



# Service Bulletin

Bulletin No.: 07-00-89-0370

Date: March, 2020

## WARRANTY ADMINISTRATION

**Subject:** Courtesy Transportation and Roadside Assistance Programs

**Models:** 2020 and Prior GM Passenger Cars and Trucks

**Attention:** GM of Canada and IPC Service Agents are not authorized to utilize this service bulletin. GM of Canada Service Agents/retailers should refer to the most recent Home Office Letters for program details.

This bulletin has been revised to add the 2020 Model Year and update applicable information throughout the bulletin. Please discard Corporate Bulletin Number 07-00-89-037N.

**Important:** Courtesy Transportation and Roadside Assistance are not part of or included in the coverage provided by the New Vehicle Limited Warranty. Requests for reimbursement for Courtesy Transportation and/or Roadside Assistance under the Courtesy Transportation and/or Roadside Assistance Programs are considered on a case-by-case basis. GM reserves the right to modify or discontinue the Courtesy Transportation and/or Roadside Assistance Programs at any time.

### COURTESY TRANSPORTATION PROGRAM

#### Program Coverage and Eligibility

“Courtesy Transportation” is defined as any form of transportation allowed per the GM Courtesy Transportation Program, including rental, shuttle, reimbursement of fuel and reimbursement of public transportation.

Courtesy Transportation can be made available for:

- Warranty repairs for all GM vehicle purchase/lease customers and GM company-owned vehicle drivers within the Bumper-to-Bumper, Powertrain and/or Hybrid specific (8 year/100,000) and Federal Emissions coverage of the New Vehicle Limited Warranty (excluding Medium Duty trucks).
- May be used in conjunction with adjustments outside the warranty on a case-by-case basis.
- Please refer to the vehicle’s Warranty and Owner Assistance Manual or the Applicable Warranties section of Investigate Vehicle History (IVH) for vehicle-specific age/mileage warranty terms.
- Select Certified Pre-Owned programs. Please refer to applicable Certified Pre-Owned program guidelines.

**Important:** Some GM vehicles may have different Courtesy Transportation Program Terms. Please refer to the Owner’s Manual for details.

Courtesy transportation expenses are ineligible for reimbursement under the following circumstances:

- Repairs outside of the Bumper-to-Bumper Warranty covered by the Corrosion Warranty or any non-Federal Emissions Warranty (e.g. Select State, PZEV or any California Emissions Warranty).
- Non-warranty Service Agent provided services, such as customer pay.
- All GM brand maintenance programs services.
- Parts warranties (ZPTI and ZPTC transactions)
- Use of a rental vehicle beyond completion of the warranty repair is the customer’s responsibility.
- During services provided to vehicles in daily and long-term rental service, demonstrator service, and Service Agent-owned vehicles.
- Non-GM brand rental vehicles.
- Rental vehicle insurance and/or fuel.
- Any amount, including taxes/levies/fees, that would cause the daily rate to exceed the General Motors program allowance.

#### Other Related Policies

- To qualify for rental reimbursement, rental units must be no more than two model years old.
- Rentals must be directly aligned to brand (and segment within the brand) which is being serviced (e.g. Chevrolet to Chevrolet). Every attempt should be made to provide the same make/model of vehicle that the customer owns or leases. If this is not possible, upgrades to higher class GM brands should be utilized for customer satisfaction.

- A maximum of 1 day rental is allowed when expenses incurred for obtaining a part locally are also being applied to the job card.
- A maximum of 2 days rental is allowed when express parts shipping (CSO-3) charges are also being applied to the job card.
- Rentals of 4 or more days require pre-authorization via the Empowerment Portal. Pre-authorization request must be submitted by day 4 of the rental, with a final request submitted at the conclusion of the repairs for the total number of rental days.
- Vehicle rental periods prolonged by the Service Agent personnel, processes, shop scheduling and/or practices are considered the responsibility of the Service Agent.

### Field Action Courtesy Transportation Policy

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

1. The vehicle is within the bumper-to-bumper warranty, or
2. 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:

1. 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
2. Service Agents contact their respective Field Warranty Manager (FWM) for authorization, which may be granted on a case-by-case basis under qualifying extenuating circumstances. Submit requests by selecting "selecting "Non-Covered Courtesy Transportation during Field Action Repair" in the Aftersales Empowerment Portal. This includes any form of courtesy transportation expense (shuttle, **one or more** days rental, etc.).

This policy is also applicable to Saab branded vehicles included in Field Actions administered by General Motors.

### Courtesy Transportation Options

#### Same-Day Repairs \*

- *Shuttle Service* - Providing a shuttle of the customer from/to the Service Agent is the preferred transportation alternative and should be considered any time a warranty service appointment is scheduled or an eligible vehicle is brought in for a warranty repair. The Service Agent can submit up to \$7.50 each way for shuttle service provided. If the Service Agent does not operate a shuttle service, then the customer may utilize public transportation (taxi, bus, train, ride sharing such as Lyft/Uber etc.) and submit original receipt(s) for reimbursement consideration up to \$7.50 each way. **Shuttle of the customer's vehicle to/from the Service Agent is not a covered service per the Courtesy Transportation Program.**

\* Cadillac Customers may be offered any transportation option for same-day repairs.

\* Chevrolet, Buick and GMC customers may be offered same-day service loaners in conjunction with the Chevrolet, Buick and GMC Courtesy Transportation Program (CPT) Guidelines.

#### Overnight Repairs – Non-Rental Vehicle Options

- *Reimbursement for Fuel Provided* - When an eligible vehicle is unavailable due to overnight warranty repairs, customers who elect to utilize rides from another person (i.e. friend, neighbor, etc.) in lieu of a rental vehicle may receive reimbursement for their actual cost (based on paid receipts) of fuel purchased up to \$15 per day, \$45 maximum.
- *Reimbursement for Use of Public Transportation* - When an eligible vehicle is unavailable due to overnight warranty repairs, customers who use any form of public transportation (including ride-sharing such as Lyft/Uber) in lieu of a rental vehicle may receive reimbursement for their actual cost based on receipts provided up to \$38 per day, \$114 maximum.

#### Overnight Repairs – Rental Vehicle Policies

Rental vehicle coverage **only applies when an eligible vehicle is unavailable due to overnight warranty repairs.**

Scheduling service appointments increase Service Agent efficiency and customer satisfaction, while minimizing vehicle repair time. If the vehicle cannot be scheduled in the service department and is still operative and safe to drive, the customer should be encouraged to drive the vehicle. Scheduling service visits late in the afternoon or immediately prior to a weekend or holiday when service will not be performed until the next working day does not constitute an overnight repair, unless the vehicle is inoperative or otherwise unsafe to operate.

**Rental Vehicle-Brand:** GM requires the rental vehicle provided to the customer be a GM model. Every attempt should be made to provide the same make/model of vehicle that the customer owns. If the same make/model is not available, it is recommended that the customer's needs be filled by the same class of vehicle (ie: an SUV for an SUV). If this is not possible, other GM brands are acceptable, including upgrades to higher class vehicles including Cadillac.

**Rental Term (Length) and Service Management**

**Authorization Requirements:** The maximum vehicle rental reimbursement period is 3 days. Wholesale pre-authorization is required via the Empowerment Portal on any rental vehicles 4 or more days prior to transaction submission. Pre-authorization request must be submitted by day 4 of the rental, with a final request submitted at the conclusion of the repairs for the total number of rental days.

**Issue Escalation Process:** In the event a concern arises between the Service Agent and the designated preferred rental agency on GM vehicle availability or daily rental charges, the Service Agent should escalate the issue with their Field Warranty Manager.

**Rental Reimbursement Rates**

Chevrolet Buick GMC rental vehicles provided through a preferred rental agency – Service Agent can submit for the actual daily rental rate, not to exceed \$38.00 per day.

Qualified Chevrolet Buick GMC Courtesy Transportation Program (CTP) vehicles – Service Agent can submit a maximum of \$42 per day or \$21 for same/partial day rentals

Cadillac Service Agents not enrolled in the Cadillac Courtesy Transportation Alternative (CTA) Program – Service Agent can submit for the actual daily rental rate, not to exceed \$47.00 per day when a Cadillac is rented from a preferred rental agency, or when a Service Agent-owned daily Cadillac rental is used. \$38 per day when a Chevrolet, Buick or GMC rental vehicles is provided.

Rate Allowance Examples:

Vehicle Being Serviced	Rental Agency	Vehicle Rented	Allowance
Cadillac CTS	Enterprise	Cadillac XTS	\$47
Cadillac Escalade	Avis	Cadillac CTS	\$47
Cadillac CTS	Enterprise	Chevrolet Malibu	\$38
Any GM Vehicle	Any Source	Non-GM	\$0

Rates include all applicable state and local sales taxes, security and stadium fees, along with any levies (including licensing fees). Rental suppliers are responsible for remitting taxes and fees to individual states as required.

**Preferred Rental Agencies**

Enterprise, Avis and Hertz are the designated preferred rental agencies for the Courtesy Transportation Program when vehicles are obtained from a source outside of the Service Agent.

Enterprise Holdings, Inc. - 800-261-7331

Hertz Corporate - 800-654-3131

Avis Corporate - 800-230-4898

Our preferred suppliers have agreed to adhere to the following program guidelines:

- Vehicles must be clean and well maintained.
- Suppliers must allow an unlimited mileage allowance per day.
- Rental vehicles must be no more than two model years old.
- Supplier will allow a minimum grace period of (2) hours when a customer returns a rental vehicle.
- Hours of operation (minimum standard) will be Monday – Saturday, 8:00 AM – 5:00 PM.
- GM Service Agents will provide payment to supplier(s). GM does not remit payment directly to rental agencies.

Service Agents must obtain agreement through their local preferred supplier on daily rental vehicle pricing within GM Courtesy Transportation Program limits.

**Job Card Documentation**

- Record on customer-signed copy of the job card when a one-way shuttle, two-way shuttle, or rental is provided to the retail customer.
- When providing reimbursement for public transportation and fuel expenses, attach the receipt to the job card and cross-reference the reimbursement check number, date and reimbursement amount.
- When a rental is provided, a copy of the rental agreement showing the rental vehicle VIN, or Service Agent owned rental documentation must be attached to the job card.

**Courtesy Transportation Warranty Transaction Submission**

Submit the courtesy transportation expense using the appropriate Net Item below under the labor operation that necessitated its use.

- When one or more repair is performed on a single job card, the entire courtesy transportation expense should be submitted on the one line causing the biggest need for the expense.
- In the event that a customer is provided a one-day rental when no warranty repair is performed for their stated condition, the rental expense may be claimed using labor operation 0600008. A maximum of one day may be claimed using this labor operation. Use of 0600008 is prohibited when claiming any Courtesy Transportation expense on any other transaction on the same Job Card.

*Shuttle Net Item Type* - Enter the shuttle amount up to a maximum of \$7.50 each way, then select the radio button indicating if this was for a “One Way” or “Two Way” shuttle.

Net Items [\[Top\]](#)

Type	Amount	Additional Details
Shuttle	<input type="text" value="5.00"/>	<input checked="" type="radio"/> One Way <input type="radio"/> Two Way

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*Rental Net Item Type* - Enter the rental amount not to exceed the published maximum allowed amounts per this bulletin. Once an amount is entered, you will be required to supply the VIN of the GM rental vehicle provided and the total number of rental days. You will then select the Rental Reason that applies from the drop down selection.

Net Items [\[Top\]](#)

Type	Amount	Additional Details	
Rental	<input type="text" value="30"/>	Rental VIN <input type="text"/>	Rental Days <input type="text"/>
		Rental Reason <div><div>&lt;Select One&gt;</div><div><div>&lt;Select One&gt;</div><div>Parts Not Available</div><div>No Technical Solution Found</div><div>Vehicle Not Operable</div></div></div>	

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*Public Transportation Net Type* - When the transportation was in lieu of a Service Agent-provided shuttle, submit for a maximum of \$7.50 each way. When the vehicle is unavailable due to overnight repairs, and public transportation was used in lieu of a rental vehicle, submit for a maximum of \$38 per day, or \$114 total.

Net Items [\[Top\]](#)

Type	Amount
Public Transport	<input type="text"/>

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*Customer Reimbursement Net Item Type* - Enter the actual cost based on receipt(s) provided for fuel. If an amount is entered, the invoice number from the Customer's receipt is required.

Net Items [\[Top\]](#)

Type	Amount	Additional Details
Customer Reimbursement	<input type="text" value="8.00"/>	<div>Invoice Number<input type="text"/></div>

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## ROADSIDE ASSISTANCE PROGRAM

GM is proud to offer the response, security, and convenience of the 24-hour Roadside Assistance Program. GM's Roadside Assistance coverage is designed to assist owners with emergency and other light services.\* This customer support program is for all GM vehicles purchased or leased (retail or fleet).

### Program Coverage and Eligibility

Roadside Assistance is available for:

- Warranty repairs for all GM vehicle purchase/lease customers and GM company-owned vehicles within the Powertrain Limited Warranty.
- Within the 8 year/100,000 mile Hybrid Specific Warranty for all Hybrid vehicles.
- Towing is available for certain non-warranty repairs (for example, accidents) coinciding with the Powertrain Limited Warranty age/mileage coverage period.
- May be used in conjunction with adjustments outside the warranty on a case-by-case basis.
- Please refer to the vehicle's Warranty and Owner Assistance Manual or the Applicable Warranties section of Investigate Vehicle History (IVH) for vehicle-specific age/mileage warranty terms.
- Roadside Assistance may be available within the terms of the Certified Used Programs. Please refer to IVH to verify eligibility.

### Roadside Assistance Services Provided

- 24 hour, 7 day/week via toll-free 800 phone assistance lines, myBrand App, Vehicle In Head Unit or OnStar Blue Button.
- All emergency services for non-restricted roadways
  - Emergency Fuel Delivery
  - Mobile EV Charging (select markets)
  - Battery Jump Start
  - Lock-out Assistance
  - Towing
  - Flat Tire Change - when equipped with a properly inflated spare tire (tire repair/replacement cost may be customer pay) or Tire Inflator Kit Service (as equipped)
- Trip Interruption Assistance.
  - Roadside customers who are traveling more than 100 miles from their home, their vehicle is disabled with a warranty related disablement, and must be in for repairs overnight.
- Roadside Reunite – returning a vehicle for customers who are traveling more than 100 miles from their home, their vehicle is disabled with a warranty related disablement, and must be in for repairs overnight.

\*All "Roadside Assistance" programs, **are handled by GM Roadside Assistance suppliers**. For Cadillac roadside light services (not towing), a Cadillac Technician may be dispatched. The customer must be referred to Roadside Assistance to set up the eligible service, or the dealer may contact Roadside Assistance on the customer's behalf. Refer to the Warranty and Owner Assistance Information booklets for the corresponding Roadside Assistance phone numbers and additional details.