



Service Bulletin

Bulletin No.: 18-NA-099

Date: August, 2020

INFORMATION

Subject: Working with General Motors (GM) on a Product Assistance Claim (PAC) (U.S. Only)

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	2020 and Prior					
Cadillac							
Chevrolet							
GMC							
Chevrolet	Medium Duty Trucks	2016	2020	—			
Chevrolet	TopKick	2009 and Prior					
	T-Series						
GMC	Kodiak						
	T-Series						

Involved Region or Country	United States
-----------------------------------	---------------

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 (TAC) 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.

Refer to section 1.4 of the GM Service Policies & Procedures Manual for additional details.

Product Assistance Claim (PAC) Definition

The Product Assistance Claims (PAC) Team within the Customer Experience (CX) 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 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

On average, 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. During the course of a case, PAC may request the following from the dealership:

- **Sales documents** – including non-GM components installed on a vehicle and/or disclosure forms
- **Historical Repair Orders** – and customer communications related to the allegation
- **If approved by PAC, Assistance with Providing Courtesy Transportation or Rental Vehicle**
- **Performing a Preliminary Inspection** – includes DTCs and photos related to vehicle condition and customer concerns
- **Repair Estimates** – When requested, the dealer should provide a detailed repair estimate for body and mechanical repairs. All parts availability must be confirmed and itemized at the Dealer's GM warranty rates.
- **Complete Inspection/Diagnosis** – 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.
- **Hosting a vehicle repurchase**

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).

PAC Rental Vehicle Policy

If requested by the customer, PAC may offer rental transportation while PAC investigation is being performed.

All approvals for the rental must be provided by the PAC Specialist. The rental length will also be provided by the PAC advisor. If additional rental days are needed beyond the agreed upon number, the Service Agent's Service Management must get approval from the assigned PAC Specialist. Failure to get approval, for additional days, will result in the Service Agent and/or customer paying for the expense.

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

For rental reimbursement, refer to the correct process, outlined in the Dealer Transaction Submission Process section below.

Important: Any courtesy transportation requests on an ESIS (Central Claims) case must be pre-approved by ESIS. Dealers do not have authorization to provide courtesy transportation on product allegation cases that are being handled by ESIS. If the customer is already in courtesy transportation, prior to the ESIS case opening, the agreement must be voided and ESIS will communicate the availability of any additional rental agreements, if appropriate.

Post Resolution of PAC Denial

Reassemble the vehicle to the original "as-presented" condition prior to beginning of Product Assistance Claim and have the customer retrieve their vehicle.

If a PAC Repair is authorized

When repairs are approved, a Pre-Repair Authorization will be created based off the repair estimate provided by the dealership. Once repairs are complete, a final Repair Order must be provided to PAC before submitting the transaction in Global Warranty. Additional details are outline is the Dealer Transaction Submission Process section below.

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, a final Repair Order must be provided to PAC before the transaction can be submitted in Global Warranty Management. The Repair Order should include the following Labor Operation Codes that apply:

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

Once the PAC Specialist has received the final repair order and reviewed it, they will finalize the Pre-Repair Authorization in Global Warranty Management (GWM). The PAC Specialist will then provide the Pre-Authorization Number to the dealer for each labor code. It is important to enter the information in GWM as it appears in the email sent by PAC. Note: a transaction cannot be submitted in GWM without a Pre-Repair Authorization Number.

Select "GM Pre-Repair Authorization" when submitting each approved transaction. **Do not** select "GM Authorization." The system will then prompt the Service Agent to enter the Pre-Repair Authorization Number provided by PAC.

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:

Submit the expenses under the labor code 0600006 and complete the respective fields as displayed in the Pre-Repair Authorization email from PAC.

Reimbursement for a Rental Vehicle:

- If a rental vehicle was approved by PAC, document the rental expense as a separate line item on the final repair order. The PAC Specialist will create a separate Pre-Repair Authorization for the rental. Submit the expense in GWM using the labor code 0600146 and enter the approved amount in the Net Item/Car rental field. The Pre-Repair Authorization number must be entered when submitting the transaction.
- 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. Do not submit rental through GWM in these cases.

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

Version	5
Modified	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. February 14, 2020 – Added the 2020 Model Year and updated the GM Service Policies & Procedures Manual reference under Reporting a Product Assistance Claim. August 05, 2020 – Added U.S Only to Subject, added an Involved Region or Country table, updates to the Rental Vehicle Policy for PAC and ESIS. Additional details added to the Dealer Transaction Submission Process section to help dealers submit transactions in Global Warranty Management.

Additional Keywords: 1241, accel, accelerate, accelerated, acceleration, accident, airbag, allegation, alleged, alleges, assistance, attorney, away, belt, blew, blow, brake, brakes, break, broken, burn, burnt, case, claim, claims, collided, collision, crash, crashed, curb, cut, damage, damaged, damages, deployed, deploy, deployment, did, ESIS, event, explode, exploded, exploding, explosion, failed, failure, fire, flame, flipped,

flood, flooded, gouge, gouged, hit, hurt, impact, inadvertent, injuries, injury, law, lawsuit, lawyer, legal, liability, locked, loss, medical, melt, melted, non, not, out, over, PAC, PAR, park, personal, property, policy, product, pretensioner, roll, rolled, rupture, scrapped, seat, separated, seatbelt, shards, shrapnel, SIR, slid, smoke, smoking, steer, steering, strike, struck, suit, thermal, tire, trapped, unintended, unwanted, up, wheel

