



Service Bulletin

Bulletin No.: 18-NA-099

Date: June, 2024

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		
BrightDrop	All Passenger Cars and Light/Medium Duty Trucks	2025 and Prior		—		—	
Buick							
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	United States
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Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training. 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.

Product Assistance Claim (PAC) Definition

When an incident results in any of the following and the customer is alleging the situation to be caused by a GM product defect:

- fire/smoke/melt damage
- accident
- vehicle damage
- property damage inside the vehicle

- personal injury
- unwanted Airbag Deployment with or without collision
- when airbags did not deploy in a collision
 - including deployments that occur when the vehicle is being serviced or repaired by a GM Dealership.

PAC Case Summary

Typically, the review process can take between 20–30 days. PAC will request dealer involvement and urgent/timely responses in gathering information due to potential liability and/or responsiveness to legal requests.

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.

Important: The vehicle condition must not be altered, repaired, or disassembled, and any alleged defective part(s) should not be discarded until you are given direction by PAC.

Information gathered during the investigation and resolution decisions are internal GM decisions which are confidential and proprietary to GM. The PAC team will be responsible for all customer updates and communication. If approached by a customer seeking information on their case, please DO NOT provide information to the customer and refer them to their involved PAC contact.

Refer to section 4.2 of the GM Service Policies & Procedures Manual for additional details.

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 GM Customer Assistance Center by phone.

- **Customer #** is 800-231-1841.
- **Dealer direct access # into the PAC team** is 866-446-6963. Dealers should also notify Senior Dealer leadership, their GM District Service Manager and document incident claim on RO.

Dealer requested reporting information:

- Details of customer product allegation they are seeking GM responsibility.
- Current RO
- Vehicle history if applicable (include RO)
- Description of current vehicle condition, damages or known concerns as related to the claim.
- Vehicle Wide DTC report with Module Information from GM Diagnostic tool
- Freeze Frame Failure Records (if available)
- PAC may need the Following Vehicle Photos:
 - Driver (Left) side exterior
 - Passenger (Right) side exterior
 - Front exterior
 - Rear exterior
 - Image of areas of concern and/or affected areas
 - Vehicle Certification Label with VIN visible
 - Current Odometer / mileage
 - Any additional applicable photos you may think relevant to the allegation.

Note: The dealer will be compensated for time spent assisting GM as appropriate based on the fulfillment of any PAC request and/or inspection documentation and photos provided.

AT THIS TIME PAC team will review the information to determine if the situation will require further PAC involvement or need to be forwarded to GM's Central Claims (ESIS) team. You will be notified of next steps from PAC or provided an ESIS case number (9 or 10 digits) and ESIS contact information.

Additional Dealer Involvement (If applicable)

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 until the situation is resolved. Contact your PAC Specialist for information on how to receive technical support.

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.

Reminder: Allegation claims are handled solely on the facts of that case. PAC requests can differ on a case-by-case basis. During a case review, 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.**
- **Prioritizing**, Scheduling, and facilitating inspections.
- **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 only if related to the claim. All parts availability must be confirmed and itemized at the Dealer's GM warranty rates.
- **Dealer Inspection/Diagnosis** – If requested, complete the dealer inspection form provided to you by your PAC Specialist. Please complete all sections of the form, clearly documenting your findings and providing the associated vehicle photo(s) 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 form and photos via email within 72 business hours (if possible). If you identify information that may affect the case, please include that on the report.

Note: Inspections that will have labor operations that exceed 4hrs require you to obtain prior approval from PAC.

Note: **** no repairs or alterations until directed or situation is resolved *****

- **Hosting a 3rd Party inspection** – Inspection needs to be completed at the Dealership's Service department as technician support and access to a vehicle lift is necessary.

Post Inspection

After PAC has completed the investigation, a technical review by General Motors will be performed to determine the final case resolution. The PAC Advisor will inform the Service Agent's Service Management of the outcome. The dealership should not discuss the outcome with the customer. PAC will notify customer of outcome of the case and 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, with the assistance of the dealership to help coordinate the rental vehicle.

Approval 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 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 The 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. During the repair process, if the repair costs raise over 10% of the Repair Estimate, contact PAC for approval. Once repairs are complete, a final Repair Order must be provided to PAC before submitting the transaction in Global Warranty. Additional details are outlined in 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 a final decision has been provided by PAC and, if applicable, the associated work has been completed, a final Repair Order must be generated. 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

Before submitting the RO in Global Warranty Management (GWM), the final RO must be emailed to the PAC Specialist for review. After review, they finalize the Pre-Repair Authorization in 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, submit the labor expenses under labor code **0600016**. Any labor time authorized above 2 hours must be submitted as Other Labor Hours in the OLH field. The PRA will identify the total approved labor time.

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 and 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

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Modified	<p>Released April 4, 2018</p> <p>Revised 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.</p> <p>Revised November 5, 2018 – Included Medium Duty models and expanded the parameters around the Rental Policy and how to process transaction submissions.</p> <p>Revised February 14, 2020 – Added the 2020 Model Year and updated the GM Service Policies & Procedures Manual reference under Reporting a Product Assistance Claim.</p> <p>Revised 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.</p> <p>Revised March 30, 2021 – Added the 2021 and 2022 Model Years.</p> <p>Revised March 22, 2022 – Corrected reference to Section 4.2 of the GM Service Policies & Procedures Manual for Additional Details.</p> <p>Revised May 16, 2022 – Added the 2023 Model Year and updated information throughout the bulletin.</p> <p>Revised January 16, 2024 – Added the 2024 Model Year, the first Important statement and updated information throughout the bulletin.</p> <p>Revised June 17, 2024 – Added BrightDrop Models, the 2025 Model Year and second Important statement.</p>

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