



Service Bulletin

Bulletin No.: 17-NA-073

Date: March, 2025

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Field Action Courtesy Transportation Policy (U.S. and Canada Only)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission :
		from	to	from	to		
All	GM Passenger Cars and Trucks	2026 and Prior		—	—	—	—

Involved Region or Country	United States and Canada
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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.

Field Action Courtesy Transportation Policy

GM Courtesy Transportation can only be provided to a customer during a Field Action repair when:

- The customer is eligible for GM Courtesy Transportation per the general guidelines listed in the GM Courtesy Transportation Program Bulletin 07-00-89-037 (For Dealers in Canada please refer to Home Office Letter 2024-604R1 for Courtesy Transportation Program)

OR

- 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)

At any time, a dealer can within their own discretion provide courtesy transportation without reimbursement from GM.

Version Information

Version	6
Modified	<p>Released March 15, 2017</p> <p>Revised February 15, 2019 – Added Model Year 2019 vehicles and changed District Manager of Aftersales/District Manager Combined (DMA/DMC) to Field Warranty Manager.</p> <p>Revised September 18, 2019 – Added the 2020 Model Year and removed the statement: This policy is also applicable to Saab branded vehicles included in Field Actions administered by General Motors.</p> <p>Revised February 21, 2023 – Added U.S. and Canada Only to Subject, 2021–2023 Model Years, an Involved Region or Country table and updated the text in the last bulleted item.</p> <p>Revised March 01, 2024 – Added the 2024 Model Year.</p> <p>Revised March 04, 2025 – Added the 2025–2026 Model Years and updated the information.</p>

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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