



Service Bulletin

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

Date: January, 2025

WARRANTY ADMINISTRATION

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

Models: 2025 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 edit GM Courtesy Transportation loaner vehicle eligibility, Roadside Assistance Program eligibility, and to update the email for Roadside Reunite. Please discard Corporate Bulletin Number 07-00-89-037T.

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 third 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)

- 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 third 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 third 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 three calendar days loaner is allowed when expenses incurred for obtaining a part locally are also being applied to the job card.
- A maximum of five 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.
- As of job cards dated Oct. 1, 2024, loaners of 7 or more calendar days must be routed for "GM Authorization" in Global Warranty Management
- 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.

Dealer Type	Loaner Type	Maximum Daily Allowance
Chevrolet Buick GMC Courtesy Transportation Program (CTP) Dealers	Qualified CTP Loaner Vehicles	\$46 per day for overnight repairs or \$23 per day for same/partial day repairs
Cadillac Courtesy Transportation Alternative (CTA) Dealers	CTA Vehicles	Not eligible for reimbursement Exception: Newly enrolled dealers in CTA can submit a maximum of \$47 within the first 90 days of CTA enrollment
All Dealers	3rd-party rental agency GM-branded vehicle	Actual daily rate (<i>excluding vehicle insurance, fuel, taxes, levies, or other fees</i>) not to exceed \$44.00 per day*
Cadillac Dealers Only	3rd-party rental agency Cadillac branded vehicle for a Cadillac customer	Actual daily rate (<i>excluding vehicle insurance, fuel, taxes, levies, or other fees</i>) not to exceed the GM program allowance of \$47.00 per day
* Hertz Corporation will honor GM's loaner rates not to exceed \$44 per day, when providing a GM branded loaner vehicle.		

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 third-party rental agency*

When providing a loaner through a third party rental agency:

- Rental agency must be a reputable source (A dealer may not act as their own third 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 third-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 third-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 for a warranty-related concern 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.
- For loaners of 7 or more calendar days, route the transaction to the Warranty Support Center. The following documentation/information must be included:
 - Attach a copy of the loaner agreement/rental invoice to support the date the customer went into the rental and returned the rental. The customer's name and rental VIN must be listed on the agreement/invoice.
 - IMPORTANT: For loaner agreements created by the dealer through OnTrac, Global Warranty Management validates OnTrac information to ensure loaners are reimbursed at the proper rate. OnTrac must accurately reflect the following information to avoid rejects:
 - ✓ The correct Rental Reason. For warranty repairs, "Service (Warranty)" must have been selected.
 - ✓ Valid service VIN
 - ✓ Valid R.O.#
 - Attach a copy of the job card listing technician punch times, or a copy of the technician time ticket, to support the days the vehicle was worked on. If there are no punch times, provide the daily status of the repair during the period the customer was in a loaner/rental vehicle.
 - Provide details that support the extended rental period.
 - For diagnostic delays, provide a TAC case number, if applicable. Dealers are expected to involve TAC to expedite difficult diagnosis.
 - For parts delays, provide the date the parts were ordered and received. Provide the SPAC case number if applicable. Dealers are expected to expedite orders for parts not readily available. This includes but is not limited to the use of CSO-3, D2D, SPAC, and reaching out to your DMA as needed.

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 <input type="text" value="<Select One>"/> <ul style="list-style-type: none"> <Select One> Parts Not Available No Technical Solution Found Vehicle 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

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

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 or with an active OnStar account
- Towing service within the 5 year/60,000 mile Powertrain Limited for Chevrolet, Buick, and GMC brands, 6 year/70,000 for Cadillac brand
- 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 eight hundred phone assistance lines, MyBrand App, Guardian App, or OnStar Blue Button
 - Towing to the nearest GM divisional branded dealership from a public road or highway – Chevrolet/Buick/GMC up to 25 miles, Cadillac, and EV vehicles (all brands) up to 45 miles (if customer wishes to go beyond benefit limit, it would be at a customer pay rate due at time of service set up)
 - Select current and next year Light Duty vehicles are eligible to be towed to their selling or preferred GM divisional branded dealership up to 100 miles
 - All emergency services for non-restricted roadways
 - Fuel Delivery (two gallons)
 - Mobile EV Charging (select markets)
 - Battery Jump Start
 - Lock-out Assistance
 - BrightDrop ineligible
 - 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 for GM Roadside customers in a GM vehicle within Powertrain Limited Warranty/EV Component Limited Warranty/Certified Pro-Owned Limited Warranty who are traveling more than 100 miles from their home and have experienced a warranty related mechanical disablement requiring an overnight stay for repairs at a GM Branded dealership. Tire related repairs are not eligible.
 - Covers lodging (specified hotel chains)
 - Rental vehicle when a dealership CTA/CTP loaner is not available (daily limits based on GM brand apply)
 - Airfare is not covered
 - Up to \$40/day per person for food (excludes alcohol)
 - Roadside reunite (returning a vehicle to customers) - Following the finalized repair of the vehicle, GM Roadside will vet eligibility to reunite a customer's vehicle to their home address or closest dealership to their home address following the conclusion of a warrantable repair for a mechanical failure during a trip.
 - Dealerships are authorized to arrange with Roadside Assistance a "reunite tow" to return a vehicle back to a customer when the customer has experienced trip interruption due to repairs that cannot be completed the same day.
 - Customer must meet all eligibility qualifications to be considered eligible for a reunite- eligibility of qualification is vetted by the Roadside Supplier for approval or denial.
 - Service is offered to customers that reside within 500 miles from the repairing dealership. Over mileage or any other reunite exceptions, including ineligible requests, will be reviewed on a case-by-case basis and require an approval by the GM Roadside Assistance Business Performance Leader. These exceptions may take up to 48 hours lead time.
 - See Service Policies & Procedures manual for further detail on reunite eligibility. Reunites are only covered under the following warranty coverage periods:
 - Bumper-to-Bumper
 - Powertrain
 - EV Component (EV vehicles – started October 2022)
 - CPO Powertrain Limited Warranty
- Vehicle reunites are NOT covered for customers or OnStar members whose vehicles are beyond the Powertrain Limited Warranty/EV Component Warranty/CPO Limited Warranty coverage period. Vehicles with extended warranties (MIC, for example) are not eligible for vehicle reunites.

- All "Roadside Assistance" programs, excluding service provided by Cadillac Roadside service technicians, **are provided by GM Roadside Assistance suppliers**. 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 Warranty and Owner Assistance Information booklets for the corresponding Roadside Assistance phone numbers and additional details.

Service Not Included in Roadside Assistance

- Impound towing caused by violation of any laws
- Reimbursement of legal fines
- Reimbursement of mandated police tows
- Mounting, dismounting, or changing of snow tires, chains, or other traction devices
- Tire repair/replacement are not covered/offered services under GM Roadside- customer will be responsible for any associated cost
- Towing of anything attached to the vehicle such as boats, campers, trailers, cargo boxes, etc.
- Roadside services on Restricted Roadways, including but not limited to, some highways, tunnels, toll roads, toll bridges, turnpikes, and service roads
- Recovery situations (stuck in deep mud from off-roading, stuck in sand, vehicles submerged in water, vehicles needing to be hoisted/lifted off obstructions, etc.)
- Cross-border towing
- Ferry towing (Customers are responsible for the coordination and payment of any ferry involvement prior to Roadside dispatching)
- Airfare reimbursement
- Medium Duty Trucks are ONLY eligible for the following: tow services, emergency fuel delivery, battery jump start, lockout assistance, flat tire change, and roadside reunites.
- Fleet vehicles, located on the fleet agency's lot, will NOT be eligible for emergency fuel delivery, battery jump start, lockout assistance, flat tire change services, or trip interruption benefits.
 - Chevrolet Buick GMC: GMreunite@aaanortheast.com
 - Cadillac: cadillaclogistics@geturgently.com
- If initiating a reunite tow request over the phone, please have all customer and vehicle information ready to provide

Roadside Reunite

Dealership Responsibility

- The repairing dealership must contact GM Roadside Assistance to set up a reunite tow of the repaired vehicle from the dealership to the customer
 - Email the required information (see below template) to GMreunite@aaanortheast.com. NOTE: This email address is for dealer use only, do not provide to customers.
- If initiating a reunite tow request over the phone, please have all customer and vehicle information ready to provide.
- If the customer contacts GM Roadside Assistance to set up a tow of the repaired vehicle, the GM Roadside Assistance Advisor will contact the dealership on the customer's behalf to determine the vehicle repair status, warrantable repair done on the vehicle, and schedule a pick-up time.
- If the vehicle is not ready, the GM Roadside Assistance Advisor will advise the dealership to contact Roadside when the vehicle is ready to be towed back to the Customer. The GM Roadside Assistance Advisor will then advise the customer of the vehicle and reunite status and set the customer's expectation for a delivery time
- Roadside Assistance handles costs and billing for customer reunites.

Email Template for Submitting a Roadside Reunite Request

Customer Information

- Customer name:

- Phone number:
- Was the customer's disablement more than 100 miles from their home address at the time of breakdown?: Y/N, and mileage from home at the time of breakdown:
- Mileage of the reunite request (pick up dealership to drop off location mileage):

Vehicle Information

- VIN:
- Odometer:
- Year/Make/Model:
- Any modifications done to the vehicle – if available from the requestor (*upfits, aftermarket tires, ladder racks, etc.*):
 - NOTE: **Reunites cover vehicle only** - Trailers/cattle trailers/campers/jet skis, etc. are not covered
 - NOTE: loaner vehicles for non-Cadillac customers are vetted on a case-by-case basis and not guaranteed for qualification

Repair Information

- **Is the vehicle repaired and ready for pick up?:**
 - Reunites are not conducted on unrepaired vehicles- vehicle must be confirmed as repaired.
- What was the repair?
- Is this a warrantable repair covered under Powertrain/CPO Powertrain Limited Warranty/EV Component Warranty duration: Y/N?
 - NOTE: Reunites are only covered under the following warranty durations
 - Powertrain Limited Warranty
 - CPO Powertrain Limited Warranty
 - EV Component Warranty (EV vehicles- started October 2022)
 - NOTE: 12V batteries or parts replaced under the warranty for the battery/part itself are **not** considered an eligible repair covered for reunites

Pick Up Information (can be customer's home or a dealership)

- Dealership BAC:
- Dealership name:
- Dealership address:
- Dealership point of contact name and phone number:

Drop Off Information

- If dealership (All above information required for pick up information):
- If customer's home (full address required):

