



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-119

Date: April, 2016

## WARRANTY ADMINISTRATION

**Subject: Warranty Administration - Servicing Vehicles from Canada (U.S. Dealers Only)**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick Cadillac Chevrolet GMC	GM Passenger Cars and Trucks	2008	2017				

This bulletin will cover GM's policy on performing GM covered vehicle services and maintenance on vehicles originating/sold in Canada. These policies do not negate the policies established by GM regarding the sale, resale and import/export of GM vehicles, including those listed in the Dealer Sales and Service Agreement.

When servicing GM vehicles built for and sold in Canada, Service Agents first must determine if an effective repair can be performed using the guidelines listed in Article 1.2 of the GM Service Policies and Procedures Manual.

Service Agents must also verify the vehicle is eligible for the services to be performed by reviewing VIN information in Investigate Vehicle History (IVH). The Vehicle Summary Page will display any active warranties, open Recalls/Field Actions and Special Coverages applicable to that vehicle. Verify that there are no Branded Titles or Warranty Blocks that may restrict you from performing the requested service. If there is evidence that the odometer has been disconnected or altered, or the correct mileage cannot be determined, the warranty on the vehicle may be blocked. Report any instances of odometer tampering to the Dealer Business Center. Vehicles that display evidence of being salvaged/rebuilt that are not branded in IVH should be reported to the Dealer Business Center or your local GM representative.

### Customers Touring Across the Border Requiring Vehicle Repairs

For the safety and convenience of our GM customers, Service Agents are permitted to perform vehicle warranty repairs on vehicles touring between the U.S. and Canada following the guidelines listed in the Service Policies and Procedures Manual (Article 1.2).

In addition to the IVH requirements set forth above, Service Agents should verify eligibility to service a touring customer's vehicle by verifying the customer's residency (driver's license or vehicle registration). It is also important to check previous odometer readings

and vehicle delivery information on IVH to ensure the customer is a tourist and did not relocate across the border.

### Servicing GM Vehicles that Originated Across the U.S. / Canadian Border

For the safety and convenience of our GM customers, in addition to touring vehicles described above, Service Agents may also perform eligible warranty work on vehicles that originated in Canada **only after the following requirements, in addition to the IVH requirements set forth above, are met:**

1. The vehicle is owned by a customer at the time of service. Service Agent-owned inventory is ineligible. Proof of ownership (copy of the customer's registration and driver's license) at the time the service is performed must be attached to the job card.
2. The odometer must be converted from Kilometers to display Miles. Many vehicles are built with the technology to display either measure. If a vehicle's technology does not permit this conversion, the vehicle's equipment must be converted only through the use of a GM authorized Electronic Service Center (ESC). Please refer to the GM Service Policies and Procedures Manual for a list of authorized ESC locations. This cost of this conversion is the customer's responsibility and no portion of this service (parts/labor/other) should be submitted to GM by the dealer for reimbursement. This conversion must take place prior to repairs. Any warranty transaction submitted by a Service Agent for a vehicle that originated from Canada that has not had the odometer converted will be rejected.

**Note:** Any other reconfigurations that are required (i.e. OnStar) will be the at the customer's expense.

### Updating Investigate Vehicle History (IVH) to Display Converted Odometer Reading in “Miles”

Authorized Electronic Service Centers (ESCs) who convert a GM vehicle speedometer between miles/kilometers (MI/KM) will provide the appropriate information to GM for conversion of the odometer display in IVH.

Vehicles that allow for odometer display changes between MI/KM at the touch of a button do not require ESC conversion. However, in order to properly validate the warranty and add this information to the vehicle history file, the Service Agent must submit a request to GM to update IVH using the following process:

- Submit a zero dollar ZSET transaction type using **labor operation 0620018** to convert KM to MI displays in IVH.
- If you are unable to successfully process the IVH conversion through use of this labor operation, please contact the Dealer Business Center at 1-888-414-6322 for assistance. A copy of the vehicle registration showing customer registration in the United States will be required to be submitted with the request.

Changing KM to MI displays on IVH does not change the Applicable Warranties nor the terms of the warranties.

Below is an example of the Applicable Warranties section of IVH where a VIN was converted, now displaying the Effective Odometer and End Odometer readings in miles (MI). As you can see, the Canada 2yr Scheduled LOF Maintenance warranty still applies and U.S. Service Agents may provide remaining maintenance services covered under this program. See below for more details regarding New Vehicle Maintenance Program Services.

Applicable Warranties						
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	02/26/2016	05/22/2015	10 MI	05/22/2021	100,010 MI
	Emission Select Component Ltd Wty	02/26/2016	05/22/2015	10 MI	05/22/2023	80,010 MI
	Powertrain Limited Warranty	02/26/2016	05/22/2015	10 MI	05/22/2020	100,010 MI
	New Vehicle Limited Warranty	02/26/2016	05/22/2015	10 MI	05/22/2018	36,010 MI
	Canada 2yr Scheduled LOF Maintenance	02/26/2016	05/22/2015	10 MI	05/22/2017	24,010 MI

Valid warranties are highlighted

**Note: Speedometer conversion and IVH display conversion does not fully satisfy vehicle importation, certification and titling/registration requirements. Please refer to Federal and local regulations, including those set by the NHTSA and FMVSS, for further information.**

#### New Vehicle Maintenance Program Service

Service Agents are also permitted to perform maintenance services requested by the customer that are covered under the New Vehicle Maintenance programs.

If IVH displays an active Maintenance Program in the Applicable Warranties section, the vehicle is eligible to be serviced in the U.S. Follow all program rules applicable to the U.S. Maintenance Programs, submitting transactions for covered maintenance service(s) on eligible Canadian VINs as they normally would for a U.S. vehicle.

**Important:** Prior to performing the service, Service Agents should insure that the vehicle has not received the maximum number of maintenance events allowed per divisional program guidelines.

**Submitting Transactions for Repair or Maintenance on Vehicles Originating in Canada**

Service Agents should select the Foreign Tourist VIN indicator when submitting the transaction. This applies to ALL warranty repairs, recalls, special coverage and maintenance services regardless if the odometer has been converted or IVH has been converted.

The screenshot shows a 'Job Card Header' form with the following fields and options:

- Transaction Type:** A dropdown menu set to 'ZREG -- Regular Vehicle Transaction'.
- Job Card Number:** An empty text input field.
- VIN:** An empty text input field.
- Odometer:** An empty text input field.
- Service Advisor Number:** An empty text input field.
- Job Card Open Date:** An empty text input field with a format hint '(MM/DD/YYYY)'.
- Reference Number:** An empty text input field.
- Checkboxes:** At the bottom, there are two checkboxes: 'VIN not on File' (unchecked) and 'Foreign Tourist VIN' (checked). A red arrow points to the 'Foreign Tourist VIN' checkbox.

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**Support**

For any questions regarding this policy, Service Agents in the United States should contact the Dealer Business Center (DBC) at 1-888-414-6322.

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