



# Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 09-00-89-008C

Date: October, 2016

## WARRANTY ADMINISTRATION

**Subject:** Labor Operation 0600018 – Personal Property Damage

**Models:** 2017 and Prior GM Passenger Cars and Light Duty Trucks

**Attention:** GMOD dealers are not authorized to use this bulletin.

**This Bulletin has been revised to add the 2017 Model Year and update Transaction Submissions Procedures. Please discard Corporate Bulletin Number 09-00-89-008B.**

The purpose of this warranty administration bulletin is to provide retail and wholesale service personnel with the policies/procedures and the warranty transaction submission procedures that support the Personal Property Damage process.

### What is Personal Property and Personal Property Damage Covered in This Bulletin?

Personal property would be goods located in the vehicle.

Personal Property Damage would be damage to those goods arising out of a claimed product related concern and covered under applicable warranty.

### Examples of Personal Property Damage Claims

- Clothing or other personal items damaged by a defective seat heater element.
- Water damaged items in trunk or passenger compartment due to a defective weather-strip.
- Torn slacks by a defective seat frame.
- Customer owned CDs/NAV disks stuck in a return unit per the latest version of Corporate Bulletin Number 05-08-44-024.

### What is Not Considered Personal Property Damage?

- Claims that are the result of a collision, fire, flood, lighting strike, sun or temperature related damage, man-made or natural disasters or involve any bodily injury are not included in this process.
- Damage to the vehicle itself.

### Service Agent Review and Empowerment Guidelines

Effective immediately, Service Agent's Service Management has the ability to react quickly to customer concerns for reimbursement requests of damage to personal property which resulted from a warrantable failure up to \$1,000.

Service Management should review all requests for reimbursement under \$1,000. During this review, Service Management must obtain reasonable documentation from the customer regarding the items of loss and the current value. This may consist of a receipt or estimate of current value from a reputable source concerning the item of loss.

The perspective of the customer, General Motors, and the Service Agent should be considered when determining the amount of reimbursement which is fair for all parties. Consideration of age and condition of the personal property are some of the typical factors used in these decisions.

Once an agreement is made on the reimbursement amount, Service Management should obtain a signed Claim Acknowledgement Form; obtain the damaged goods; issue a check to the customer; and submit a transaction using the below procedures.

### Customer Claim Acknowledgement Form

Complete the "Claim Acknowledgement Form" included with this bulletin and obtain a customer signature.

### Transaction Submissions Procedure

For the Vehicle Repair:

- Use the applicable repair labor operation number from the Labor Time Guide.
- Submit a ZREG transaction. If vehicle is out of warranty and repairs were authorized by Service Management, also select the "Policy" indicator when submitting the transaction.

For the Reimbursement of the Damaged Personal Property:

- Submit a ZREG claim transaction as shown below. Do NOT check the CUSTOMER ENTHUSIASM indicator.

Labor Operation	Transaction Type	Parts	Labor	CC	Net Item/ Admin Allowance	Net Item/ Reimbursement
0600018	ZREG	NA	NA	0090	\$20	Actual Value

**Parts and Documentation Retention**

Service Agent is required to retain all supporting documents in accordance with the GM Service Policies and Procedures Manual and Dealer Parts Retention guidelines, including but not limited to:

- The original signed Claim Acknowledgement Form
- Damaged personal property for which reimbursement was granted
- Customer’s receipt showing item purchase date or a document showing the approximate retail value
- Copy of Service Agent’s check issued to the customer
- Signed Claim Acknowledgement Form and receipts should be electronically attached to the transaction in Global Warranty whenever possible

Claim Acknowledgment Form
<p><b>This document acknowledges the receipt of \$ _____ (amount) from:</b></p> <p>_____</p> <p>(Dealership’s Name)</p> <p><b>On behalf of General Motors LLC, which was provided to me as reimbursement for the loss / damage of the following personal property:</b></p> <p>_____</p> <p>(Description of item(s))</p> <p>_____</p> <p>(Description of item(s))</p> <p><b>This damage occurred on _____ (MM/DD/YYYY).</b></p> <p><b>The vehicle Identification Number (VIN) is _____.</b></p> <p><b>The incident did not involve a collision, fire, or bodily injury to myself or others.</b></p> <p>_____</p> <p>(Customer Signature )</p> <p>_____</p> <p>(Date)</p>

