



# Service Bulletin

## WARRANTY ADMINISTRATION

**Subject:** Warranty Administration – Courtesy Transportation and Roadside Assistance Programs

**Models:** 2017 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 has been revised to add the 2017 Model Year and update approval requirements for rentals exceeding 5 days. Please discard Corporate Bulletin Number 07-00-89-037H.*

**Important:** Roadside Assistance and Courtesy Transportation Programs are not part of or included in the coverage provided by the New Vehicle Limited Warranty. Requests for reimbursement for roadside assistance and/or courtesy transportation under the Roadside Assistance and Courtesy Transportation Programs are considered on a case-by-case basis. GM reserves the right to modify or discontinue the Courtesy Transportation and/or Roadside Assistance Programs at any time.

### Courtesy Transportation Program

One of the hallmarks of GM Warranty Administration has been the ability to offer a comprehensive courtesy transportation program to our customers. Up to now, GM has had a single, preferred supplier which has served us well in meeting our service rental needs. Today, our business needs and objectives have changed and many of our dealers now have a small allocation of fleet vehicles to utilize for courtesy transportation.

However, the need still exists to provide 100% service rental availability to our customers. Therefore, effective January 1, 2014, GM will transition from a single source to multi-preferred suppliers to provide service rentals for the Courtesy Transportation Program. A list of preferred suppliers is provided in this bulletin and will be updated periodically.

The designated preferred suppliers have agreed to adhere to the following program guidelines:

Tier 1 (All GM models, except Cadillac) - \$38.00\* or less per day

Tier 2 (Cadillac Only) - \$47.00\* or less per day

\* Rates include all applicable state and local sales taxes, security and stadium fees, along with any levies (including licensing fees). The supplier is responsible for remitting taxes and fees to individual states as required.

- Vehicles must be clean and well maintained.
- Unlimited mileage allowance per day.
- Vehicles are to be current or within the past one model year.
- Supplier will allow a minimum grace period of (2) hours when a customer returns a rental vehicle.
- Rentals must be directly aligned to brand (and segment within the brand) which is being serviced (e.g. Chevrolet to Chevrolet). Every attempt should be made to provide the same make/model of vehicle that the customer owns or leases. If this is not possible, upgrades to higher class GM brands, including Cadillac, should be utilized for customer satisfaction. (Refer to attachment A).
- Hours of operation (minimum standard) will be Monday – Saturday, 8:00 AM – 5:00 PM.
- GM dealers will provide payment to supplier(s). GM does not remit payment directly to rental agencies.
- Reimbursement will not be provided for non-GM vehicles.
- Dealer discretion for choice of supplier and minimum/maximum volumes required for service rentals.

## 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).
- For 2010 to 2015 model year vehicles, courtesy transportation may be available for warranty repairs within the bumper-to-bumper and 5 year/100,000 mile or 6 year/70,000 powertrain coverage as applicable.
- For 2016 model year vehicles, courtesy transportation may be available for the first 5 year/ 60,000 mile or 6 year/70,000 mile powertrain coverage as applicable. Courtesy Transportation may be available for 2500 and 3500 series Heavy Duty (HD) Pickups equipped with a 6.6L Duramax and certain qualifying commercial/government fleet vehicles for 5 years/100,000 miles.
- Please refer to the vehicle's Warranty and Owner Assistance Manual or the Applicable Warranties section of 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's Manual for details.

The following transportation expenses are ineligible:

- Non-warranty Service Agent provided services, such as customer pay and all GM brand maintenance programs.
- 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).
- Rentals for 6 or more days require District Manager Aftersales (DMA)/District Manager Combined (DMC) authorization prior to transaction submission. DMA/DMC should be notified within 10 days of placing the customer in rental.
- Non-GM VINs are not eligible for reimbursement.
- When a rental vehicle is provided that is older than the current or past (1) model year.
- Rental vehicle insurance, fuel, taxes, levies or any sort of vehicle licensing fee(s). No additional charges can be added to the Rental Agreement that would cause the daily rate to exceed the General Motors program allowance.
- Vehicle rental periods prolonged by the Service Agent personnel, processes, and/or practices are considered the responsibility of the Service Agent.
- The courtesy transportation program was been discontinued for Cutaway vehicles beginning with the 2010 model year.

## 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.

\* Chevrolet, Buick and GMC customers may be offered same-day service loaners in conjunction with the Enhanced Chevrolet, 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.

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 and 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 (1) model year. 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) and Service Management Authorization Requirements:** The maximum vehicle rental reimbursement period is 5 days. Service Management approval is required for rentals in excess of 3 days. DMA/DMC authorization is required on any rental vehicles 6 or more days prior to transaction submission. DMA/DMC should be notified within 10 days of placing the customer in rental.

**Issue Escalation Process:** In the event a concern arises between the Service Agent and the designated preferred rental agency on GM vehicle availability or daily rental charges, the Service Agent should escalate the issue with their GM Field Representative.

### Preferred Rental Agencies

The following is a list of designated preferred rental agencies for the Courtesy Transportation Program when vehicles are obtained from a source outside of the Service Agent.

### National Level (U.S.)

Enterprise Holdings, Inc. - 6727 locations, Phone: 800-261-7331

Hertz Corporate - 3200 locations, Phone: 800-654-3131

Avis Corporate - 1350 locations, Phone: 800-230-4898

### Regional Level (Select Agencies & Licensees)

#### North Central

Penske Car Rental 2555 Telegraph Road Bloomfield Hills, MI 48302 (248) 648-2500	Sonju Enterprises (Avis-Budget) Sawyer International Airport 225 Airport Avenue Marquette, MI 49841 (906) 346-6398
Sonju Enterprises (Avis-Budget) Ramada 412 W. Washington Street Marquette, MI 49855 (906) 346-6398	National/Alamo 4125 Hangar Drive NW Bemidji, MN 56601 (218) 751-1880
Sonju Enterprises (Avis-Budget) Duluth International Airport 4701 Grinden Drive Duluth, MN 55816 (218) 727-7233	Sonju Enterprises (Avis-Budget) Airways Aviation 2002 Airport Road Grand Rapids, MI 55744 (218) 727-7233

<p>Sonju Enterprises (Avis-Budget)  Falls International Airport  2643 CR 108  International Falls, MN 56649  (218) 285-7799</p>	<p>Hertz  Bismarck Municipal Airport  2301 University Drive  Bismarck, ND 58502  (701) 223-3977</p>
<p>Avis  1557 University Drive  Fargo, ND 58103  (701) 241-1580</p>	<p>Rydell Auto Center  2700 South Washington  Grand Forks, ND 58208  (701) 772-7211</p>
<p>Byers Car Rentals (Hertz)  4200 International Gateway  Columbus, OH 43219  (614) 239-1084</p>	<p>5 Star Rental, Inc. (Avis)  4550 Terminal Road, Suite 107  Rapid City, SD 57703  (605) 393-8911</p>
<p>Hertz  Regional Airport  4550 Terminal Road, Suite 108  Rapid City, SD 57703  (605) 393-0160</p>	<p>Hertz  Costello Terminal  2801 Jaycee Lane  Sioux Falls, SD 57104  (605) 336-8790</p>
<p>Mayfair  Airport  2727 E. Layton Avenue  Cudahy, WI 53110  (414) 489-6600</p>	<p>Mayfair  6319 S. 108th Street  Franklin, WI 53132  (414) 427-0300</p>
<p>Mayfair  5788 Hwy 60 East  Hartford, WI 53027  (262) 670-3527</p>	<p>Mayfair  7519 60th Avenue  Kenosha, WI 53142  (262) 654-5430</p>
<p>Mayfair  6841 W. Brown Deer Road  Milwaukee, WI 53223  (414) 354-8600</p>	<p>Mayfair  36833 Wisconsin Avenue  Oconomowoc, WI 53066  (262) 569-4390</p>
<p>Mayfair  7904 Washington Avenue  Racine, WI 53406  (262) 884-0550</p>	<p>Mayfair  1720 Paramount Drive  Waukesha, WI 53186  (262) 513-3330</p>
<p>Mayfair  1750 N. Mayfair Road  Wauwatosa, WI 53226  (414) 258-4441</p>	<p>Broadway (Hertz)  1964 Airport Road  Green Bay, WI 54313  (920) 498-6411</p>

<p>Sonju Enterprises (Avis-Budget)  3022 Tower Avenue  Superior, WI 54880  (218) 727-7233</p>	
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**Northeast**

<p>Lombardo Companies Inc. (Avis)  500 Stevenson Boulevard  New Kensington, PA 15068  (724) 337-4518</p>	
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**Southeast**

<p>E-Z Rent A Car  2003 McCoy Road, Suite A  Orlando, FL 32809  (407) 888-0504</p>	<p>Triangle Rent A Car  4817 Hargrove Road  Raleigh, NC 27616  (919) 851-2113</p>
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**South Central**

<p>Bob's Rentals, Inc. (Avis)  2300 N. Airport Blvd. Suite 104  Springfield, MO 65802  (417) 865-9664</p>	<p>Bob's Rentals, Inc. (Avis)  491 Blue Sky Lane  Hollister, MO 65672  (417) 334-4945</p>
<p>Bob's Rentals, Inc. (Avis)  2109 East 7th Street  Joplin, MO 64801  (417) 206-2847</p>	<p>Bob's Rentals, Inc. (Avis)  1210 W. Sunshine  Springfield, MO 65807  (417) 864-4466</p>
<p>Coastal RAC, Inc. (Avis)  PO Box 4875  Corpus Christi, TX 78469  (361) 883-5108</p>	

**West**

<p>Budget  1730 S. Broadway  Santa Maria, CA 93454  (805) 922-2158</p>	<p>Hertz  Municipal Airport  1950 Airport Way, Box 1  Pocatello, ID 83204  (208) 233-2970</p>
<p>Hertz  Fanning Field Airport  2140 N. Skyline Drive, Box 13  Idaho Falls, ID 83402  (208) 529-3101</p>	<p>Hertz  Friedman Memorial Airport  1220 Airport Way, Suite B  Hailey, ID 83333  (208) 788-4548</p>

<p>Hertz 3201 Airport Way, Suite 220 Boise, ID 83705 (208) 383-3100</p>	<p>Hertz Lewiston Municipal Airport 406 Burrell, Suite 108 Lewiston, ID 83501 (208) 746-0411</p>
<p>Hertz 226 E. Broadway Butte, MT 59701 (406) 782-1054</p>	<p>Hertz Gallatin Field Airport 850 Gallatin Field Road, Suite 8 Belgrade-Bozeman, MT 59714 (406) 388-6939</p>
<p>Hertz Billings-Logan International Airport 1901 Terminal Circle Billings, MT 59103 (406) 248-9151</p>	<p>Hertz 2800 Terminal Drive, Suite 106C Great Falls, MT 59404 (406) 761-6641</p>
<p>Hertz Helena Regional Airport 2850 Skyway Drive Helena, MT 59602 (406) 449-4167</p>	<p>Hertz 1573 N. Main Street Layton, UT 84041 (801) 773-6981</p>
<p>Hertz 1805 W. 5300 South Roy, UT 84067 (801) 614-5005</p>	<p>Hertz 1575 N. Main Street Layton, UT 84041 (801) 773-6060</p>
<p>Hertz 7440 6th Street, Building 420 Hill AFB, UT 84056 (801) 825-7300</p>	<p>Hertz Spokane International Airport 9000 W. Airport Drive Spokane, WA 99219 (509) 747-3101</p>
<p>Hertz Pullman-Moscow Regional Airport 3200 Airport Pullman, WA 99163 (509) 332-4485</p>	<p>Hertz Jackson Hole Municipal Airport 1250 East Airport Road Jackson, WY 83001 (307) 733-2272</p>
<p>Hertz Gillette-Campbell County Airport 2000 Airport Road #145 Gillette, WY 82716 (307) 686-0550</p>	<p>Hertz Natrona County Airport 8500 Airport Parkway Casper, WY 82604 (307) 265-1355</p>

Hertz Rock Springs-Sweetwater County Airport 382 Hwy 370 Rock Springs, WY 82901 (307) 382-3262	Hertz Yellowstone Regional Airport 2101 Roger Sedam Drive Cody, WY 82414 (307) 587-2914
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**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 a preferred rental agency.  
Chevrolet or Buick/GMC GMDRAC Service Agents will be reimbursed for \$42 per day or \$21 for same/partial day when utilizing their loaner fleet for service rentals. If a Chevrolet or Buick/GMC Service Agent utilizes a preferred 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 a preferred rental agency, or when a Service Agent-owned daily Cadillac rental is used.

**Rate Allowance Examples:**

Vehicle Being Serviced	Rental Agency	Vehicle Rented	Allowance
Cadillac CTS	Enterprise	Cadillac XTS	\$47
Cadillac Escalade	Avis	Cadillac CTS	\$47
Cadillac CTS	Enterprise	Chevrolet Malibu	\$38
Any GM Vehicle	Any Source	Non-GM	\$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**).

**Taxes**

Preferred suppliers will absorb all taxes at the agreed upon rates listed in this bulletin.

**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 0600008. A maximum of one day may be claimed using this labor operation. Use of 0600008 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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Type	Amount	Additional Details
Shuttle	<input type="text" value="5.00"/>	<input checked="" type="radio"/> One Way <input type="radio"/> Two Way

**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> <input type="button" value="v"/> <input type="button" value="v"/> <Select One> Parts Not Available No Technical Solution Found Vehicle Not Operable	

**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.



## Net Items [\[Top\]](#)

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Type

Amount

Public Transport

**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.

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Type

Amount

Additional Details

Customer Reimbursement

8.00

Invoice Number

### 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.
- 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 (refer to Owner's Manual for details).
- 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.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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