



# Service Bulletin

Bulletin No.: 20-NA-016

Date: January, 2020

## WARRANTY ADMINISTRATION

**Subject: Warranty Administration – Repurchase Vehicle Dealer Processing Fee Labor Operation and Submission Guidelines (U.S. ONLY)**

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
All Manufacturer Repurchased GM Vehicles (U.S. ONLY)		2010	2020	-	-	-	-

<b>Involved Region or Country</b>	United States
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The effective date of the requirements of this bulletin is January 22, 2020.

When a customer vehicle concern results in a manufacturer repurchase from the customer, GM depends on the dealership to host and administer the repurchase closing and intake of the returning vehicle.

The expectation for the hosting dealer is to meet with the customer, to process the returned vehicle (inspect, repair and prepare for GM to reacquire) and complete all required documentation that is included in the Repurchase Closing Packet. If the customer is completing a Trade Repurchase, the hosting dealer will also work with the customer to choose a replacement vehicle.

General Motors provides compensation of \$100 for a Straight Repurchase closing and \$200 for a Trade Repurchase closing. To date this compensation has been processed as a paper check to the hosting dealership. As of January 22, 2020, dealers must submit a claim in Global Warranty Management to be reimbursed this allowance.

### Transaction Submission Requirements:

Labor Operation	Description	Transaction	CC	Parts	Labor	Net Item / Admin Allowance
0600026	RVDC Trade Dealer Processing Fee	ZREG	0090	N/A	N/A	\$200
0600036	RVDC Straight Dealer Processing Fee	ZREG	0090	N/A	N/A	\$100

The hosting dealership can submit labor op 0600026 for a Trade Repurchase processing fee of \$200, or 0600036 for a Straight Repurchase processing fee of \$100, once the criteria below is met:

- Dealership hosted repurchase closing and all required documentation is returned to the RVDC complete and correct.
- The job card involving final repairs has been completed and received by RVDC (if applicable).

In the "Correction" section of the transaction, enter one of the following statements:

- Final job card attached (scan and attach to the submitted transaction)
- Vehicle is to be scrapped/donated no final job card required
- Vehicle removed to GM facility

### Questions or Issues:

Warranty submissions: Warranty Support Center (WSC) at (866) 446-2900

Repurchase Process: Reacquired Vehicle Disposition Center (RVDC) at (888) 567-3234

<b>Version</b>	1
<b>Modified</b>	Released January 21, 2020.

