



Service Bulletin

Bulletin No.: 16-NA-158

Date: July, 2024

INFORMATION

Subject: U.S. Dealer Special Tool Loan Program

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	All Passenger Cars and Light/Medium Duty Trucks	2009	2025	—		All	All
Buick							
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	United States Dealers Only
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Overview

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. In response to dealership suggestions and surveys, GM launched a U.S. Dealer Loan Tool Program (LTP) on April 4, 2016 (In Canada reference GCCA-37-788). The Loan Tool Program does not replace all essential tool shipments; however, it does provide a cost-effective alternative to essential shipments of high-cost and/or low-use special tools.

The LTP is funded by all U.S. dealers through an annual subscription fee billed through the dealer's Open Account. The subscription fee is mandatory and is invoiced via two installments per calendar year. The subscription fee includes inbound and outbound ground shipping.

Note: Dealerships with multiple franchises at the same address will be charged only a single subscription fee for the program.

Approximately 1250 legacy tool numbers (retail priced from \$10 - \$3,000) are available for loan. This diverse Loan Tool Inventory offers dealers a cost-effective alternative to purchasing certain legacy tools when needed to replace a lost tool or for a 'one-off' repair.

GM Dealers can request a Loan Tool through the GM Special Tools Website (www.gmglobaltools.com). The Loan Tool will be shipped to the dealership via 2-day ground (overnight shipping is available by request at an additional charge). The tool must be returned after 5 business days. A prepaid return shipping label will be included with the tool to be used to cover return freight.

Note: Mistreated, incomplete or unreturned tools will be charged to the dealership at a penalty rate substantially higher than the retail price of the tool. Before the dealer is charged for the tool at the penalized rate, the Fixed Ops Manger, Service Director and / or Dealer Principal will be contacted directly by GM.

Loan Tool Process

The Loan Tool Program provides dealerships with a simple process for requesting special tools.

1. Dealership logs into the GM Special Tools Program website (www.gmglobaltools.com).
2. Once on the site, enter the desired tool number in the Search box. If the desired tool is available for Loan, you will see the tool number with a "Loan Tool" icon as in the image below. Select the "Add To Cart" button for the Loan Tool.

Item	Item Number	Description	Price	Add To Cart
	GM-46406	Driver's Side Bearing Installer Availability: Out of Stock Order now to secure future fulfillment.	\$122.11	Add To Cart
	GM-46496/LOAN	Driver's Side Bearing Installer Availability: Available LOAN TOOL	\$0.00	Add To Cart

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Note: Loan Tool orders cannot be combined with Special Tools you wish to purchase. Orders for Special Tool purchases must be placed separately.

- Two-day shipping is included in the program. (Overnight shipping option is an extra charge calculated at check-out.)
- Once received, the dealership has use of the tool for 5 business days. Return the tool (in the original packaging if possible) using the provided return instructions and pre-paid shipping label. If the Loan Tool is not returned after the 5 business day window, the requestor will receive email messages as a reminder to return the tool.
- When the Loan Tool has been returned, its functionality and condition will be verified, and it

will be placed back in the Loan Tool inventory. If the Loan Tool is found to be damaged or incomplete, the requestor will be contacted to determine an appropriate resolution.

Additional Information

For additional information about the Loan Tool Program, please email GMToolsAndEquipment@snapon.com

GM dealers still have the option to purchase special tools via the online catalog and by calling 1-844-742-8471.

Version Information

Version	5
Modified	<p>Revised November 22, 2017 – Added the 2018 Model Year and updated subscription information in the second paragraph.</p> <p>Revised December 04, 2018 – Added the 2019 Model Year, removed the CY2017 Subscription pricing cost and removed the text stating: Dealers cannot opt-out of the Loan Tool Program because it will be the primary source for these essential tools.</p> <p>Revised June 14, 2023 – Added the 2020-2024 Model Years and Important statements.</p> <p>Revised July 26, 2024 – Added the 2025 Model Year, BrightDrop Models, and updated the information.</p>

