attachments: Courtesy Transportation Q&A.docx

Date: 3/14/2014 Ref. number: Service / Field Action / G_0000187705
Subject: **Upcoming Safety Recalls 13454 and 14063 - Ignition Switch Replacement - Courtesy Transportation Information**

**GM CUSTOMER CARE AND AFTERSALES
DCS3159
URGENT - DISTRIBUTE IMMEDIATELY**

Date: March 14, 2014

Subject: Upcoming Safety Recalls 13454 and 14063
Ignition Switch Replacement
Courtesy Transportation Information

Models: 2005-2007 Chevrolet Cobalt
2006-2007 Chevrolet HHR
2005-2006 Pontiac Pursuit (Canada Only)
2006-2007 Pontiac Solstice
2007 Pontiac G5
2003-2007 Saturn Ion
2007 Saturn Sky

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, Used Vehicle Sales Manager, and Warranty Administrator

As stated in GlobalConnect Message G_0000186726 (dated March 4, 2014), 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.

Authorization on Dealer Aftersales Empowerment Portal

Service management must approve courtesy transportation before the customer receives the courtesy transportation vehicle by submitting authorization via the Dealer Aftersales Empowerment Portal. Please use the following steps:

- Use labor code 9100387
- Provide a brief comment noting the customer's concern in the "additional comments" field
- Input "00" (unknown) for the estimated days of rental

An e-mail confirmation will be sent to your District Manager Aftersales (DMA) after the form is submitted for awareness, not approval. Dealers do not have to wait for DMA approval to place a customer into a courtesy vehicle.

Additional Insurance Expenses

GM will reimburse dealers for any added insurance expenses associated with this program. These additional insurance expenses may include:

- **Damage Waiver:** Damage waiver insurance will be provided to customers upon request at the time of rental.
- **Underage Drivers:** Insurance for underage drivers will be provided, as applicable, at the time of rental.

Special Instructions

Under the Courtesy Transportation Program, our policy is to put customers into newer GM vehicles when loaners are required. Due to the expected high demand of rental vehicles associated with this field action, we are making the following allowances:

- We are waiving the requirement for current model year or one year prior vehicles to allow for an expanded pool of vehicles.
- If a GM rental vehicle is not available, a non-GM rental may be used to support the customer need.
- Please note that we are working with the rental car agencies to support the demand, both in total and based on local needs. Should you encounter issues in your location, please work with your regional team to resolve.
- In some states, age restrictions limit the ability of some customers to obtain a rental vehicle. In such cases, a legal parent or guardian will be required to sign the rental contract and take full responsibility for the rental vehicle.
- To best support customers, please follow the parts ordering instructions that will be released on March 17, 2014.
- Dealers should assess and monitor their DRAC fleet, and make adjustments if necessary to meet any increased demand.

Global Warranty (GWM) Claim Submission

Labor codes associated with these field actions will be available when the bulletins are released in early April. This will support timely submission of rental claims.

To complete your submission, enter the rental expense amount in GWM under "Rental Net Item" type. Note that rental agency rates may be less than the standard allowance for this field

action. Dealers should submit transactions as billed. Once an amount is entered, you will be required to provide the VIN of the rental vehicle and the total number of rental days. You will then need to select the rental reason that applies from the drop down selection. Please select "Parts Not Available" for courtesy vehicles provided under this program.

| Net Items [Top] | | | |
|-----------------|--------|---|-------------|
| Type | Amount | Additional Details | |
| | | Rental VIN | Rental Days |
| Rental | 30 | | |
| | | Rental Reason <Select One> <Select One> Parts Not Available No Technical Solution Found Vehicle Not Operable | |

Rentals of 30 days or more due to parts availability issues must be handled as follows:

- Rental agencies may require new contracts to be signed by the customer for each 30 day period.
- Job card(s) for rentals must be closed every (30) days. Dealers should promptly submit the rental expense transaction in GWM to facilitate timely reimbursement from GM. Note that a new job card must be created/opened for each 30 day rental cycle.
- Dealers using DRAC units to fulfill the courtesy transportation requests should obtain legal advice to assure compliance with state/local requirements regarding long term rental agreements.

For further guideline information, refer to GM Courtesy Transportation bulletin 07-00-89-037.

If you have any questions regarding any of the information contained in this message, please contact the Dealer Business Center or your GM Field Representative. Frequently asked questions and their corresponding answers are attached.

For additional information regarding these recalls, please go to www.gmignitionupdate.com.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 [Courtesy Transportation Q&A.docx](#) MS Word Document 2007 (15.53KB)
 Courtesy Transportation Q&A

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|--|--------------------|
| Contact name: | E-Mail: |
| Department: Service - Brand Quality | Phone: |
| Intended roles: General Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Used Vehicle Sales Manager, Warranty Administrator | |
| Archives: 9/14/2014 | Expires: 3/14/2015 |