



Service Bulletin

File in Section: 00 - General Information

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

Date: December, 2017

WARRANTY ADMINISTRATION

Subject: Courtesy Transportation and Roadside Assistance Programs

Models: 2018 and Prior GM Passenger Cars and Trucks

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 change the information. Please discard Corporate Bulletin Number 07-00-89-037K.

Important: Courtesy Transportation and Roadside Assistance are not part of or included in the coverage provided by the New Vehicle Limited Warranty. Requests for 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.

Courtesy Transportation Program

One of the hallmarks of GM Warranty Administration has been the ability to offer a comprehensive courtesy transportation program to our customers.

The designated rental vehicle preferred suppliers have agreed to adhere to the following program guidelines:

Tier 1 (All GM models, except Cadillac) - \$38.00* or less per day

Tier 2 (Cadillac Only) - \$47.00* or less per day

* Rates include all applicable state and local sales taxes, security and stadium fees, along with any levies (including licensing fees). The rental supplier is responsible for remitting taxes and fees to individual states as required.

- Vehicles must be clean and well maintained.
- Unlimited mileage allowance per day.
- Vehicles are to be current or within the past one model year.
- Supplier will allow a minimum grace period of (2) hours when a customer returns a rental vehicle.
- Rentals 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, including Cadillac, should be utilized for customer satisfaction.

- Hours of operation (minimum standard) will be Monday – Saturday, 8:00 AM – 5:00 PM.
- GM dealers will provide payment to supplier(s). GM does not remit payment directly to rental agencies.
- Reimbursement will not be provided for non-GM rental vehicles.
- Dealer discretion for choice of supplier and minimum/maximum volumes required for service rentals.

Program Coverage and Eligibility

“Courtesy Transportation” is defined as any form of transportation allowed per the GM Courtesy Transportation Program, including rental, shuttle, reimbursement of fuel and reimbursement of public transportation.

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 specific (8 year/100,000) coverage of the New Vehicle Limited Warranty (excluding Medium Duty trucks).
- May be used in conjunction with adjustments outside the warranty on a case-by-case basis.
- 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.
- Select Certified Pre-Owned programs. Please refer to applicable Certified Pre-Owned program guidelines.

Important: Some GM vehicles may have different Courtesy Transportation Program Terms. Please refer to the Owner's Manual for details.

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

- Repairs outside of the Bumper-to-Bumper Warranty covered by an Emissions or Corrosion Warranty.
- Non-warranty Service Agent provided services, such as customer pay.
- All GM brand maintenance programs services.
- Parts warranties (ZPTI and ZPTC transactions)
- Use of a rental vehicle beyond completion of the warranty repair is the customer's responsibility.
- During services provided to vehicles in daily and long-term rental service, demonstrator service, and Service Agent-owned vehicles.
- Non-GM provided rental vehicles.
- Rentals that are older than the current or past (1) model year.
- Rental vehicle insurance, fuel, taxes, levies or any sort of vehicle licensing fee(s). No additional charges can be added to the Rental Agreement that would cause the daily rate to exceed the General Motors program allowance.

Other Related Policies

- A maximum of a 2 days rental is allowed when express parts shipping (CSO-3) charges are also being applied to the job card.
- A maximum of 1 day rental is allowed when expenses incurred for obtaining a part locally are also being applied to the job card.
- Rentals of 4 or more days require District Manager Aftersales (DMA)/District Manager Combined (DMC) pre-authorization via the Empowerment Portal. DMA/DMC must be notified via the Empowerment Portal within 4 days of placing the customer in rental.
- Vehicle rental periods prolonged by the Service Agent personnel, processes, shop scheduling and/or practices are considered the responsibility of the Service Agent.

Field Action Courtesy Transportation Policy

For Vehicles under Standard Warranty or the Limited Powertrain Warranty, Courtesy transportation is available to be reimbursed by GM if:

1. The vehicle is within the bumper-to-bumper warranty, or
2. The involved component is currently covered under the terms of the Limited Powertrain Warranty

For Vehicles beyond Standard Warranty or the Limited Powertrain Warranty, 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. Service Agents contact their respective District Manager of Aftersales/District Manager Combined (DMA/DMC) for authorization, which may be granted on a case-by-case basis under qualifying circumstances

This policy is also applicable to Saab branded vehicles included in Field Actions administered by General Motors.

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

Courtesy Transportation Options

Same-Day Repairs *

- *Shuttle Service* - Providing a shuttle of the customer from/to the dealership 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 Service Agent can submit up to \$7.50 each way for shuttle service provided. If the Service Agent does not operate a shuttle service, then the customer may utilize public transportation (taxi, bus, train, 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 not a covered service per the Courtesy Transportation Program.**

* 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 Enhanced Chevrolet, Buick-GMC Courtesy Transportation Program Guidelines (Refer to Article 1.4.1 of the Service Policies and Procedures Manual).

Overnight Repairs – Non-Rental Vehicle Options

- *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 rental 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* - When an eligible vehicle is unavailable due to overnight warranty repairs, customers who use any form of public transportation in lieu of a rental vehicle may receive reimbursement for their actual cost based on receipts provided up to \$38 per day, \$114 maximum.

Overnight Repairs – Rental Vehicle Policies

When an eligible vehicle is unavailable due to overnight warranty repairs, a rental vehicle up to a maximum of \$38 (for most GM vehicles) per day may be provided.

Scheduling service appointments increase Service Agent efficiency and customer satisfaction, while minimizing vehicle repair time. If the vehicle cannot be scheduled in the service department 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.

Rental Vehicle-Brand: GM requires the rental vehicle provided to the customer be a GM model. The model year of the GM vehicle must also be current or within the past (1) model year. Every attempt should be made to provide the same make/model of vehicle that the customer owns. If the same make/model is not available, it is recommended that the customer's needs be filled by the same class of vehicle (ie: an SUV for an SUV). If this is not possible, other GM brands are acceptable, including upgrades to higher class vehicles including Cadillac.

Rental Term (Length) and Service Management

Authorization Requirements: The maximum vehicle rental reimbursement period is 3 days. DMA/DMC authorization is required on any rental vehicles 4 or more days prior to transaction submission. DMA/DMC must be notified within 4 days of placing the customer in rental to request authorization and document extenuating circumstances to exceed the 3 day limit.

Issue Escalation Process: In the event a concern arises between the Service Agent and the designated preferred rental agency on GM vehicle availability or daily rental charges, the Service Agent should escalate the issue with their GM Field Representative.

Preferred Rental Agencies

The following is a list of designated preferred rental agencies for the Courtesy Transportation Program when vehicles are obtained from a source outside of the Service Agent.

National Level (U.S.)

Enterprise Holdings, Inc. - 6727 locations, Phone: 800-261-7331

Hertz Corporate - 3200 locations, Phone: 800-654-3131

Avis Corporate - 1350 locations, Phone: 800-230-4898

Regional Level (Select Agencies & Licensees)**North Central**

Penske Car Rental 2555 Telegraph Road Bloomfield Hills, MI 48302 (248) 648-2500	Sonju Enterprises (Avis-Budget) Sawyer International Airport 225 Airport Avenue Marquette, MI 49841 (906) 346-6398
Sonju Enterprises (Avis-Budget) Ramada 412 W. Washington Street Marquette, MI 49855 (906) 346-6398	National/Alamo 4125 Hangar Drive NW Bemidji, MN 56601 (218) 751-1880
Sonju Enterprises (Avis-Budget) Duluth International Airport 4701 Grinden Drive Duluth, MN 55816 (218) 727-7233	Sonju Enterprises (Avis-Budget) Airways Aviation 2002 Airport Road Grand Rapids, MI 55744 (218) 727-7233
Sonju Enterprises (Avis-Budget) Falls International Airport 2643 CR 108 International Falls, MN 56649 (218) 285-7799	Hertz Bismarck Municipal Airport 2301 University Drive Bismarck, ND 58502 (701) 223-3977
Avis 1557 University Drive Fargo, ND 58103 (701) 241-1580	Rydell Auto Center 2700 South Washington Grand Forks, ND 58208 (701) 772-7211

Byers Car Rentals (Hertz) 4200 International Gateway Columbus, OH 43219 (614) 239-1084	5 Star Rental, Inc. (Avis) 4550 Terminal Road, Suite 107 Rapid City, SD 57703 (605) 393-8911
Hertz Regional Airport 4550 Terminal Road, Suite 108 Rapid City, SD 57703 (605) 393-0160	Hertz Costello Terminal 2801 Jaycee Lane Sioux Falls, SD 57104 (605) 336-8790
Mayfair Airport 2727 E. Layton Avenue Cudahy, WI 53110 (414) 489-6600	Mayfair 6319 S. 108th Street Franklin, WI 53132 (414) 427-0300
Mayfair 5788 Hwy 60 East Hartford, WI 53027 (262) 670-3527	Mayfair 7519 60th Avenue Kenosha, WI 53142 (262) 654-5430
Mayfair 6841 W. Brown Deer Road Milwaukee, WI 53223 (414) 354-8600	Mayfair 36833 Wisconsin Avenue Oconomowoc, WI 53066 (262) 569-4390
Mayfair 7904 Washington Avenue Racine, WI 53406 (262) 884-0550	Mayfair 1720 Paramount Drive Waukesha, WI 53186 (262) 513-3330
Mayfair 1750 N. Mayfair Road Wauwatosa, WI 53226 (414) 258-4441	Broadway (Hertz) 1964 Airport Road Green Bay, WI 54313 (920) 498-6411
Sonju Enterprises (Avis-Budget) 3022 Tower Avenue Superior, WI 54880 (218) 727-7233	

Northeast

Lombardo Companies Inc. (Avis) 500 Stevenson Boulevard New Kensington, PA 15068 (724) 337-4518	
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Southeast

E-Z Rent A Car 2003 McCoy Road, Suite A Orlando, FL 32809 (407) 888-0504	Triangle Rent A Car 4817 Hargrove Road Raleigh, NC 27616 (919) 851-2113
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South Central

Bob's Rentals, Inc. (Avis) 2300 N. Airport Blvd. Suite 104 Springfield, MO 65802 (417) 865-9664	Bob's Rentals, Inc. (Avis) 491 Blue Sky Lane Hollister, MO 65672 (417) 334-4945
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Bob's Rentals, Inc. (Avis) 2109 East 7th Street Joplin, MO 64801 (417) 206-2847	Bob's Rentals, Inc. (Avis) 1210 W. Sunshine Springfield, MO 65807 (417) 864-4466
Coastal RAC, Inc. (Avis) PO Box 4875 Corpus Christi, TX 78469 (361) 883-5108	

West

Budget 1730 S. Broadway Santa Maria, CA 93454 (805) 922-2158	Hertz Municipal Airport 1950 Airport Way, Box 1 Pocatello, ID 83204 (208) 233-2970
Hertz Fanning Field Airport 2140 N. Skyline Drive, Box 13 Idaho Falls, ID 83402 (208) 529-3101	Hertz Friedman Memorial Airport 1220 Airport Way, Suite B Hailey, ID 83333 (208) 788-4548
Hertz 3201 Airport Way, Suite 220 Boise, ID 83705 (208) 383-3100	Hertz Lewiston Municipal Airport 406 Burrell, Suite 108 Lewiston, ID 83501 (208) 746-0411
Hertz 226 E. Broadway Butte, MT 59701 (406) 782-1054	Hertz Gallatin Field Airport 850 Gallatin Field Road, Suite 8 Belgrade-Bozeman, MT 59714 (406) 388-6939
Hertz Billings-Logan International Airport 1901 Terminal Circle Billings, MT 59103 (406) 248-9151	Hertz 2800 Terminal Drive, Suite 106C Great Falls, MT 59404 (406) 761-6641
Hertz Helena Regional Airport 2850 Skyway Drive Helena, MT 59602 (406) 449-4167	Hertz 1573 N. Main Street Layton, UT 84041 (801) 773-6981
Hertz 1805 W. 5300 South Roy, UT 84067 (801) 614-5005	Hertz 1575 N. Main Street Layton, UT 84041 (801) 773-6060
Hertz 7440 6th Street, Building 420 Hill AFB, UT 84056 (801) 825-7300	Hertz Spokane International Airport 9000 W. Airport Drive Spokane, WA 99219 (509) 747-3101
Hertz Pullman-Moscow Regional Airport 3200 Airport Pullman, WA 99163 (509) 332-4485	Hertz Jackson Hole Municipal Airport 1250 East Airport Road Jackson, WY 83001 (307) 733-2272

Hertz Gillette-Campbell County Airport 2000 Airport Road #145 Gillette, WY 82716 (307) 686-0550	Hertz Natrona County Airport 8500 Airport Parkway Casper, WY 82604 (307) 265-1355
Hertz Rock Springs-Sweetwater County Airport 382 Hwy 370 Rock Springs, WY 82901 (307) 382-3262	Hertz Yellowstone Regional Airport 2101 Roger Sedam Drive Cody, WY 82414 (307) 587-2914

Rental Rate Reimbursement

- **Tier 1 Rentals (all GM brands/models, except Cadillac)** - The Service Agent can submit for actual rental expenses up to a maximum of \$38 per day when a GM vehicle is rented from a preferred rental agency.
Chevrolet or Buick/GMC GMDRAC Service Agents will be reimbursed for \$42 per day or \$21 for same/partial day when utilizing their loaner fleet for service rentals. If a Chevrolet or Buick/GMC Service Agent utilizes a preferred rental agency, the daily rate is \$38.
- **Tier 2 Rentals (Cadillac Only)** - The Service Agent can submit for actual rental expenses up to a maximum of \$47 per day when a Cadillac is rented from a preferred rental agency, or when a Service Agent-owned daily Cadillac rental is used.

Rate Allowance Examples:

Vehicle Being Serviced	Rental Agency	Vehicle Rented	Allowance
Cadillac CTS	Enterprise	Cadillac XTS	\$47
Cadillac Escalade	Avis	Cadillac CTS	\$47
Cadillac CTS	Enterprise	Chevrolet Malibu	\$38
Any GM Vehicle	Any Source	Non-GM	\$0

- **Cadillac Courtesy Transportation Alternative (CTA) Program** - Service Agents will only be able to claim warranty rental reimbursement while building their CTA fleet up to the required level (90 day time period).

Taxes

Preferred suppliers will absorb all taxes at the agreed upon rates listed in this bulletin.

Job Card Documentation

- Record on customer-signed copy of the job card when a one-way shuttle, two-way shuttle, or rental is provided to the retail customer.
- When providing reimbursement for public transportation and fuel expenses, attach the receipt to the job card and cross-reference the reimbursement check number, date and reimbursement amount.
- When a rental is provided, a copy of the rental agreement showing the rental vehicle VIN, or Service Agent owned rental documentation must be attached to the job card.

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

Shuttle Net Item Type - Enter the shuttle amount up to a maximum of \$7.50 each way, and 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 rental 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 rental vehicle provided and the total number of rental 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 an eligible customer utilizes any form of public transportation in lieu of a rental or shuttle, they may receive reimbursement for their actual cost based on receipt(s) provided. When the transportation was in lieu of a Service Agent-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 rental 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 - The amount should be entered where a customer has paid for fuel that normally would be covered under the provisions of the courtesy transportation program. 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 is available for:

- Warranty repairs for all GM vehicle purchase/ lease customers and GM company-owned vehicles within the Powertrain Warranty (excluding Medium Duty trucks).
- Within the 8 year/100,000 mile Hybrid Specific Warranty for all Hybrid vehicles.
- Towing is available for certain non-warranty repairs (for example, accidents) coinciding with the Powertrain Warranty age/mileage coverage period.
- May be used in conjunction with adjustments outside the warranty on a case-by-case basis.

- 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, or OnStar Blue Button.
- All emergency services for non-restricted roadways
 - Emergency Fuel delivery
 - 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 pay) or Tire Inflator Kit Service (as equipped)

- Trip interruption assistance.
 - 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 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.

Note: Medium Duty Trucks are eligible for tow services, emergency fuel delivery, battery jump start, lockout assistance and flat tire change only.

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

