



Service Bulletin

Bulletin No.: 17-NA-073

Date: September, 2019

WARRANTY ADMINISTRATION

Subject: Field Action Courtesy Transportation Policy

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
All	GM Passenger Cars and Trucks	2020 and Prior		-	-	-	-

Field Action Courtesy Transportation Policy

General Motors would like to clarify and ensure the understanding of our Courtesy Transportation policy in regards to customer eligibility with respect to Field Actions.

For Vehicles under Standard Warranty or the Limited Powertrain Warranty, Courtesy Transportation is available to be reimbursed by GM if one of the following conditions are met:

- The vehicle is within the Bumper-to-Bumper warranty (Canada Base Warranty coverage), **OR**
- The involved component is currently covered under the terms of the Limited Powertrain Warranty.

For Vehicles beyond Standard Warranty or the Limited Powertrain Warranty, Courtesy transportation is available to be reimbursed by GM if:

- The Field Action Bulletin specifically includes provisions for courtesy transportation beyond the Warranty Coverage period (in this situation, the procedure in the applicable bulletin should be followed),

OR

- Service Agents should contact their respective Field Warranty Manager, in Canada the District Manager - Customer Care and Service Process (DM-CCSP) for authorization, which may be granted on a case-by-case basis under qualifying circumstances.

At any time a dealer can within their own discretion provide courtesy transportation without reimbursement from GM.

Version Information

Version	3
Modified	Released March 15, 2017 February 15, 2019 – Added Model Year 2019 vehicles and changed District Manager of Aftersales/District Manager Combined (DMA/DMC) to Field Warranty Manager. September 18, 2019 – Added the 2020 Model Year and removed the statement: This policy is also applicable to Saab branded vehicles included in Field Actions administered by General Motors.

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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