



Service Bulletin

Bulletin No.: 22-NA-106

Date: May, 2022

INFORMATION

Subject: GM Canada New Vehicle Tire Warranty Program for Original Equipment (OE) Tires and PDI installed Limited Production Option (LPO) Tires

Attention: Warranties for all model years will be handled through Global Warranty Management (GWM). All service and warranty personnel connected with tire warranty coverage and transactions submission should review this bulletin.

This bulletin replaces Corporate Bulletin Number 01-03-10-003R. Please discard Corporate Bulletin Number 01-03-10-003R.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Light Duty Trucks	2023 and Prior		—	—	—	—
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	Canada Only
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GM Canada New Vehicle Tire Warranty Program

The tires supplied with a new vehicle are covered by General Motors against defects in material or workmanship under the New Vehicle Limited Warranty (Base Warranty Coverage).

For vehicles within this warranty period, defective tires will be replaced on a pro rata adjustment basis according to the following distance-based schedule:

- 0-19,000 km:** 100% of the replacement tire value is covered by GM
- 19,001-60,000 km:** The customer contributes to the cost of tire replacement based on vehicle odometer reading. A proration system is used, with customer participation increasing incrementally as the vehicle odometer reading increases. See the applicable proration table below for details.
- 60,001-80,000 km:** Coverage continues on Buick (2022 and Prior) and Cadillac models only with the customer responsible for 80% of replacement tire cost.

This proration is based solely on vehicle odometer reading. Tread depth measurements and/or seasonal tire usage are not pertinent for the purposes of this calculation and are **NOT REQUIRED** for GWM Transaction submission

Note: If the tire is not in stock and the vehicle is returned to the Customer while the tire is being shipped, the vehicle distance at the time the tires were ordered must be recorded on the Job Card and used to determine the proration amount. Any additional accrued vehicle odometer reading between ordering and installation should not be charged to the Customer.

Important: Proration applies to the price of the "tires" only. Cost plus warranty mark-up must be calculated before determining the prorated amount. No labour charges are to be assessed to the Customer for tire replacement. GM will cover 100% of the cost for labour (mount and balance tires) for tires replaced under the Base Warranty Coverage, based on published allowances in the Labour Time Guide.

Tire proration policies and percentages also apply to tires replaced under Customer Enthusiasm, and tires replaced that were damaged as a result of a warrantable vehicle component.

GM Tire Warranty Proration Tables

Note: See special tire proration chart in Service Bulletin #19-NA-078: Warranty Administration - Premature or Accelerated Tire Wear on Vehicles Equipped with Various Sizes of Michelin Premier LTX Tires.

The following Prorating Table is applicable to:

Chevrolet — All Model Years

GMC — All Model Years

Buick — 2023 and Newer

Vehicle Odometer Reading in Kilometres (km)	Customer Participation (Tire Cost Including Markup)	Customer Participation (Labour = Mount and Balance)
0-19,000	0%	0%
19,001 - 24,000	40%	0%
24,001 - 32,000	50%	0%
32,001 - 40,000	60%	0%
40,001 - 48,000	70%	0%
48,001 - 60,000	80%	0%
60,001+	100%	100%

The following Prorating Table is applicable to:

Cadillac — All Model Years

Buick — 2022 and Prior

Vehicle Odometer Reading in Kilometres (km)	Customer Participation (Tire Cost Including Markup)	Customer Participation (Labour = Mount and Balance)
0-19,000	0%	0%
19,001 - 24,000	40%	0%
24,001 - 32,000	50%	0%
32,001 - 40,000	60%	0%
40,001 - 48,000	70%	0%
48,001 - 80,000	80%	0%
80,001+	100%	100%

Using the above tables, you should be able to readily calculate the required Customer Participation (contribution) for each scenario. Here are a few examples:

- A 2021 Chevrolet vehicle with 29,733 km requires **one tire** be replaced. The full cost of the tire including handling allowance is \$156.20. In this example, the Customer Participation is 50% of the tire replacement cost calculated as follows: $\$156.20 \times 50\% = \78.10 . GM will cover the remaining portion for the tire ($\$156.20 - \$78.10 =$ **\$78.10**) and 100% of the labour to mount and balance the new tire.
- A 2022 Buick vehicle with 23,994 km requires **both front tires** to be replaced due to a warrantable condition. The full cost of each tire including handling allowance is \$172.72. In this

example, the Customer Participation is 40% of the tire replacement cost calculated as follows: $\$172.72 \times 2 \text{ tires} = \$345.44 \times 40\% =$ **\$138.18**. GM will cover the remaining portion for the tires ($\$345.44 - \$138.18 = \$207.26$) and 100% of the labour to mount and balance the new tires.

- A 2020 Cadillac vehicle with 67,593 km requires **one rear tire** to be replaced. The full cost of the tire including handling allowance is \$215.46. In this example, the Customer Participation is 80% of the tire replacement cost calculated as follows: $\$215.46 \times 80\% =$ **\$172.37**. GM will cover the remaining 20% of the tire replacement cost ($\$43.09$) and 100% of the labour to mount and balance the new tire.

What is Covered

- Original Equipment (OE) tires and PDI installed Limited Production Option (LPO) tires.

Note: Most OE and LPO tires will have a Tire Performance Criteria (TPC) number molded on the sidewall near the tire size.

- Tires replaced under warranty will continue to be covered for the remaining portion of the Base Warranty Coverage. Proration tables should be applied based on the distance accumulated from the time of the installation of the replacement tire, through the end of the vehicle's Base Warranty Coverage term.

What is Not Covered

- Non-Original Equipment tires (excluding dealer-replaced tires under the New Vehicle Limited Warranty).
- Tires on a vehicle after the Base Warranty Coverage expires. Original Equipment tires may still have prorated warranty coverage by the tire manufacturer once the Base Warranty Coverage expires.
- Tires purchased by consumers (summer, all-season or winter), including Customer Pay tires that are sold through GM Customer Care and After Sales/Service, are warranted by the respective Tire Manufacturer. Claims must be made directly with the appropriate tire manufacturer.
- Normal tire wear.

Important: Tire wear greatly varies by both the tire type installed and the driving habits of the owner. OEM tires installed on GM vehicles are evaluated for many different criteria and may have been selected to optimize handling, ride quality, load carrying or traction demands. Different types of tires will experience different rates of wear, resulting from all of the above factors. No warranty is offered on the usable tread life of the tires.

- Uneven wear from damaged, worn or misaligned suspension components.
- Road hazard (punctures, cuts, impact breaks, etc).

Important: Road hazard may be covered by certain Tire Manufacturers on specific tires.

- Damage resulting from driving with low tire pressures.
- Damage resulting from improper tire repairs.

- Damage resulting from extended driving on a flat tire. (Except Run-Flat and Self-Sealing Tires)
- Damage due to misuse, negligence, lack of maintenance, alteration, racing and vandalism.
- Flat spotting caused by parking a vehicle for an extended period of time. See Article 2.1.2 of the Transportation, Vehicle Storage and PDI Policy Manual for tire care policies while vehicles are in dealer inventory.
- Cold weather cracking on high performance summer tires. Refer to the latest version of Service Bulletin #13-03-10-001 for further details.
- Some tire weathering and superficial cracking is normal. Tires must not be replaced under the New Vehicle Limited Warranty for this condition.

Examples of Non-Warrantable Tire Conditions

Tires replaced under warranty for non-warrantable conditions are subject to charge back. Inspection of tires replaced under warranty reveals that the most frequent non-warrantable condition claimed is road hazard, followed by improper wear. The following are photos of actual returned tires that DO NOT have warrantable conditions and a subsequent chargeback (debit) was processed after inspection.



1967355

The tire shown above has two non-warrantable conditions. This tire is both badly worn on the inside shoulder (over extended mileage) and has suffered air leakage from a screw still in the tread.



1967358

This tire was returned for air leakage. The source of the air leakage is a tire plug installed in a non-approved portion of the tire. This tire has been damaged by a road hazard and does NOT exhibit a warrantable condition .



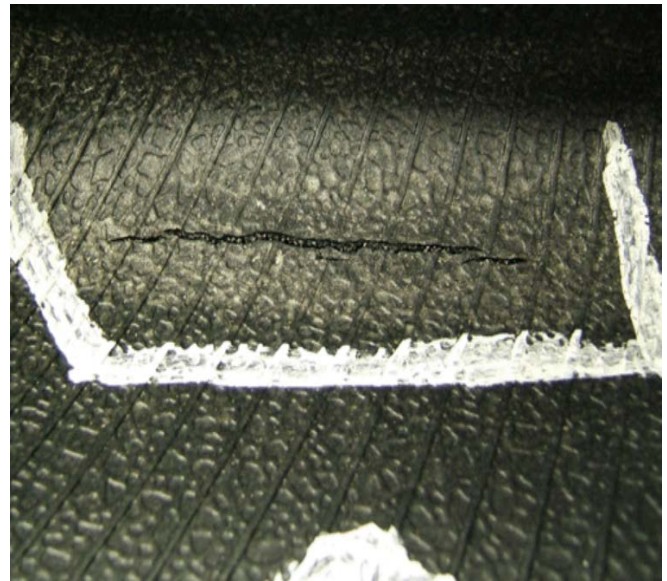
1967352

This tire was damaged by extended driving with little or no air, just as the tire above it was. This photo shows the inside view. Shredding of the inside may not always be accompanied by obvious exterior damage.



1967361

The above tire shows sidewall wear extending completely around the tire. This damage is the result of extended driving on a tire that is completely flat. The extensive sidewall wear is from contact with the road at that point. Minor indents on the sidewall of the tire are caused from the manufacturing splices in the tire. They are normal and do not negatively impact the performance of the tire. Refer to the latest version of PIT4261 for further details.



2034306

This final example of common road damage is called a "rim-pinch". The air leak is caused by the tire folding and contacting the rim. Frequently this type of damage will cause a sidewall bulge when the tire is inflated, due to internal cord breakage. It is common for this type of damage to only be visible from the inside of the tire. The pictured tire is properly marked and shows a typical tear in the cord.



4241265

Some tire weathering and superficial cracking is normal. Tires should not be replaced under the New Vehicle Limited Warranty for this condition.

Minor indents on the sidewall of the tire are caused from the manufacturing splices in the tire. They are normal and do not negatively impact the performance of the tire. Refer to the latest version of PIT4261 for further details.

Tire Rotation and Care

Please advise customers of the importance of regular tire rotations and maintaining the specified air pressure for their tires. Vehicle Owner Manuals contain tire rotation requirements. Placards located in the door jamb, glove box or under the trunk lids of GM vehicles state the recommended tire pressures for the vehicle.

Use of GM Tire Sealant

GM may recommend/endorse practices that differ from those of individual tire manufacturers. One example is that the temporary use of tire sealant (as supplied with a GM inflator kit) may not be endorsed by certain tire manufacturers, such as Pirelli or Bridgestone. General Motors has independently validated the temporary use of such sealant when used in accordance with the instructions provided in the vehicle Owner Manual.

When the instructions found in the Owner Manual have been followed correctly, GM Canada will continue to cover the tire under the terms of the New Vehicle Limited Warranty, whether or not the practice conflicts with the policies of the individual tire manufacturer. Due to this policy, it may be advantageous for a customer with Bridgestone or Pirelli tires to return their vehicle to a General Motors Dealership for tire warranty issues if GM Tire Sealant has been used.

GM Inflator Kits/Tire Pressure Monitor Sensors

ONLY use the tire sealant included with GM Inflator Kits for temporary repair of tire air leaks. General Motors has tested this sealant and its compatibility with on-wheel mounted tire pressure monitor sensors. After

inflator kit use, the wheel mounted tire pressure sensor should be inspected for any damage, and replaced/cleaned as needed.

Tire Chunking on New Vehicles



4251003

The condition shown in the above may be seen on new vehicles at the time of delivery to the dealer. The condition, known as "tire chunking" is NOT transportation damage, but damage from Dynamic Vehicle Testing (DVT) at the assembly plant.

This type of damage is to be treated as a Warranty Repair, using the applicable tire labour operation listed below and following the Tire Pre-Repair Authorization process. As this condition is normally discovered at the time of Pre-Delivery Inspection (PDI), the proration table does not apply.

Processing Tire Warranty Transactions Using Global Warranty Management (GWM)

Once a customer agrees to tire replacement and their responsible portion under the GM Tire Warranty Program, follow these steps to complete the Transaction:

STEP ONE: Complete a Tire Pre-Repair Authorization (PRA) in GWM

A Tire Pre-Repair Authorization (PRA) must first be generated for all tire Warranty Transactions. To generate a Tire Pre-Repair Authorization, go to the main GWM sitemap, click on Prepare & Submit Transactions and select Search/Create a Pre-Repair Authorization Document. Click on the NEW button at the bottom of the screen. At the New Pre-Repair Authorization Screen, enter the Business Unit from the dropdown (GM –Canada) then enter the Transaction Type from the dropdown (such as ZREG – Regular Vehicle Transaction) then select the Pre-Repair Type from the dropdown (Tire Replacement). Click on the

GO button. A New Pre-Repair Authorization screen will appear, that has both a Pre-Repair Authorization tab and a Tire Authorization tab.

The prorated amount of the tire only will be submitted as "Customer Participation" on the Transaction submission screen of GWM.

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2440582

Click on the Pre-Repair Authorization tab and fill in the appropriate information as shown in the following list. Those items that are required will have an asterisk shown next to the heading.

- BAC*
- Service Agent
- Contact Name
- Phone Number
- Fax Number
- Contact E-Mail Address
- Job Card*
- Job Card Date*
- Reference Number (optional)
- VIN*
- Vehicle Make
- Vehicle Model
- Odometer*
- Transaction Flag
- Customer Complaint Category*
- Complaint Code*
- Description* (for Complaint Code)
- Cause Code*
- Description* (for Cause Code)
- Correction Description*
- Labour Operation*
- Labour Time, including Supplemental Time and/or OLH Time
- Labour Rate
- Labour Total
- Parts Total
- Part Numbers
- Net Item Type and Amount
- Net Item Total
- Tax
- Deductible
- Total Before Taxes
- Auth Code
- Comment*

Then click on the Tire Authorization tab and fill in the appropriate information as shown in the following list:

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2440591

Those items that are required will have an asterisk shown next to the heading:

- Tire Brand*
- Tire Name*
- Tire Position*
- Sidewall Type*
- Defect Location*
- Removal Reason*
- Tire Performance Criteria Number (TPC)*
- Tire Size*
- DOT Code*

Select a YES/NO radio button to answer the question: Was there visible cracking, blistering, tread separation or other structural condition that was not caused by a road hazard on the tire?* (Do not select "YES" if the condition was caused by a road hazard, or suspension misalignment, or for noise, vibration or tread wear conditions.)

Note: The purpose of this selection is to verify that in the servicing dealers judgement, the tire was replaced due to an inherent structural problem in the tire (not road hazard, customer enthusiasm, etc.).

Select a YES/NO radio button to answer the question: Did the tire issue cause damage to any other parts of the vehicle?*

⇒ If there is more than one defective tire being replaced on the same vehicle, click on the NEXT TIRE SAME VEHICLE button and enter the appropriate information for the next tire.

When completed, click on the SAVE button or SAVE AND ADD ATTACHMENTS button.

Step Two: Print the Tire Replacement Document

Print the Tire Replacement Document, attach it to the Job Card and retain with the Vehicle History File.

Note: STEP TWO will only be necessary if the tires are required to be shipped back; please see STEP THREE below. However, as required in the General Service Policies and Procedures (article 3.3), the service agent must keep all records relating to transactions for reimbursement for a minimum of twenty-four (24) months after the date of the job card.

HOMETOWN CHEVROLET GWM TIRE REPLACEMENT DOCUMENT Tire ID #:1725522 Tire # 1 of 1			
This form is to be used for returning original equipment tires eligible under the terms of the GM New Vehicle Tire Warranty. Most original equipment tires will have a Tire Performance Criteria (TPC) number molded on the sidewall. Road hazard and wear-out are NOT warranted. All information must be completed on this form, including the Tire ID, in order to replace the tire and process your warranty transaction for the replacement tire.			
Service Agent Name/Location			
BAC	123456	Service Agent Name	HOMETOWN CHEVROLET
Address	123 MAIN STREET	City	CALGARY
GM Region	1105 WESTERN WM 5	State/Prov	AB
Country	CA	Postal Code	T3C 2E4
Service Agent Contact Information			
Contact Name	TIM HORTON	Contact Phone Number	4031234567
Contact Email Address	SMGR@HOMETOWN	Fax Number	
Vehicle Information			
VIN	1GYS4CKJ7GR443322	Model Year	2016
Vehicle Make Description	CADILLAC	Vehicle Model	ESCALADE
Vehicle Mileage	6112	Job Card Number	691028
		Job Card Open Date	02/01/2017
Tire Information			
Tire Brand	Bridgesto	Tire Name	DUELER HL ALENZA
Sidewall Type	Blackwall		
Tire Performance Criteria	1427MS		
DOT Code	OBOR	Tire Size	P285/45R22
Replaced Tire Information			
Tires may be required to be returned to the appropriate Tire Manufacturer.			
Defect Location	Tire Side Wall	Tire Position	Left Front
Removal Reason	Vibration		
If Removal Reason is Other, give reason for removal			
Is Tire Damaged	No		
Tire Cause Vehicle Damage	No		
Additional Shipping Information			
Create Date	02/03/2017	Shipping Label Number	1ZR6A3S52020811234
Signature: _____			

The Tire Replacement Document is generated in GWM at the time the PRA is completed.

Step Three: Returning Replaced Tire (if requested)

Based on the information entered into GWM, you may be required to return the replaced tire as a condition of the GM New Vehicle Warranty. You will be required to return the tire if either of the following occurs:

- The vehicle has been damaged or the tire displays physical damage.
- The vehicle odometer has less than 20,000 km.

DANIEL 401234567 HOMETOWN CHEVROLET 123 MAIN STREET CALGARY AB T2C2E4		44 LBS SHIP#: R643 859M G9G SHIP WGT: 44 LBS SHIP CNT: 44 LBS DATE: 03 FEB 2017	1 OF 1 FOLD HERE
SHIP TO: DANIEL 1-877-685-3878 BRIDGESTONE/FIRESTONE 1300 HYNUS BLVD. DORVAL QC H9P1J6			
		CAN 266 9-01 	
UPS STANDARD TRACKING #: 1Z R6A 385 20 2081 1294			
		SAMPLE	
BILLING: P/P DESC: UPS shipConfirm			
Reference No.1: Tire ID: 1725525-1725525 Reference No.2: Tire # 1 of 1			

4702725

Fold the GWM Tire Replacement Document at the "Fold Here" line and attach the document to the tire being returned using clear packing tape, with the shipping label shown above facing outwards.

Important: When tires replaced under warranty are shipped back to the tire manufacturer, you must use the UPS shipping label(s) generated by Global Warranty Management (example shown in the image above). You are required to use one (1) UPS shipping label per tire. You are NOT allowed to ship multiple tires with a single UPS shipping label, even if the UPS Agent says it is OK to do so. If you ship multiple tires with a single UPS label, the Tire Pre-Repair Authorization (PRA) will remain in "New" status and will NOT move to "Accept" status. Consequently, if a transaction is submitted while the Tire PRA is in "New" status, the transaction will reject for Error 7 (Tire Warranty Pre-Authorization Not Found).

Note: When returning tires, follow these steps:

- Use a tire crayon to mark the tire indicating the reason for replacement or location of the defect.
- A printed copy of the completed PRA and a copy of the Dealership/Retailer GWM Tire replacement form must be placed in an envelope and securely taped to each tire.

*** IT IS THE DEALERSHIP/SERVICE AGENT RESPONSIBILITY TO CONTACT UPS AND INFORM THEM THAT THERE IS A TIRE(S) THAT NEED TO BE PICKED UP. Call 1-800-PICK-UPS (1-800-742-5877)**

Step Four: Monitor Status of PRA

Once the Tire Pre-Repair Authorization (PRA) is successfully submitted, the return document and shipping label are printed and the tire(s) shipped, the Status field shown on the PRA will move from "New" to "Accept" status the next business day.

If GWM does not require a tire return, the PRA will move from "New" to "Accept" the same business day the PRA is submitted.

Once a PRA is in "Accept" status, the service agent can submit the related transaction for payment. All normal transaction details are required. There is no way to submit a transaction directly from a PRA, or to transfer PRA information to a transaction. All job card information must be re-entered.

Step Five: Submit the Transaction

Important: The Tire Pre-Repair Authorization (PRA) must be in "Accept" status before the service agent submits the warranty transaction. Failure to do so will result in the transaction being rejected for Error 007 (Tire Warranty Pre-Authorization Not Found.)

Transaction Field Details:

- Job Card Number and Date – When submitting the transaction for payment, make sure these exactly match the job card number and date used in the Tire PRA. These fields must match the Accepted PRA for GWM to process the transaction for payment.
- Labour Operation – Labour operations applicable to the New Vehicle Tire Warranty Program are included at the end of this bulletin. As with the job card number and date, the labour operation must match the one used in the Tire PRA.
- Part(s) – Tires are to be submitted in the Parts Field for the FULL cost plus applicable warranty mark-up. Do not submit the prorated amount.
- Labour – Submit the published labour time for mount and balance of the replacement tire(s).

- Net / Admin Allowance - \$25 may be claimed for submitting the Tire Pre-Repair Authorization (PRA) into the Global Warranty Management (GWM) system and to return the tire(s) to the tire manufacturer.
- Customer/Service Agent Participation – Submit in this field the customer's portion of the tire expense (cost plus mark-up) using the proration chart. This amount will then be deducted from the payment total.

Global Warranty Management — Sample Transaction Information

Transactions are submitted into GWM with the information as indicated below:

Repair Performed	Transaction Type	Labour Operation	Base Labour Time	Net Item/ Admin Allowance	Part Numbers	Net Item Types
Goodyear/Dunlop Tire Replacement	ZREG	8060440	As Appropriate	\$25.00	All Detailed Parts	As Appropriate

Warranty Labour Codes and Time

Warranty Labour Codes and Time

OPERATION DESCRIPTION	Tire Warranty Labour Operation Number	Labour Time
Goodyear / Dunlop Tire Replacement	8060440	Use Published Labour Operation Time
Continental / General Tire Replacement	8060460	
Michelin / Uniroyal / BF Goodrich Tire Replacement	8060480	
Bridgestone / Firestone Tire Replacement	8060540	
Kumho Tire Replacement	8060580	
Hankook Tire Replacement	8060600	
Pirelli Tire Replacement	8060620	
Maxxis Tire Replacement	8060640	
JK Tyre / American Cargo Tire Replacement	8060650	
Yokohama Tire Replacement	8060660	

Transportation Claims

For any tire replaced because of transportation damage, use labour code applicable from the table below and submit as a transportation Transaction (ZTPT Transaction Type). Transportation transactions do not require the tire Pre-Repair Authorization (PRA) process prior to submission. DO NOT use the Warranty Tire Replace Labour Codes for any tire that is replaced due to transportation damage or incorrect parts. Use 8060420 for tire replacement where the incorrect tire size or mismatched brands were replaced as a result of a factory misbuild.

Note: Please reference the Transportation, Vehicle Storage and PDI Policy Manual for specific transportation damage information.

Transportation Claims Labour Codes and Times

OPERATION DESCRIPTION	Transportation Labour Operation Number	Labour Time
Right Front Tire and Wheel Replacement	0501010	Use Published Labour Operation Time
Left Front Tire and Wheel Replacement	0501020	
Right Rear Tire and Wheel Replacement	0501030	
Left Rear Tire and Wheel Replacement	0501040	
Spare Tire and Wheel Replacement	0501050	

Obtaining Replacement Tires

All replacement tires must be ordered through the GM National Account Tire Program.

Version	1
Modified	May 19, 2022 – Corporate Service Bulletin Number 01-03-10-003R has now become Global template format Service Bulletin 22-NA-106. This update includes adding Model Years up to 2023 and content updated throughout the bulletin. 2016 and prior model years have been removed.

