



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-158

Date: November, 2017

INFORMATION

Subject: New U.S. Dealer Special Tool Loan Program

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|--|---|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Buick, Cadillac, Chevrolet, GMC | All GM Passenger Cars and Trucks | 2009 | 2018 | | | All | All |

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|-----------------------------------|----------------------------|
| Involved Region or Country | United States Dealers Only |
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In response to dealership suggestions and surveys, GM launched a new U.S. Dealer Loan Tool Program (LTP) on April 4, 2016. The Loan Tool Program does not replace all essential tool shipments; however, it does provide a cost-effective alternative to essential shipments of high-cost and/or low-use special tools.

The LTP is dealer-funded by all U.S. dealers through an annual subscription fee billed through the dealer's Open Account. (The CY2017 subscription fee is \$300 in May and \$300 in November) The subscription fee includes inbound and outbound ground shipping.

Note: Dealerships with multiple franchises at the same address will be charged only a single subscription fee for the program.

Certain special tools have been deferred to the Loan Tool Program (instead of being shipped essential) due to unfavorable dealer Return-on-Investment (ROI). Consequently, dealers cannot opt-out of the Loan Tool Program because it will be the primary source for these essential tools.

In some cases, the deferment of one special tool to the Loan Tool Program can offset the annual subscription fee (for example; EL-51470, Night Vision Camera Alignment Target. Essential price = \$1,600).

Approximately 900 legacy tool numbers (retail priced from \$10 - \$3,000) are available for loan. This diverse Loan Tool Inventory offers dealers a cost-effective alternative to purchasing certain legacy tools when needed to replace a lost tool or for a 'one-off' repair.

Over 40 percent of the legacy tools in the Loan Tool Program are considered slow-moving or low-inventory tools with long fulfillment times. These tools will now be warehoused in a central location, eliminating long production times for legacy or replacement essential tools.

GM Dealers can request a Loan Tool through the GM Special Tools Website (dealers must use their Global Connect link to the website). The loan tool will be shipped to the dealership via 2-day ground (overnight shipping is available by request at an additional charge) and then must be returned to the central distribution warehouse in Romeoville, IL after 5 days of use.

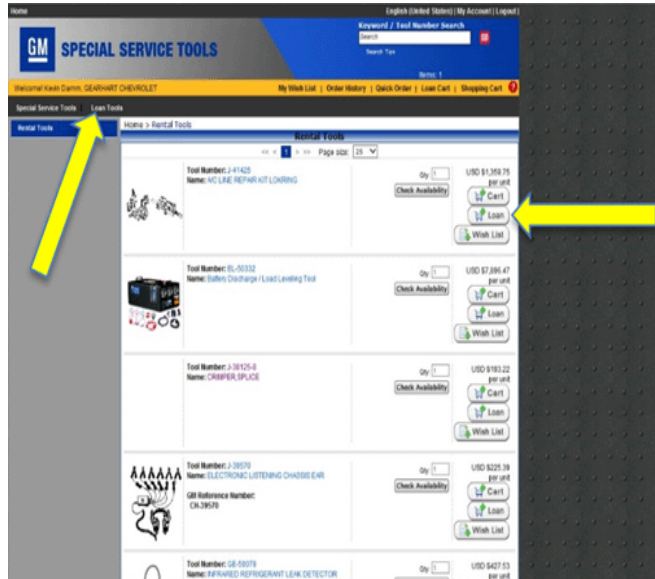
Note: Mistreated, incomplete or unreturned tools will be charged to the dealership at a penalty rate substantially higher than the retail price of the tool. Before the dealer is charged for the tool at the penalized rate, the Fixed Ops Manager, Service Director and / or Dealer Principal will be contacted directly by GM.

Loan Tool Process



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The Loan Tool Program provides dealerships with a simple process for requesting special tools.



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1. Dealership contacts Bosch via the Global Connect link to GM Special Tools website. Once on the site, select the Loan Tools feature & enter the desired tool number in the Search box. If the desired tool is available for Loan, select the Loan Cart button to initiate the transaction.

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2. Fill out the request form and click Place Loan Request.
3. Bosch processes the loan tool request and ships the tool. Two-day shipping is included in the program. (Overnight shipping option is an extra charge calculated at check-out.)



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4. Dealership has use of the tool for five days and then returns the tool using the provided return instructions and label. If required, the loan tool requestor will receive email messages from Bosch as a reminder to return the tool.
5. Bosch receives the returned loan tool, verifies its functionality, and places it back in the loan tool inventory.

Additional Information

This program is administered and managed by Bosch Automotive Service Solutions. For additional information about the Loan Tool Program, email: gmloanertools@service-solutions.com

GM dealers still have the option to purchase special tools via the online catalog and 1-800-GM-TOOLS.

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| Version | 2 |
| Modified | November 22, 2017 – Added the 2018 Model Year and updated subscription information in the second paragraph. |

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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