



Service Bulletin

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

Date: March, 2024

WARRANTY ADMINISTRATION

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

Models: 2024 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 add the 2024 Model Year, edit Program Eligibility for both GM Courtesy Transportation and Roadside Assistance, and minor clarifications throughout. Please discard Corporate Bulletin Number 07-00-89-037R.

Important: Courtesy Transportation and Roadside Assistance are not part of or included in the coverage provided by the New Vehicle Limited Warranty. Courtesy Transportation must be managed through the dealership, and Roadside events managed through GM Roadside Assistance. Requests for customer 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 shuttle, reimbursement of fuel or for use of public transportation (ride-hailing/carshare apps), and loaner vehicles (including loaners obtained through 3rd party rental agencies).

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/EV specific (8 year/100,000) and Federal Emissions coverage of the New Vehicle Limited Warranty (excluding Low Cab Forward MD 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 repairs covered by a GM Certified Pre-Owned Warranty and used vehicles purchased under the CarBravo program

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

- During repairs covered by the Corrosion Coverage or any non-Federal Emissions Warranty (e.g. Select State, PZEV or any California Emissions Warranty) outside of the Bumper-to-Bumper Coverage.
- During Policy repairs
- During non-warranty Service Agent provided services, such as customer pay
 - *Exception: 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*
- During GM brand maintenance programs services
- During warranties (ZPTI and ZPTC transactions types)
- Not applicable to BrightDrop vehicles
- Use of a loaner vehicle beyond completion of the warranty repair is the customer’s responsibility
- During services provided to vehicles in daily and long-term loaner service, demonstrator service, and dealer-owned vehicles

- Dealer-owned vehicles not enrolled in the CTP program are not eligible for loaner reimbursement rates
- Loaner (including 3rd party rental) vehicle insurance, fuel, taxes, levies, or any sort of vehicle licensing fee(s)

Other Related Policies

- To qualify for loaner reimbursement, loaner units must be no more than two model years old

Note: CTP loaners are restricted to vehicles that are no more than two model years old as of the end of June every year. For example, on June 30, 2024, only 2023 and 2024 model year CTP loaners qualify for GM Courtesy Transportation reimbursement. See CTP guidelines for additional details.

- Loaners 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. When providing a loaner obtained through a 3rd Party rental agency, non-GM vehicles should only be provided **as a last resort**.
 - For Chevrolet Medium Duty Silverado 4500/5500/6500 vehicles, it may not be possible to provide customers a like vehicle. Light duty loaner vehicles should be considered for alternate transportation.
- A maximum of 3 calendar days loaner is allowed when expenses incurred for obtaining a part locally are also being applied to the job card.
- A maximum of 5 calendar days loaner is allowed when express parts shipping (CSO-3) charges are also being applied to the job card. Please note, dealers are expected to utilize express shipping as needed when a customer is in a loaner vehicle to minimize both vehicle downtime for the customer and Courtesy Transportation expenses for GM.
- Loaners of 10 or more calendar days require pre-authorization via the Empowerment Portal. Pre-authorization request must be submitted by the 10th day of the loaner, with a final request submitted at the conclusion of the repairs for the total number of loaner days
- Vehicle loaner 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 the New Vehicle Limited Warranty, Courtesy Transportation is available to be reimbursed by GM if:

1. The vehicle is within the Bumper-to-Bumper coverage, or
2. The involved component is currently covered under the terms of the Powertrain coverage

For vehicles beyond the New Vehicle Limited Warranty Bumper-to-Bumper or Powertrain Coverage, 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 loaner, etc.)

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-hailing and Carsharing 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**

Note: Shuttle reimbursement cannot be claimed in conjunction with Mobile Service+ allowances.

* 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 (CTP) Guidelines.

Overnight Repairs – Non-Loaner 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 loaner 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/ Ride-hailing and Carsharing Apps* - When an eligible vehicle is unavailable due to overnight warranty repairs, customers who use any form of public transportation or ride-sharing (such as Lyft/Uber) in lieu of a loaner vehicle may receive reimbursement for their actual cost based on receipts provided up to \$38 per day, \$114 maximum

Overnight Repairs – Loaner 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.

- 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 March 31, 2024, 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 loaner vehicle obtained through a 3rd party rental agency and submit the actual daily rate (*excluding vehicle insurance, fuel, taxes, levies, or other fees*) not to exceed the GM program allowance of \$47/day (Cadillac loaners) or \$44/day (Chevrolet, Buick or GMC loaners) for overnight repairs
- Chevrolet Buick GMC loaners obtained through a 3rd party rental agency when an eligible vehicle is unavailable due to overnight warranty repair – Dealer can submit for the actual daily rate (*excluding vehicle insurance, fuel, taxes, levies, or other fees*) not to exceed the GM program allowance of \$44.00 per day. As a last resort a non-GM vehicle can be provided, not to exceed \$38.00 per day (any dealer-owned non-GM vehicle is not eligible for reimbursement rates)
- Hertz Corporation will honor GM's loaner rates set forth in the program guidelines, not to exceed \$44 per day, when providing a GM branded loaner vehicle
- Cadillac dealers *not* enrolled in the Cadillac Courtesy Transportation Alternative (CTA) Program – Dealers providing a Cadillac customer an overnight Cadillac loaner vehicle obtained through a 3rd party rental agency can submit the actual daily rate (*excluding vehicle insurance, fuel, taxes, levies, or other fees*) not to exceed the GM program allowance of \$47.00 per day, or \$44 per day when a Chevrolet, Buick or GMC loaner vehicle is provided

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* daily 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 an allowance of up to \$49 per day (\$44 + \$5) for a GM branded overnight loaner obtained through a 3rd party rental agency*

When providing a loaner through a 3rd party rental agency:

- Rental agency must be a reputable source (A dealer may not act as their own 3rd party rental agency)
- Vehicles must be clean and well maintained
- Suppliers must allow an unlimited mileage allowance per day
- Loaner 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 for the daily rate claimed must not exceed actual amount charged (*vehicle insurance, fuel, taxes, levies, or other fees are not covered*)
- Rental suppliers are responsible for remitting taxes and fees to individual states as required

Job Card Documentation

- Record on customer-signed copy of the job card when a one-way shuttle, two-way shuttle, or loaner is provided to the retail customer
- When providing reimbursement for public transportation, ride sharing, and fuel expenses, attach the receipt to the job card and cross-reference the reimbursement check number, date and reimbursement amount
- When a loaner is provided, a copy of the 3rd party rental agreement or dealer owned loaner vehicle documentation must be attached to the job card. Documentation must show start/end dates, customer information, and loaner or 3rd party rental vehicle VIN

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 loaner when no warranty repair is performed for their stated condition, the loaner 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

4446262

Rental Net Item Type - Enter the total 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 loaner vehicle provided and the total number of loaner 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	

4446290

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 loaner 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	8.00	Invoice Number

4446309

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 coverage is available through GM Roadside Assistance for:

- GM Vehicles within the New Vehicle Limited Warranty Powertrain coverage period or Electric Vehicle/Hybrid Vehicle Propulsion coverage period
- Not applicable to BrightDrop vehicle
- Towing service within the 8 year/100,000-mile Electric Vehicle/Hybrid Vehicle Propulsion Battery coverage
- Towing service is available for certain non-warranty repairs (for example, accidents) coinciding with the Powertrain Limited or Electric Vehicle/Hybrid Propulsion Battery coverage age/mileage period
- 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, Guardian App, or OnStar Blue Button
- All emergency services for non-restricted roadways

- 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 expense) or Tire Inflator Kit Service (as equipped)
- Trip Interruption Assistance
 - Defined as eligible 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

Note: See Service Policies & Procedures manual for further detail on reunite eligibility. Reunites are only covered under the following warranty coverage period:

- Bumper-to-Bumper
- Powertrain
- EV Component (EV vehicles – started October 2022)
- CPO Powertrain Limited Warranty

*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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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