



Service Bulletin

File in Section: 03 - Suspension

Bulletin No.: 01-03-10-003L

Date: September, 2016

WARRANTY ADMINISTRATION

Subject: GM of Canada New Vehicle Tire Warranty Program and GWM Transaction Submission Information

Models: 2012-2017 GM Passenger Cars and Light Duty Trucks

Attention: This Service Bulletin is Applicable to "GM of Canada Dealers" Only.

This Bulletin has been revised to update the Subject, add Model Years, update the information, the GM Tire Warranty Proration Table, the Tire Company Contacts Table and add a section for Inspection Station Locations for Tire Returns Table. Please discard Corporate Bulletin Number 01-03-10-003K.

GM of Canada New Vehicle Tire Warranty Program

The new tires that the vehicle are equipped with are covered by General Motors against defects in material or workmanship under the New Vehicle Warranty (Base Warranty Coverage). For vehicles within this warranty period, defective tires will be replaced on a pro rata adjustment basis according to the following distance-based schedule:

- **0 - 20,000 km:** 100% of the replacement tire value is covered by GM.
- **20,001 - 60,000 km:** The Customer contributes to the cost of the tire replacement based on distance. A sliding scale system with Customer responsibility increasing as distance increases. See the GM Tire Warranty Proration Table in this Bulletin for details.
- **60,001 - 80,000 km:** Coverage continues on Buick and Cadillac models only, with the Customer responsible for 80% of the replacement tire cost.

This proration is based solely on distance. Tread depth measurements are not required for GWM Transaction submission.

⇒ If the tire is not in stock and the vehicle is returned to the Customer while the tire is being shipped, the vehicle distance at the time the tires were ordered **must** be recorded on the Job Card and used to determine the proration amount. Any additional accrued distance between ordering and installation should not be charged to the Customer.

Notice:

- **Proration applies to the price of the "tires" only. Cost plus warranty mark-up must be calculated before determining the prorated**

amount. No labour charges are to be assessed to the Customer for tire replacement. GM will cover 100% of the cost for labour (mount and balance tires) for tires replaced under the Base Warranty Coverage, based on published allowances in the Labour Time Guide.

- **Tire proration policies and percentages also apply to tires replaced under Customer Enthusiasm.**

GM Tire Warranty Proration Table

Kilometres (km)	Customer Participation
0-20,000	0%
20,001 - 20,999	33%
21,000 - 21,999	34.2%
22,000 - 22,999	35.3%
23,000 - 23,999	36.5%
24,000 - 24,999	37.7%
25,000 - 25,999	38.9%
26,000 - 26,999	40.0%
27,000 - 27,999	41.2%
28,000 - 28,999	42.6%
29,000 - 29,999	43.6%
30,000 - 30,999	44.7%
31,000 - 31,999	45.9%
32,000 - 32,999	47.1%
33,000 - 33,999	48.3%
34,000 - 34,999	49.4%
35,000 - 35,999	50.6%

GM Tire Warranty Proration Table (cont'd)

Kilometres (km)	Customer Participation
36,000 - 36,999	51.8%
37,000 - 37,999	53.0%
38,000 - 38,999	54.1%
39,000 - 39,999	55.3%
40,000 - 40,999	56.5%
41,000 - 41,999	57.7%
42,000 - 42,999	58.8%
43,000 - 43,999	60.0%
44,000 - 44,999	61.2%
45,000 - 45,999	62.4%
46,000 - 46,999	63.5%
47,000 - 47,999	64.7%
48,000 - 48,999	65.9%
49,000 - 49,999	67.1%
50,000 - 50,999	68.2%
51,000 - 51,999	69.4%
52,000 - 52,999	70.6%
53,000 - 53,999	71.8%
54,000 - 54,999	72.9%
55,000 - 55,999	74.1%
56,000 - 56,999	75.3%
57,000 - 57,999	76.5%
58,000 - 58,999	77.6%
59,000 - 60,000	78.8%
60001+ (Chevrolet, GMC)	100.0%
60,001 - 80,000 (Buick/ Cadillac Only)	80.0%
80,001+ (Buick/ Cadillac Only)	100.0%

Using the GM Tire Warranty Proration Table, the Service Personnel should be able to calculate the required Customer Participation (contribution) for each scenario. Here are a few examples:

- A Chevrolet vehicle with 30,435 km requires **one tire** be replaced. The full cost of the tire including handling allowance is \$156.20. In this example, the Customer participation is 44.7% of the tire replacement cost calculated as follows: $\$156.20 \times 44.7\% = \69.82 . GM will cover the remaining portion for the tire ($\$156.20 - \$69.82 = \$86.38$) and 100% of the labour to mount and balance the new tire.
- A Cadillac vehicle with 67,593 km requires **one rear tire** to be replaced. The full cost of the tire including handling allowance is \$215.46. In this example, the Customer participation is 80% of the tire replacement cost calculated as follows: $\$215.46 \times 80\% = \172.37 . GM will cover the

remaining portion for the tire ($\$215.46 - \$172.37 = \$43.09$) and 100% of the labour to mount and balance the new tire.

What Is Covered by the New Vehicle Tire Warranty Program

- Original Equipment (OE) tires and PDI installed Limited Production Option (LPO) tires are covered. Most OE and LPO tires will have a Tire Performance Criteria (TPC) number molded on the sidewall near the tire size.
- Tires replaced under warranty will continue to be covered for the remaining portion of the Base Warranty Coverage. Proration should be based off of the accumulated distance on the replacement tire, using the GM Tire Warranty Proration Table.

Use of GM Tire Sealant

General Motors may recommend/endorse practices that differ from those of individual tire manufacturers. One example is that the temporary use of tire sealant (as supplied with a GM inflator kit) may not be endorsed by certain tire manufacturers, such as Pirelli or Bridgestone. General Motors has independently validated the temporary use of such sealant when used in accordance with the instructions provided in the vehicle Owner Manual.

When the instructions found in the Owner Manual have been followed correctly, GM of Canada will continue to cover the tire under the terms of the New Vehicle Warranty, whether or not the practice conflicts with the policies of the individual tire manufacturer. Due to this policy, it may be advantageous for a customer with Bridgestone or Pirelli tires to return their vehicle to a General Motors Dealership for tire warranty issues if GM Tire Sealant has been used.

GM Inflator Kits — Tire Pressure Monitor Sensors

ONLY use the tire sealant included with GM Inflator Kits for temporary repair of tire air leaks. General Motors has tested this sealant and its compatibility with on-wheel mounted tire pressure monitor sensors. After inflator kit use, the on-wheel mounted tire pressure sensor should be inspected for any damage, and replaced and/or cleaned as needed.

Tire Chunking on New Vehicles



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This condition may be seen on new vehicles at the time of delivery to the Dealer. The condition, known as **tire chunking** is not transportation damage, but damage from Dynamic Vehicle Testing (DVT) that was performed at the assembly plant. This type of damage is to be treated as a **Warranty Repair**, using the applicable tire labour operation listed in this Bulletin and following the Tire Pre-Repair Authorization process. Because this condition is normally discovered when the Pre-Delivery Inspection (PDI) is performed, **do not** use the GM Tire Warranty Proration Table.

What Is Not Covered by the New Vehicle Tire Warranty Program

- Michelin Pilot Sport CUP tires.
- Non-Original Equipment tires (excluding Dealer replaced tires under the New Vehicle Warranty).

Important: Tire wear greatly varies by both the tire type installed and the driving habits of the owner. OEM tires installed on GM vehicles are evaluated for many different criteria and may have been selected to optimize handling, ride quality, load carrying and/or traction demands. Different types of tires will experience different rates of wear, resulting from these factors. No warranty is offered on the usable tread life of the tires.

- Normal tire wear.
- Tires on a vehicle after the Base Warranty Coverage expires. Original Equipment tires may still have prorated warranty coverage by the tire manufacturer once the Base Warranty Coverage expires.
- Tires purchased by consumers for use as winter tires, beyond the New Vehicle Warranty Program or replaced during the New Vehicle Warranty period for non-warrantable conditions.

Important: If tire replacement is necessary due to component(s) covered under the New Vehicle Warranty, Service Agents may claim for

replacement tires on the same Job Card as the defective component(s). The tire claim must be submitted using the applicable tire labour operation and proration schedule listed in this bulletin. A Tire Pre-Repair Authorization is required for the tire labour operation.

- Uneven wear from damaged, worn or misaligned suspension components.

Important: Road hazard may be covered by certain Tire Manufacturers on specific tires.

- Road hazard is not covered. This includes punctures, cuts, impact breaks, etc. Refer to the section titled: Examples of Non-Warrantable Conditions in this Bulletin.
- Damage resulting from driving with low tire pressures.
- Damage resulting from improper tire repairs.
- Damage resulting from extended driving on a flat tire (Except Run-Flat and Self-Sealing Tires).
- Damage due to misuse, negligence, lack of maintenance, alteration, racing and vandalism is not covered.

Examples of Non-Warrantable Tire Conditions

Important: The following examples are only a sampling of non-warrantable conditions submitted in warranty tire returns. GM of Canada is not responsible for, and WILL NOT replace tires sent in for conditions under the "What is Not Covered" section in this Bulletin.

Tires replaced under the Tire Warranty Program for non-warrantable conditions are subject to charge back. Inspection of tires replaced under warranty reveals that the most frequent non-warrantable condition claimed is road hazard, followed by improper wear. The following are photos of returned tires that DO NOT have warrantable conditions and a subsequent chargeback (debit) was processed after inspection.



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- This tire has two non-warrantable conditions. The tire is badly worn on the inside shoulder (over extended mileage) and has suffered air leakage from a screw still in the tread.



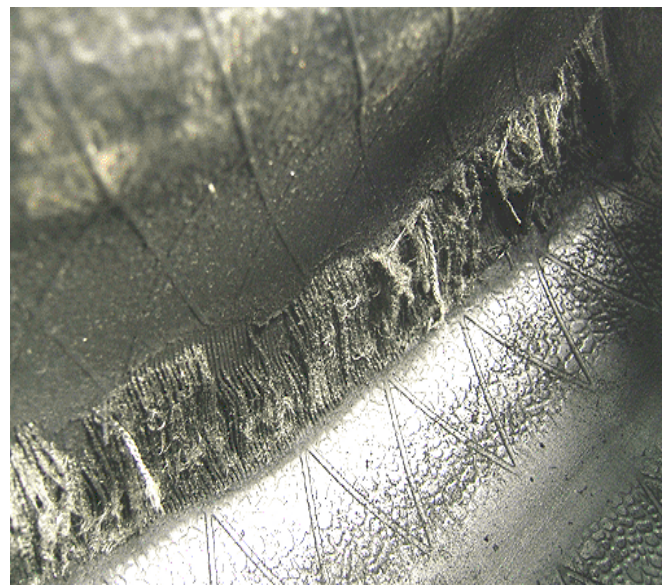
1967361

- This tire shows sidewall damage extending completely around the tire. This damage is the result of extended driving on a tire that is completely flat. The extensive sidewall wear is from tire contact with the road while it rotates.



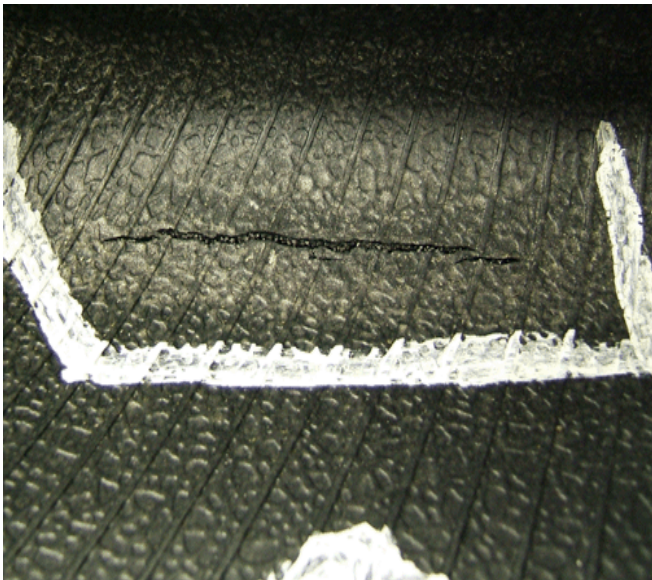
1967358

- This tire was returned for air leakage. The source of the air leakage is a tire repair plug installed in a non-approved portion of the tire. This tire has road hazard damage.



1967352

- This tire was damaged by extended driving with little or no air, same as the tire previously shown. This photo shows the inside view. Shredding of the inside may not always be accompanied by obvious exterior damage.



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- This example of common road damage is called a **rim-pinch**. The damage to the tire is caused by the tire folding and contacting the rim and the pavement. Frequently this type of damage will cause a sidewall bulge/bubble when the tire is re-inflated, due to the air attempting to leak from the internal sidewall breakage. It is common for the rim-pinch damage to be visible only from the inside of the tire. A typical tear to the sidewall from this type of damage is shown.

Example of Normal Wear and Age Related Conditions



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Some tire weathering and superficial cracking is normal. Tires should not be replaced under the New Vehicle Warranty for this condition.

Tire Rotation and Care

Please advise customers of the importance of regular tire rotations and maintaining the specified air pressure for their tires. The vehicle Owner Manual contains tire rotation requirements. Placards located in the door jamb, glove box or under the trunk lids of GM vehicles state the recommended tire pressures for the vehicle.

Processing Tire Warranty Transactions Using Global Warranty Management

Tire Warranty Transactions will be processed using the Global Warranty Management system. This Transaction procedure commonizes tire warranty in the GWM system. This integration will eliminate separate processes, eliminate the need to go to an outside website, streamlining tire warranty submission, while minimizing any additional training for Dealership Personnel.

Once a customer agrees to tire replacement and their responsible portion under the GM Tire Warranty Program, follow these steps to complete the Transaction:

STEP ONE: Complete a Pre-Repair Authorization (PRA)

Complete a Pre-Repair Authorization (PRA) A PRA must be generated for all tire Warranty Transactions. To access New Pre-Repair Authorizations, go to the main GWM sitemap, click on Prepare & Submit Transactions and select Search/ Create a Pre-Repair Authorization Document. Click on the NEW button at the bottom of the screen. At the New Pre-Repair Authorization Screen, enter the Business Unit from the dropdown (GM –Canada) then enter the Transaction Type from the dropdown (such as ZREG – Regular Vehicle Transaction) then select the Pre-Repair Type from the dropdown (Tire Replacement). Click on the GO button. A New Pre-Repair Authorization screen will appear, that has both a Pre-Repair Authorization **tab** and a Tire Authorization **tab**.

The prorated amount of the tire only will be submitted as "Customer Participation" on the Transaction submission screen of GWM.

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Click on the Pre-Repair Authorization tab and fill in the appropriate information as shown in the following list. Those items that are required will have an asterisk shown next to the heading.

- BAC*
- Service Agent
- Contact Name
- Phone Number
- Fax Number
- Contact E-mail Address
- Job Card*
- Job Card Date*
- Reference Number (optional)
- VIN*
- Vehicle Make
- Vehicle Model
- Odometer*

- Transaction Flag
- Customer Complaint Category*
- Complaint Code*
- Description* (for Complaint Code)
- Cause Code*
- Description* (for Cause Code)
- Correction Description*
- Labour Operation*
- Labour Time, including Supplemental Time and/or OLH Time
- Labour Rate
- Labour Total
- Parts Total
- Part Numbers
- Net Item Type and Amount
- Net Item Total
- Tax
- Deductible
- Total Before Taxes
- Auth Code
- Comment*

Then click on the Tire Authorization tab and fill in the appropriate information as shown in the following list:

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Those items that are required will have an asterisk shown next to the heading:

- Tire Brand*
- Tire Name*
- Tire Position*
- Sidewall Type*
- Defect Location*
- Removal Reason*
- Tire Performance Criteria Number (TPC)*

- Tire Size*
- DOT Code*

Select a YES/NO radio button to answer the question: Was there visible cracking, blistering, tread separation or other structural condition that was not caused by a road hazard on the tire?* (Do not select "YES" if the condition was caused by a road hazard, or suspension misalignment, or for noise, vibration or tread wear conditions.)

Note: The purpose of this selection is to verify that in the servicing dealers judgement, the tire was replaced due to an inherent structural problem in the tire (not road hazard, customer enthusiasm, etc.).

Select a YES/NO radio button to answer the question: Did the tire issue cause damage to any other parts of the vehicle?*

⇒ If there is more than one defective tire being replaced on the same vehicle, click on the NEXT TIRE SAME VEHICLE button and enter the appropriate information for the next tire.

When completed, click on the SAVE button or SAVE AND ADD ATTACHMENTS button.

STEP TWO: Print the Tire Replacement Document

Print the Tire Replacement Document Print the Tire Replacement Document, attach it to the Job Card and retain with the Vehicle History File. The Tire Replacement Document is generated in GWM at the time the PRA is completed.

DAVIDSON CHEVROLET, INC.
GWM TIRE REPLACEMENT DOCUMENT

Tire ID #1588504

Tire # 1 of 1

This form is to be used for returning original equipment tires eligible under the terms of the GM Bumper-to-Bumper New Vehicle Tire Warranty. Most original equipment tires will have a Tire Performance Criteria (TPC) number molded on the sidewall. Roadhazard and wear-out are NOT warranted. All information must be completed on this form, including the Tire ID, in order to return the tire to the tire manufacturer and process your warranty transaction for the replacement tires.

Service Agent Name/Location

BAC

Service Agent Name

Address

City

GM Region

State/Prov

Country

Postal Code

Service Agent Contact Information

Contact Name

Contact Phone Number

Contact Email Address

Fax Number

Vehicle Information

VIN

Model Year

Vehicle Make Description

Vehicle Model

Vehicle Mileage

Job Card Number

Job Card Open Date

Tire Information

Tire Brand

Tire Name

Sidewall Type

Tire Performance Criteria

DOT Code

Tire Size

Replaced Tire Information

Tires must be returned to the appropriate Tire Manufacturer using a pre-printed UPS shipping label created by Global Warranty Management. Complete the Tire DOT Code (found on the inboard side of each tire near the bead) for each tire being replaced.

Defect Location

Tire Position

Removal Reason

If Removal Reason is Other,
give reason for removal

Is Tire Damaged

No

Tire Cause Vehicle Damage

No

Additional Shipping Information

Create Date

Shipping Label Number

Signature: _____

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STEP THREE: Required Tire Return and Shipping Instructions

Required Tire Return and Shipping Instructions

Based on the information entered into GWM, you may be required to return the replaced tire as a condition of the GM New Vehicle Warranty. You will be required to return the tire if either of the following occurs:

- The vehicle has been damaged or the tire displays physical damage.
- The vehicle odometer has less than 20,000 km.

⇒ **If the tire requires shipping, the GWM system is able to create a tire return document. Print and attach that form with the tires to be shipped back to the appropriate manufacturer's Inspection Station Location for Tire returns. Refer to the list of Inspection Station Locations for Tire Returns in this bulletin.**

When returning tires, follow these steps:

- Use a tire crayon to mark the tire indicating the reason for replacement or location of the defect.
- A printed copy of the completed PRA and a copy of the Dealership/Retailer GWM Tire replacement form must be placed in an envelope and securely taped to each tire.
- Tires must be returned prepaid to the nearest tire manufacturer's inspection centres using the most economical carrier. Submit for the freight cost incurred along with your warranty claim (as a net item). Failure to return the tire(s) could result in a debit to the Dealer.

If the Removal Reason is **Customer Enthusiasm**, you will not be required to ship the tire(s) back to the tire manufacturer unless either of the two radio buttons were selected, indicating that YES, there was visible cracking, blistering, tread separation, or other structural condition that was not covered by a road hazard and/or YES, the tire issue caused damage to any other parts of the vehicle.

STEP FOUR: Transaction Approval

Transaction Approval Once the tire information has been entered, and the PRA shows **Accepted** you should create a new Transaction, and based on the BAC code, labour operation and Job Card number GWM will associate the PRA to the Transaction. At this point the Transaction will be paid, if all of the requirements of the Transaction have been met.

Global Warranty Management — Transaction Submission Examples

Example Transaction Submission - Scenario 1

The Service Agent can simply submit the tire Transaction and the system-assigned Pre-Repair Authorization (PRA) number is maintained in the background of the Transaction.

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Transaction Submission - Scenario 2

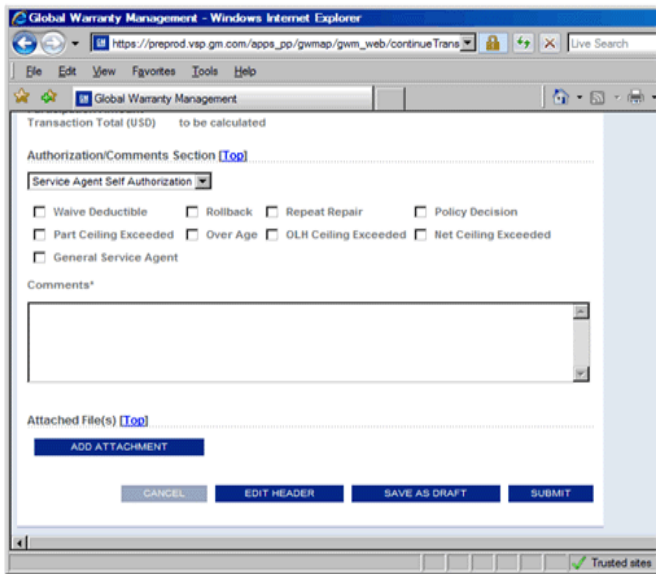
The Service Agent can H-Route the tire Transaction and the system-assigned Pre-Repair Authorization (PRA) number is maintained in the background of the Transaction.

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Transaction Submission - Scenario 3

The Service Agent can self-authorize the tire Transaction and the system-assigned Pre-Repair Authorization (PRA) number is maintained in the background of the transaction.



2424092

Authorisation/Section commentaires [\[Haut\]](#)

Auto-autorisation de l'agent de service

☐ Renoncer à la franchise ☐ Baisse ☐ Réparation répétée ☐ Décision relative aux politiques

☐ Plafond des pièces excédé ☐ Âge limite ☐ Plafond des autres heures de main-d'oeuvre excédé ☐ Plafond net excédé

☐ Agent de service General Motors

Commentaires*

Date	Horodate	Code source	Approbateur	Type de version	Version	Commentaire

Fichier(s) joint(s) [\[Haut\]](#)

AJOUTER UNE PIÈCE JOINTE

ANNULER MODIFIER UN EN-TÊTE TRANSMETTRE

2440495

Global Warranty Management — Sample Transaction Information

Transactions are submitted into GWM with the information as indicated below:

Repair Performed	Transaction Type	Labour Operation	Base Labour Time	Administrative Time	Part Numbers	Net Item Types
Tire, Goodyear / Dunlop — Replace	ZREG	8060440	As Appropriate	0.2 hr	All Detailed Parts	As Appropriate

Warranty Labour Codes and Time

Warranty Labour Codes and Time

OPERATION DESCRIPTION	*OE Tire Warranty Labour Operation Number	Labour Time
TIRE, GOODYEAR/DUNLOP— REPLACE	8060440	Use Published Labour Operation Time
TIRE, CONTINENTAL/GENERAL — REPLACE	8060460	
TIRE, MICHELIN, UNIROYAL, BF GOODRICH— REPLACE	8060480	
TIRE, BRIDGESTONE, FIRESTONE — REPLACE	8060540	
TIRE, KUMHO — REPLACE	8060580	
TIRE, HANKOOK — REPLACE	8060600	
TIRE, PIRELLI — REPLACE	8060620	
TIRE, MAXXIS — REPLACE	8060640	

Transportation Claims

For any tire replaced because of transportation damage or incorrect parts, use labour code 0500110 and submit as a transportation Transaction (ZTPT Transaction Type). Transportation transactions do not require the Pre-Repair Authorization (PRA) process prior to submission. **DO NOT use the Warranty Tire Replace Labour Codes** for any tire that is replaced due to transportation damage or incorrect parts.

Inspection Station Locations for Tire Returns

Please use these addresses to send the tires back to the OE Tire Manufacturer. Be sure to include the PRA document from GWM and the copy of the GWM Tire replacement form with the tire(s).

Inspection Station Locations for Tire Returns

Continental 12333 Airport Rd. Caledon, ON L7C 2X3	Hankook 30 Resolution Dr. Brampton, ON L6W 0A5
Goodyear North American Product Service Centre 450 Kipling Ave. Toronto, ON M8Z 5E1	Kumho Kumho Tire Canada Unit B, 6430 Kennedy Rd. Mississauga, ON L5T 2Z5
Michelin MNA CI Return Centre Att. Building 698 2863 Granton Rd. New Glasgow, NS B2H 5C6	Pirelli Pirelli Tire Inc.; c/o DB Schenker 6757 Northwest Dr. Mississauga, ON L4V 1L1
Bridgestone	Maxxis

Inspection Station Locations for Tire Returns (cont'd)

Bridgestone Canada Inc. 1300 Hymus Blvd. Dorval Quebec H9P 1J6 Attn. Daniel	Cheng Shin Rubber, Maxxis International — Canada 400—C Chrysler Dr. Brampton, ON L6S 5Z5
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Tire Companies & Contacts — Toll-Free Assistance

All replacement tires must be ordered through the GM National Account Tire Program.

Tire Companies & Contacts

Bridgestone Firestone Canada Inc., Integrated Client Service Dept., National Credit www.bridgestone-firestone.ca	Daniel Charron — Technical Service Manager (Gérant Service Technique) Bridgestone Canada Inc. 1300 Boul. Hymus Dorval, H9P1J6, QC. 1-877-685-3878 Poste 250 1-514-685-3878
Continental General Tire Company www.generaltire.ca www.continentaltire.ca	Martin Cousineau — Product Service Manager Passenger & Light Truck Tires Continental Tire Canada, Inc. Tel. Customer Relation: 1-855-453-1962 1-905-568-1303 x.2225 martin.cousineau@continentalna.com 6110 Cantay Road Mississauga, ON L5R 3W5

Tire Companies & Contacts (cont'd)

Goodyear Tire & Rubber Company www.goodyear.ca	Mardik Mardikian — Manager, Product Service Center Directeur du Centre de service des produits Toronto, Ontario 1-416 201-7850 mardik.mardikian@ goodyear.com
Michelin Tire Company (Includes Uniroyal and Goodrich) www.michelin.ca	Consumer Care Department 2500 Daniel Johnson, Suite 500 Laval, Québec H7T 2P6 1-888-871-4444
Kumho www.kumhotire.ca	Customer Service Arlene 1-877-445-8646 x111 Chris Thomas 1-403- 506-1591

Tire Companies & Contacts (cont'd)

Hankook (Remington Distributor) www.hankooktire.ca	1-800-843-7709 (English) 1-800-361-9366 (French)
Pirelli www.pirelli.ca	Pirelli Tire Inc. 1111 boul. Dr. Frederik-Philips, suite 506 St-Laurent, Quebec H4M 2X6 Quebec/Maritimes: 1-514- 331-4330; 1-800-363-0583; (514) 337-4033 Ontario 1-800-828-2585 Fax: 1-800-519-8999 Western Canada/Région de l'ouest: 1-800-663-0148 Fax: 1-800-519-8999
Maxxis www.maxxis.com	1-866-509-7067

