



# Service Bulletin

## 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 add a 2017 Buick and Cadillac Tire Warranty Proration Table, a 2017 Chevrolet and GMC Tire Warranty Proration Table, update the existing 2012-2016 GM Tire Warranty Proration Table, and update the Net Item/Admin Allowance from .2hr to \$25.00. Please discard Corporate Bulletin Number 01-03-10-003L.*

### 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:

- Buick and Cadillac up to 80,000 km
- Chevrolet and GMC up to 60,000 km

**Notice:** 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 vehicle distance traveled between ordering and installation of the tires should not be charged to the Customer.

- The Customer contributes to the cost of the tire replacement based on vehicle distance traveled. A proration system is used, with Customer Participation increasing incrementally as the vehicle distance traveled increases.
- See the applicable GM Tire Warranty Proration Table in this Bulletin for further Cost and Participation details.
- The proration is based solely on vehicle distance traveled. Tread depth measurements **are not required** for GWM Transaction submissions.

**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.

### 2017 Buick and Cadillac Tire Warranty Proration Table

#### 2017 Buick and Cadillac Tire Warranty Proration Table

Vehicle Distance Traveled in Kilometres (km)	Customer Participation Tire Cost Including Markup	Customer Participation Labour = Mount and Balance
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0-19,000	0%	0%
19,001 - 24,000	40%	0%
24,001 - 32,000	50%	0%
32,001 - 40,000	60%	0%
40,001 - 48,000	70%	0%
48,001 - 80,000	80%	0%
80,001+	100%	100%

## 2017 Chevrolet and GMC Tire Warranty Proration Table

### *2017 Chevrolet and GMC Tire Warranty Proration Table*

Vehicle Distance Traveled in Kilometres (km)	Customer Participation Tire Cost Including Markup	Customer Participation Labour = Mount and Balance
0-19,000	0%	0%
19,001 - 24,000	40%	0%
24,001 - 32,000	50%	0%
32,001 - 40,000	60%	0%
40,001 - 48,000	70%	0%
48,001 - 60,000*	80%	0%
60,001+*	100%	100%

\*The 2017 Canadian Limited Warranty and Owner Assistance Information booklet may have this tire prorated scale shown as up to 57,600 km instead of 60,000 km. The tire warranty prorated scale for Chevrolet/GMC vehicles is up to 60,000 km and will be corrected in future editions of the booklet.

## 2012-2016 GM Tire Warranty Proration Table

### *2012-2016 GM Tire Warranty Proration Table*

Vehicle Distance Traveled in Kilometres (km)	Customer Participation Tire Cost Including Markup	Customer Participation Labour = Mount and Balance
0-20,000	0%	0%
20,001 - 20,999	33%	0%
21,000 - 21,999	34.2%	0%
22,000 - 22,999	35.3%	0%

23,000 - 23,999	36.5%	0%
24,000 - 24,999	37.7%	0%
25,000 - 25,999	38.9%	0%
26,000 - 26,999	40.0%	0%
27,000 - 27,999	41.2%	0%
28,000 - 28,999	42.6%	0%
29,000 - 29,999	43.6%	0%
30,000 - 30,999	44.7%	0%
31,000 - 31,999	45.9%	0%
32,000 - 32,999	47.1%	0%
33,000 - 33,999	48.3%	0%
34,000 - 34,999	49.4%	0%
35,000 - 35,999	50.6%	0%
36,000 - 36,999	51.8%	0%
37,000 - 37,999	53.0%	0%
38,000 - 38,999	54.1%	0%
39,000 - 39,999	55.3%	0%
40,000 - 40,999	56.5%	0%
41,000 - 41,999	57.7%	0%
42,000 - 42,999	58.8%	0%
43,000 - 43,999	60.0%	0%
44,000 - 44,999	61.2%	0%
45,000 - 45,999	62.4%	0%
46,000 - 46,999	63.5%	0%
47,000 - 47,999	64.7%	0%
48,000 - 48,999	65.9%	0%
49,000 - 49,999	67.1%	0%

50,000 - 50,999	68.2%	0%
51,000 - 51,999	69.4%	0%
52,000 - 52,999	70.6%	0%
53,000 - 53,999	71.8%	0%
54,000 - 54,999	72.9%	0%
55,000 - 55,999	74.1%	0%
56,000 - 56,999	75.3%	0%
57,000 - 57,999	76.5%	0%
58,000 - 58,999	77.6%	0%
59,000 - 60,000	78.8%	0%
60001+ (Chevrolet, GMC)	100.0%	100%
60,001 - 80,000 (Buick/Cadillac Only)	80.0%	0%
80,001+ (Buick/Cadillac Only)	100.0%	100%

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

- A 2017 Buick with 23,139 km requires **both front tires** to be replaced. The full cost of each tire including handling allowance is \$172.72. In this example, the customer participation is 40.0% of the tire replacement cost calculated as follows:  $\$172.72 \times 2 \text{ tires} = \$345.44 \times 40.0\% = \$138.18$ . GM will cover the remaining portion for the tires ( $\$345.44 - \$138.18 = \$207.26$ ) and 100% of the labour to mount and balance the new tires.
- A 2016 Chevrolet 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 2017 Cadillac 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



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.



- 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.



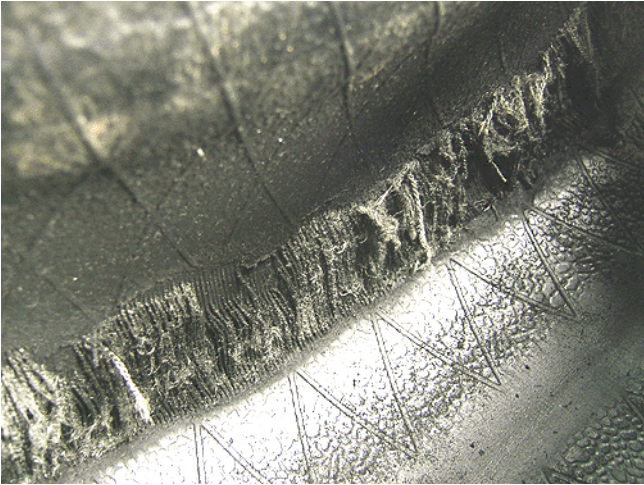
- This tire was returned for air leakage. The source of the air leakage is a tire repair plug installed in a non-approved portion of the tire. This tire has road hazard damage.



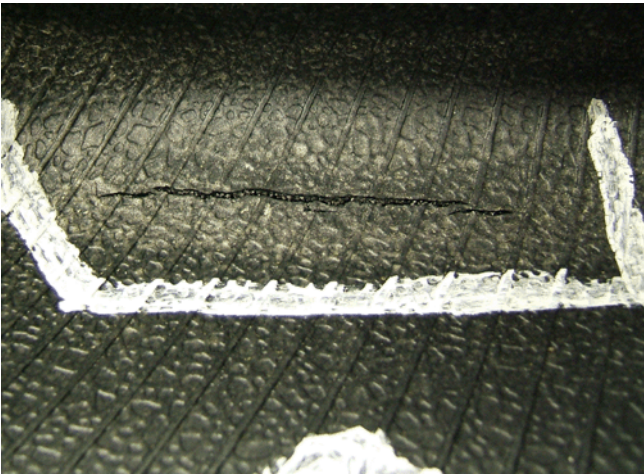
- This tire shows sidewall damage extending completely around the tire. This damage is the result of extended driving on a tire that is completely flat. The



extensive sidewall wear is from tire contact with the road while it rotates.



- 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.



- 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



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.

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:

**New Pre-Repair Authorization**

This screen allows Global Warranty Management Users to create new Pre Repair Authorizations.

Business Unit:   
Transaction Type:   
Pre-Repair Type:

**Pre-Repair Authorization** **Tire Authorization**

User Name: Janet Sutherland \*Required Fields  
Disclaimer: All amounts are before taxes

Tire Brand:   
Tire Name:

**TIRE #1**

Tire Position:  Tire Performance Criteria Number (TPC):   
Sidewall Type:  Tire Size:   
Defect Location:  DOT Code:   
Removal Reason:

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 condition was caused by a road hazard:  
☐ Yes ☐ No

Did the tire issue cause damage to any other parts of the vehicle?:  
☐ Yes ☐ No

**Nouvelle autorisation de réparation préalable**

Cet écran permet aux utilisateurs de Gestion garantie globale de créer des nouvelles autorisations de réparation préalable.

Unité commerciale:   
Type de transaction:   
Type de réparation préalable:

**Autorisation de réparation préalable** **Autorisation de pneu**

Id de l'utilisateur: Janet Sutherland \*Champs requis  
Clause de non-responsabilité: Tous les montants sont avant taxes

Marque de pneu:   
Nom du pneu:

**PNEU N° 1**

Position du pneu:  Numéro de critère de performance de pneu:   
Type de fente:  Dimensions des pneus:   
Emplacement du défaut:  Code DOT:   
Raison de la suppression:

Le pneu présente-t-il des craques, des cloques, des séparations de la sculpture ou tout autre dommage structurel

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
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Signature: \_\_\_\_\_

**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.

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.

Global Warranty Management - Windows Internet Explorer

https://preprod.vsp.gm.com/apps\_pp/gwmap/gwm\_web/continueTrans

File Edit View Favorites Tools Help

Global Warranty Management

Transaction Total (USD) to be calculated

Authorization/Comments Section [\[Top\]](#)

GM Authorization

☐ Waive Deductible

Comments\*

Attached File(s) [\[Top\]](#)

ADD ATTACHMENT

CANCEL EDIT HEADER SAVE AS DRAFT SUBMIT

Customer/Service Agent

Participation Amount

Total de la transaction\* (CAD)

\* Le montant des taxes et le montant total sont uniquement retournés sur les transactions acceptées ou en attente

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

Authorisation de GM

☐ Renoncer à la franchise

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

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.

Global Warranty Management - Windows Internet Explorer

https://preprod.vsp.gm.com/apps\_pp/gwmap/gwm\_web/continueTrans

File Edit View Favorites Tools Help

Global Warranty Management

Transaction Total (USD) to be calculated

Authorization/Comments Section [\[Top\]](#)

Service Agent Self Authorization

☐ Waive Deductible ☐ Rollback ☐ Repeat Repair ☐ Policy Decision

☐ Part Ceiling Exceeded ☐ Over Age ☐ OLH Ceiling Exceeded ☐ Net Ceiling Exceeded

☐ General Service Agent

Comments\*

Attached File(s) [\[Top\]](#)

ADD ATTACHMENT

CANCEL EDIT HEADER SAVE AS DRAFT SUBMIT

Trusted sites



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

Auto-autorisation de l'agent de service

☐ Renoncer à la franchise  
☐ Plafond des pièces excédés  
☐ Agent de service General Motors

☐ Baisse  
☐ Âge limite

☐ Réparation répétée  
☐ Plafond des autres heures de main-d'oeuvre excédés

☐ Décision relative aux politiques  
☐ Plafond net excédés

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

## 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	Net Item/Admin Allowance	Part Numbers	Net Item Types
Tire, Goodyear / Dunlop --- Replace	ZREG	8060440	As Appropriate	\$25.00	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*

<b>Continental</b> 12333 Airport Rd. Caledon, ON L7C 2X3	<b>Hankook</b> 30 Resolution Dr. Brampton, ON L6W 0A5
<b>Goodyear</b> North American Product Service Centre 450 Kipling Ave. Toronto, ON M8Z 5E1	<b>Kumho</b> Kumho Tire Canada Unit B, 6430 Kennedy Rd. Mississauga, ON L5T 2Z5
<b>Michelin</b> MNA CI Return Centre Att. Building 698 2863 Granton Rd. New Glasgow, NS B2H 5C6	<b>Pirelli</b> Pirelli Tire Inc.; c/o DB Schenker 6757 Northwest Dr. Mississauga, ON L4V 1L1
<b>Bridgestone</b> Bridgestone Canada Inc. 1300 Hymus Blvd. Dorval Quebec H9P 1J6 Attn. Daniel	<b>Maxxis</b> Cheng Shin Rubber, Maxxis International — Canada 400—C Chrysler Dr. Brampton, ON L6S 5Z5

## 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	<b>Daniel Charron — Technical  Service Manager (Gérant  Service Technique)</b>  Bridgestone Canada Inc. 1300 Boul. Hymus Dorval, H9P1J6, QC. 1-877-685-3878 Poste 250 1-514-685-3878
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<p>Continental General Tire Company</p> <p><a href="http://www.generaltire.ca">www.generaltire.ca</a></p> <p><a href="http://www.continentaltire.ca">www.continentaltire.ca</a></p>	<p><b>Martin Cousineau — Product Service Manager Passenger &amp; Light Truck Tires</b></p> <p>Continental Tire Canada, Inc.</p> <p>Tel. Customer Relation: 1-855-453-1962</p> <p>1-905-568-1303 x.2225</p> <p><a href="mailto:martin.cousineau@continental.com">martin.cousineau@continental.com</a></p> <p>6110 Cantay Road</p> <p>Mississauga, ON</p> <p>L5R 3W5</p>
<p>Goodyear Tire &amp; Rubber Company</p> <p><a href="http://www.goodyear.ca">www.goodyear.ca</a></p>	<p><b>Mardik Mardikian — Manager, Product Service Center</b></p> <p>Directeur du Centre de service des produits</p> <p>Toronto, Ontario</p> <p>1-416 201-7850</p> <p><a href="mailto:mardik.mardikian@goodyear.com">mardik.mardikian@goodyear.com</a></p>
<p>Michelin Tire Company (Includes Uniroyal and Goodrich)</p> <p><a href="http://www.michelin.ca">www.michelin.ca</a></p>	<p><b>Consumer Care Department</b></p> <p>2500 Daniel Johnson, Suite 500</p> <p>Laval, Québec</p> <p>H7T 2P6</p> <p>1-888-871-4444</p>
<p>Kumho</p> <p><a href="http://www.kumhotire.ca">www.kumhotire.ca</a></p>	<p><b>Customer Service</b></p> <p>Arlene 1-877-445-8646 x111</p> <p>Chris Thomas 1-403-506-1591</p>
<p>Hankook (Remington Distributor)</p> <p><a href="http://www.hankooktire.ca">www.hankooktire.ca</a></p>	<p>1-800-843-7709 (English)</p> <p>1-800-361-9366 (French)</p>
<p>Pirelli</p> <p><a href="http://www.pirelli.ca">www.pirelli.ca</a></p>	<p><b>Pirelli Tire Inc.</b> 1111 boul. Dr. Frederik-Philips, suite 506 St-Laurent, Quebec</p> <p>H4M 2X6</p> <p>Quebec/Maritimes: 1-514-331-4330; 1-800-363-0583; (514) 337-4033</p> <p>Ontario 1-800-828-2585 Fax: 1-800-519-8999</p> <p>Western Canada/Région de l'ouest: 1-800-663-0148 Fax: 1-800-519-8999</p>

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