



# Service Bulletin

File in Section: -

Bulletin No.: 18-NA-099

Date: November, 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 Light Duty Trucks	2019 and Prior					
Cadillac							
Chevrolet							
GMC							
Chevrolet	Medium Duty Trucks	2016	2019				
Chevrolet GMC	TopKick Kodiak T-Series	2009 and Prior					

This bulletin has been developed for use on a Product Assistance Claim (PAC), which is formerly 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:

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). Transportation can be provided regardless of vehicle age or mileage.

All of the guidelines stated in the latest version of Corporate Bulletin 07-00-89-037: Courtesy Transportation and Roadside Assistance Programs also apply for these claims, with the EXCEPTION of the Rental Term (Length).

If additional rental days are needed beyond the agreed upon number, the Service Agent's Service Management will get approval from the assigned PAC Customer Relationship Specialist (CRS) or ESIS Claims Administrator. Failure to get approval, for additional days, will result in the Service Agent and/or customer paying the expense.

The claim submission procedures for a rental vary based on the outcome of the investigation. Refer to the correct process, outlined in the Dealer Transaction Submission Process section below.

### **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.

### **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 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 Transaction Submission Process:**

Once the final decision is provided, send your PAC advisor a complete estimate for all that apply utilizing the following labor code.

- **0600016** - Inspection time
- **0600146** - Rental fees
- **0600006** - Authorized repairs
- **0600018** - Personal property damages

Once the PAC advisor has received the final repair order, they will create a Pre-Repair Authorization in Global Warranty. The PAC advisor will then provide the Pre-Authorization Number to the dealer for each labor code.

Inspection Time:

- For inspections only, PAC will pre-authorize up to 2 hours. Any labor time authorized above that must be submitted in the OLH field. The PRA will identify the total approved labor time.
- Submit the expenses under the labor code 0600016

Vehicle Repair:

- 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.
- Submit the expenses under the labor code 0600006 and complete the respective fields as appropriate.

Reimbursement for a Rental Vehicle:

- If the customer is in a rental vehicle, include the rental cost as a line item on the final repair order. The PAC Advisor will create a separate Pre-Repair Authorization for the rental. The PAC advisor will then provide a Pre-Repair Authorization Number to Service Management. This number must be used when submitting the reimbursement in the system.
- Submit the expense under the labor code 0600146.

Please contact the Dealer Business Center at 888-414-6322 with any additional questions or concerns.

If a customer’s product allegation case was escalated to GM Central Claims (ESIS) and the customer was in a rental, ESIS will issue payment directly to the Service Agent when the case is resolved, for the agreed upon rental allowance.

<b>Version</b>	3
<b>Modified</b>	Released April 4, 2018 August 20, 2018 – Added the 2019 Model Year, updated the Rental fees labor operation under Dealer Payment and the contact information at the end of the bulletin. November 5, 2018 – Included Medium Duty models and expanded the parameters around the Rental Policy and how to process transaction submissions.

