



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-099

Date: April, 2018

INFORMATION

Subject: Working with GM on a Product Assistance Claim (PAC)

Attention: GM of Canada is not authorized to utilize this service bulletin.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Trucks	2018 and Prior					
Cadillac							
Chevrolet							
GMC							

This bulletin has been developed for use on a Product Assistance Claim (PAC), which is formally known as a Product Allegation Resolution (PAR) or 1241 claim.

Reporting a Product Assistance Claim:

When an incident results in property damage and/or personal injury, alleged to be caused by a product defect, the customer and/or dealer should contact their respective Customer Assistance Center by phone.

Customer # is 800-231-1841. **Dealer direct access #** is 866-446-6963. The situation will either be handled within PAC or forwarded to GM's Central Claims (ESIS) team.

ESIS case numbers have only 6 digits (e.g. 921322). If ESIS is involved please reach out directly to them for updates at 800-888-0164.

Important: Please DO NOT make any repairs to the vehicle until PAC directs to do so or until PAC has completed the case review. During the review process, if technical assistance is needed or technical questions arise, PAC has internal resources to support. TAC will not be able to provide the dealer with diagnostic assistance or repair direction related to this allegation. Contact your PAC Specialist to request technical support.

Please refer to section 1.1.4 of the GM Service Policies and Procedures Manual for additional details.

Product Assistance Claim (PAC)

Definition:

The Product Assistance Claims (PAC) Team within the Global Connected Customer Experience (GCCX) contact center is responsible for cases in which a customer alleges that a vehicle defect resulted in:

- Injuries not requiring professional medical treatment
- Vehicle Damage

- Fire/smoke/melt concerns
- Damage to personal property inside the vehicle
- Claims of unwanted airbag deployment (with or without a collision)
- Claims that an airbag did not deploy in a collision
- Also included are deployments that occur when the vehicle is being serviced or repaired by a GM Dealer

Warning: When performing service on or near the SIR components or the SIR wiring, the SIR system must be disabled to prevent vehicle service induced deployments.

PAC Rental Vehicle Policy:

Refer to the latest version of Corporate Bulletin 13-00-89-010.

Product Assistance Claims (PAC): Upon request of the customer, GM may offer rental transportation while an investigation is being performed. Depending on the circumstances of the claim, the investigation will be conducted either by the PAC group or by GM Central Claims (ESIS).

The latest version of Corporate Bulletin 07-00-89-037 "Courtesy Transportation and Roadside Assistance Programs" may also apply for these claims.

PAC Case Summary:

PAC claims require a complete and thorough review of all available information as part of the investigation process to determine if there is any indication of a GM warrantable concern or if an opportunity for goodwill is present. Accident damage, signs of neglect or abuse, vehicle modifications and other outside influences must be identified and their relevancy to the case identified. Information provided by the dealer and inspection results are not the sole basis for decisions made on any PAC case.

Information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer.

Case Duration:

Typically, between 20–30 days to determine final decision.

Dealer Involvement:

A PAC Specialist will contact the Service Manager at the servicing or selling dealer (if possible) to explain the PAC process and request assistance with the gathering of facts related to the allegation. The dealer will be compensated for inspection time as appropriate based on the inspection requirements and documentation provided once the case resolution has been determined.

Reminder: Allegation claims are handled solely on the facts of that case. PAC requests can differ on a case by case basis and may include:

- **Sales documents** including non-GM components installed on a vehicle and/or disclosure forms
- **Historical Repair Orders** and customer communications related to the allegation
- **Assistance with providing courtesy transportation**
- **Hosting a vehicle repurchase**
- **Performing a Preliminary Inspection;** Includes DTCs and photos related to vehicle condition and customer concerns
- **Repair Estimates;** for body and mechanical repairs at GM warranty rates (must confirm parts availability)
- **Complete Inspection/Diagnosis & Repair Estimate.** If you identify information that may affect the case, please include that on the report.

Note: Any inspections exceeding 4 hours require prior approval from PAC Leadership.

- **Hosting a 3rd Party inspection** - provide technician support and access to a vehicle lift.

When completing the inspection forms, please verify all sections have been fully documented and photographed as appropriate. The detail and quality of the completed inspection report and related photos will help support our final position and the inspection hours submitted. Return the completed inspection forms and photos via email within 72 business hours (if possible). Once all inspection documents are completed, a technical review will be performed prior to determine the final case resolution.

After PAC has completed the review, the PAC Advisor will inform the Customer and Service Agent's Service Management of the outcome. PAC will notify customer of rental return requirements specific to the case outcome (if applicable).

Post Resolution of PAC Denial:

Reassemble the vehicle to the original "as-presented" condition prior to beginning of Product Assistance Claim and inform the owner to return the rental and retrieve their vehicle. Refer to the latest version of 13-00-89-010 for rental reimbursement if applicable.

If a PAC Repair is authorized:

Dealer will be requested to provide a detailed repair estimate for repairs only. All parts availability needs to be confirmed and itemized at the Dealer's GM warranty rates. The PAC Advisor will create a Pre-Repair Authorization in Global Warranty per the repair estimate and provide the appropriate Labor Op code to Service Management along with instruction to repair the vehicle.

If a PAC Repurchase is authorized:

Dealer will be requested to host a GM vehicle repurchase as applicable by the terms of the agreement between the customer and General Motors.

Dealer Payment:

Once the final decision is provided and (if applicable) repairs are authorized, send your PAC advisor a complete estimate for all that apply utilizing the following labor op codes.

- **0600016** - Inspection time
- **0600006** - Rental fees
- **0600006** - Authorized repairs
- **0600018** - Personal property damages

The PAC Advisor will create a Pre-Repair Authorization in Global Warranty per the repair estimate and rental expense total. PAC Advisor will then provide the Pre-Authorization code to Service Management. Select "GM Pre-Repair Authorization" when submitting the transaction (do not select "GM Authorization"). The system will then prompt the Service Agent to enter the Pre-Repair Authorization Number which PAC previously issued.

Please contact the PAC Team at 866-446-6963 with any additional questions or concerns.

Version	1
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