



Service Bulletin

Bulletin No.: 07-00-89-037Q

Date: June, 2021

WARRANTY ADMINISTRATION

Subject: Warranty Administration – GM Courtesy Transportation and Roadside Assistance Programs

Models: 2021 and Prior GM Passenger Cars and Trucks (including Medium Duty)

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 update Cadillac CTA Rental/Loaner Allowances. Please discard Corporate Bulletin Number 07-00-89-037P.

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.

GM COURTESY TRANSPORTATION PROGRAM

Program Coverage and Eligibility

“Courtesy Transportation” is defined as any form of transportation permitted within the guidelines of the GM Courtesy Transportation Program. This includes 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).

- 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
- May be used in conjunction with Policy repairs on a case-by-case basis with District Manager approval

- May be used in conjunction with repairs covered by a GM Certified Pre-Owned Warranty
- 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
 - *The Chevrolet Buick GMC Courtesy Transportation Program (CTP) or Cadillac Courtesy Transportation Alternative (CTA) program may have temporary provisions. Please consult CTA/CTP program guidelines*
 - 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 dealer-owned vehicles
 - Dealer-owned vehicles not enrolled in the CTP program are not eligible for rental/loaner reimbursement rates
 - 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. Non-GM rentals should only be provided **as a last resort**
- A maximum of 3 days rental is allowed when expenses incurred for obtaining a part locally are also being applied to the job card
- A maximum of 5 days rental is allowed when express parts shipping (CSO-3) charges are also being applied to the job card
- Rentals of 7 or more days require pre-authorization via the Empowerment Portal. Pre-authorization request must be submitted by day 7 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 dealer personnel, processes, shop scheduling and/or practices are considered the responsibility of the dealership

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. GM pre-approval is granted via the Dealer Aftersales Empowerment Portal. Consideration will be provided on a case-by-case basis under qualifying extenuating circumstances. Submit requests by 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 Allowances

- *Shuttle Service* - Providing a shuttle of the customer from/to the dealer 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 dealer can submit up to \$7.50 each way for shuttle service provided. If the dealer 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 dealership is 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 Allowances

- *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 Reimbursement Allowances

Important: Properly scheduled service appointments increase dealership efficiency and customer satisfaction, while minimizing vehicle repair time. If the vehicle cannot be serviced the same day 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.

- Chevrolet Buick GMC rental vehicles provided through a 3rd party rental agency when an eligible vehicle is unavailable due to overnight warranty repair – Dealer can submit for the actual daily rental allowance, not to exceed \$44.00 per day

- CTP Dealers – Qualified Chevrolet Buick GMC Courtesy Transportation Program (CTP) loaner vehicles – dealer can submit a maximum of \$46 per day for overnight loaners or \$23 for same/partial day loaners when an eligible vehicle is unavailable due to a warranty repair
- CTA Dealers – Cadillac Courtesy Transportation Alternative (CTA) loaner vehicles are not eligible for reimbursement. *Through Dec. 31 2021, when a CTA Dealer is utilizing a Cadillac U-Courtesy (used courtesy car transportation program) vehicle, dealer can submit a maximum of \$47/day or \$23.50 for same/partial day loaners. In the event a CTA or Cadillac U-Courtesy vehicle is not available, dealer can utilize a 3rd party rental vehicle and submit a maximum of \$47/day (Cadillac rentals) or \$44/day (Chevrolet, Buick or GMC rentals) for overnight repairs.
- Cadillac dealers *not* enrolled in the Cadillac Courtesy Transportation Alternative (CTA) Program – Dealer providing overnight 3rd party Cadillac rental vehicle to Cadillac customer can submit for the actual daily rental rate, not to exceed \$47.00 per day. \$44 per day when a Chevrolet, Buick or GMC rental vehicle is provided

GM rental allowances 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.

Dealers with a physical address in the following high expense areas are identified in the Global Warranty Management profile as being eligible for an *additional* reimbursement allowance when utilizing 3rd party rental agency vehicles or a CTP Program vehicle:

- Boston, Chicago, DC, Los Angeles, Philadelphia, and Alaska: \$5 per day; \$2.50 for same/partial day
- San Francisco, Long Island, Staten Island, Manhattan, Brooklyn, Bronx, Queens, and Hawaii: \$10 per day; \$5 for same/partial day
- *Example: A Chevrolet dealer located in Chicago is eligible for a 3rd party overnight rental vehicle allowance of up to \$49 per day (\$44 + \$5)*

When utilizing a 3rd party rental agency:

- Rental agency must be a reputable source
- 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

- Customer is responsible for any refueling, elected insurance coverage, or added services (e.g. navigation, satellite radio, roadside, child seat, emissions offset)
- GM dealers are responsible for payment to supplier(s). GM does not remit payment directly to rental agencies
- Reimbursement claimed must not exceed actual amount charged

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 dealer owned rental/loaner 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
- CTA/CTP dealers: Please refer to CTA/CTP program guidelines for non-warranty loaner provisions and labor operations

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 <Select One> <input type="button" value="v"/> <ul style="list-style-type: none"><Select One>Parts Not AvailableNo Technical Solution FoundVehicle Not Operable

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Public Transportation Net Type - When the transportation was in lieu of a dealer-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"/>

4446302

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"/>	Invoice Number <input type="text"/>

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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
- Towing 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 (two gallons)
 - 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.

