



Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 05-08-44-024E

Date: October, 2016

INFORMATION

Subject: Return or Reimbursement of Customer Owned CDs, DVDs or Navigation Discs

Models: 2017 and Prior GM Passenger Cars and Trucks

This Bulletin has been revised to add Model Years and update transaction submission instructions. Please discard Corporate Bulletin Number 05-08-44-024D.

The Electronic Service Centers (ESCs) will attempt to retrieve and return customer owned CDs, DVDs or Navigation (NAV) discs stuck, jammed, or damaged in a returned unit. If the personal property has not been returned in a reasonable amount of time, the dealer may reimburse the customer for the cost of the personal property. Reimbursement may also be made if the personal property is returned damaged. If the NAV unit is being replaced for a stuck, jammed, damaged NAV disc, it will be necessary to order a new NAV disc from the disc center. Do not wait for the ESC to return the old NAV disc when replacing the NAV radio.

Dealer Actions Required

- Notify the ESC at time of order that the unit being sent in contains stuck/jammed personal property. (If concern is damaged or stuck NAV disc, contact the NAV disc center at 1-877-NAVDISC (1-877-628-3472) to obtain a new NAV disc*).

- Provide the ESC with the customer's name, address, and description of the personal property.
- Advise the customer that all efforts will be made to return the personal property. If the personal property is not received in a reasonable amount of time, advise the customer to contact the dealership for reimbursement.
- To process a reimbursement, obtain reasonable documentation from the customer regarding the item's current value. This may consist of a receipt or estimate from a reputable source. Reimburse the customer the agreed upon value. Submit a transaction to Global Warranty Management (GWM) using the following information:

Transaction Type	Labor Operation	Parts	Labor	Net Item / Admin Allowance	Net Item / Reimbursement
ZREG	0600018	N/A	N/A	Up to \$20	Actual Value

Please ensure that all dealership service and parts personnel are aware of these procedures. If you have any questions, please contact the Dealer Business Center. In Canada, contact the District Manager - Customer Care and Service Process (DM-CCSP).

*GM Navigation Disc Center

- 1-877-NAV-DISC (1-877-628-3472)
- United States: www.gmnavdisc.com/dealer/us
- Canada: www.gmnavdisc.com/dealer/ca

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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