

**CERTIFIED**  
**PRE-OWNED**  
**CHEVROLET BUICK GMC**

**Certified Pre-Owned**  
*Chevrolet, Buick, GMC*  
**Operations Guide**

**June 22, 2012**  
Version 1.3

- *Note: The content of this message pertains to GM's non-luxury CPO program, which includes Chevrolet, Buick, GMC, Pontiac, and Saturn. For details about the Cadillac Certified Pre-Owned program and HUMMER, please refer to the Cadillac Certified Pre-Owned Operations Guide.*

**Operations Guide Changes Summary**

On 6-22-12 the CPO released an updated version of the Operations Guide. Please replace the CPO operations guide dated 5- 21-11. The full guide can be found on the CPO Resource Center Website, [www.gmcertifiedresourcecenter.com](http://www.gmcertifiedresourcecenter.com)

Below is a summary of the changes in the updated Operations Guide.

- Appendix B, blocked labor codes, added labor code description to list of labor codes.
- Appendix B, Revised H-Route Claim direction.
- "R0760 – Radio Remove / Replace" has been removed from the blocked labor codes list for the CPO warranty.
- Past model year (2006) certification prices and warranties have been removed
- Addition of "Dealer Trade Assistance" vehicles in the "ineligible" list.
- Attempt Certification in CUIS before deciding if vehicle is a CPO candidate.
- GM requires using GM Parts, AC Delco Advantage, Durastop or Original Equipment brand brake pads/linings/rotors/shoes for reconditioning. Use any of these AC Delco products to help control reconditioning costs.
- Service Technician must sign the 172 point inspection form.
- Vehicles manufactured for use and sold in Canada are ineligible as CPO Units.
- One set of keys and one key fob are required (if originally equipped).

Direct all questions to the GM Certified Dealer Support Center at 1-888-468-7338.

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## *I. Introduction*

*Note: The contents of this publication pertain to GM's non-luxury CPO program, which includes Chevrolet, Buick, GMC, Pontiac, and Saturn. **For details about the Cadillac Certified Pre-Owned program, please refer to the Cadillac Certified Pre-Owned Operations Guide.***

### **Purpose and Intent**

The Certified Pre-Owned Operations Guide for Chevrolet, Buick, and GMC dealers is your reference for the standards and guidelines that must be followed to participate in the "Certified Pre-Owned" program. It is designed to clearly communicate program **standards** and **guidelines** and the sales and service processes, which must be used to ensure program compliance.

Dealership personnel involved in the CPO process should be fully familiar with its contents. These individuals may include:

***Sales Department Management*** – including General Sales Manager, New Vehicle Sales Manager, Used Vehicle Sales Manager, Inventory Manager, and Wholesale Buyer.

***Service Department Management*** – including Service Manager, Assistant Service Manager, Service Advisors, Service Writers, and Shop Foremen.

***Inspectors/Reconditioning*** – including mechanical, body and those assisting in the reconditioning process.

***Servicing/Repair*** – including mechanical, body and those assisting in the servicing of Certified Pre-Owned vehicles.

These individuals listed above should use the Operations Guide as a reference tool to assist in the Certified Pre-Owned processes.

***All questions regarding the Certified Pre-Owned Operations Guide should be directed to the GM Certified Dealer Support Center at (888) 468-7338.***

### **Program Overview**

As a Chevrolet, Buick, and GMC dealer, you receive many benefits from participating in the Certified Pre-Owned Program. Certified Pre-Owned vehicles represent a greater value because they have dealer and customer benefits not available with non-certified pre-owned vehicles.

### **The GM Certified Process**

There are four (4) key steps to the Certified Pre-Owned process, which should be followed in order.

1. **Select:** Select an eligible candidate vehicle
2. **Inspect:** Perform the Certified Pre-Owned inspection
3. **Certify:** Certify vehicle using the Certified Used Inventory System (CUIS)
4. **Sell and Report:** Report all Certified Pre-Owned sales in CUIS

Each of these steps will be covered in detail in the following sections. Additionally, the Operations Guide is valuable resource for information about the Standard 2-Year or 30,000 Mile Maintenance Plan as well as warranty and claims information.

### **Certified Pre-Owned Warranty**

#### ***Vehicles with Remaining GM Bumper-to-Bumper Limited Warranty***

The Certified Pre-Owned Warranty coverage period for vehicles with remaining GM Bumper-To-Bumper Limited Warranty (excludes Cadillac and HUMMER) begins immediately following the expiration of the new car Bumper-To-Bumper Limited factory warranty.

#### ***Vehicles beyond GM Bumper-to-Bumper Limited Warranty***

The Certified Pre-Owned Warranty coverage period for vehicles beyond GM Bumper-To-Bumper Limited Warranty (excludes Cadillac and HUMMER) begins when the vehicle is sold and reported in CUIS.

### **Powertrain Limited Warranty**

In addition to the extension of the GM Bumper-to-Bumper Limited Warranty, GM Powertrain Limited Warranty covers all eligible Certified Pre-Owned (excludes Cadillac and HUMMER) for 5 years or 100,000 miles, whichever comes first, from the vehicle's original in-service date.

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**Coverage Period Examples**

**Current plus 5 previous Model Year Chevrolet, GMC, Pontiac and Saturn**

New Warranty: 36-months/36,000-miles  
 Certified Warranty: 12-months/12,000-miles  
 Total Warranty: **48-months/48,000-miles**

**Current plus 5 previous Model Year Buick**

New Warranty: 48-months/50,000-miles  
 Certified Warranty: 12-months/12,000-miles  
 Total Warranty: **60-months/62,000-miles**

**Certified Pre-Owned Warranty Table**

		Comprehensive In-Warranty Vehicles	Comprehensive Out-of-Warranty Vehicles	Powertrain	Certification Fee	Deductible
Certified Pre-Owned Vehicles						
	Eligibility — Model Years and Mileage Limit	Warranty from original in-service date (whichever comes first)	From Delivery Date	Warranty from original in-service date (whichever comes first)		
Chevrolet	Current plus 5 MY/ ≤ 75,000 mi	48 mo/ 48,000 mi	12 mo/ 12,000 mi	5 yr/ 100,000 mi	\$369	No
Pontiac	Current plus 5 MY/ ≤ 75,000 mi	48 mo/ 48,000 mi	12 mo/ 12,000 mi	5 yr/ 100,000 mi	\$369	No
GMC	Current plus 5 MY/ ≤ 75,000 mi	48 mo/ 48,000 mi	12 mo/ 12,000 mi	5 yr/ 100,000 mi	\$369	No
Saturn	Current plus 5 MY/ ≤ 75,000 mi	48 mo/ 48,000 mi	12 mo/ 12,000 mi	5 yr/ 100,000 mi	\$369	No
Buick	Current plus 5 MY/ ≤ 75,000 mi	60 mo/ 62,000 mi	12 mo/ 12,000 mi	5 yr/ 100,000 mi	\$369	No



### Certification Fee

The ‘**Certification Fee**’ is a dealer charge. GM charges this fee to offset expenses for on-line marketing support, program costs, and warranty expenses.

**Note: It is a violation of Certified Pre-Owned program policy for dealers to pass the ‘Certification Fee’ on and to disclose such charges to the consumer.**

## II. Selection Process

### Vehicle Selection

The first step in the certified process is selecting vehicles for certification.

The following steps are **REQUIRED** prior to vehicle certification. These requirements were established to protect both the dealer and GM against potential litigation brought on by certifying ineligible vehicles.

#### 1. GM Investigate Vehicle History (IVH) in Global Warranty Management

Print and review the ‘**Summary Page**’ of the IVH to ensure that the vehicle does not have any of the following conditions, which would render the vehicle ineligible for certification:

- Warranty blocks
- Branded Title
- GM Buyback/Lemon Law vehicles

**Note: Open campaigns must be corrected before certification.**

#### 2. Vehicle History Report (VHR)

Print and review the Vehicle History Report (VHR) to ensure that the vehicle does not have any condition that would make it ineligible for certification.

#### 3. Vehicle Inspection – 172 pt Inspection & Reconditioning Process

Perform the Certified Pre-Owned Inspection using the 172 Inspection & Reconditioning checklist. The checklist helps drive the process and allows the service representative to document findings and results, which are used by dealership management to assess vehicle eligibility.

**You are required to perform steps 1-3 prior to vehicle certification.**

#### 4. Assess Certified Pre-owned vehicle eligibility

Utilizing the IVH, VHR, and the Certified Pre-Owned Inspection & Reconditioning Checklist, dealership management determines vehicle eligibility. When a determination has been made to certify a vehicle, the Certified Pre-Owned process must be used to certify the vehicle.

To be eligible, a Certified Pre-Owned vehicle must be an “exceptional used vehicle”, as defined by the Certified Pre-Owned standards and guidelines. This is true for both appearance and mechanical condition.

**Note: Certifying ineligible vehicles may lead to suspension or termination from the Certified Pre-Owned program.**

#### Certified Pre-Owned Eligibility Requirements

The following is a list of eligibility criteria. Vehicles that do not meet one or more of these requirements are not eligible to be certified under the Certified Pre-Owned program.

#### Eligibility Requirements

- ◆ GM passenger car, passenger van, and light duty truck (trucks with GVW less than one[1] ton)
- ◆ Current plus 5 previous MY Chevrolet, Buick, GMC, Pontiac and Saturn

**The certification cutoff for oldest Model Year vehicle is September 30th.**

- If vehicle is certified prior to September 30th of final eligibility year it may be marketed and sold as a Certified Pre-Owned vehicle through December 31<sup>st</sup> of that same calendar year (*see the following table for eligibility model year guidelines*)

Model Year	2007	2008	2009	2010	2011	2012	2013
Certification Eligibility Cut-off Date	9/30/2012	9/30/2013	9/30/2014	9/30/2015	9/30/2016	9/30/2017	9/30/2018
90-Day Eligibility Grace Period	12/31/2012	12/31/2013	12/31/2014	12/31/2015	12/31/2016	12/31/2017	12/31/2018

- ◆ Vehicles with less than 75,001 miles at time of sale
- ◆ Vehicles with clean Vehicle History Reports (VHR)

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- ◆ Vehicles with clean IVH (Print and review the ‘**Summary Page**’)
- ◆ Vehicles manufactured to be sold in the United States
- ◆ Vehicles that meet mechanical and appearance standards (*see Mechanical Inspection page 22*)
- ◆ Vehicles with GM approved cosmetic-type aftermarket accessories (*see Aftermarket Non-GM Parts/Accessories-page 12-17*)

**Ineligible Vehicles**

The following vehicles are not eligible for certification under the Certified Pre-Owned program.

- ◆ New and unused vehicles
- ◆ Promotional/special event vehicles if eligible to be sold as new
- ◆ Dealer daily rental and demonstrator units with less than 7,500 miles
- ◆ GM company-owned vehicles if eligible to be sold as new
- ◆ Vehicles manufactured for use and sold in Canada.

**Vehicle Condition**

Vehicles with the following conditions are not eligible for certification under the Certified Pre-Owned program.

- ◆ Branded title, warranty block, GM Buyback, Lemon Law, Dealer Trade Assistance, and all customer dispute vehicles
- ◆ 60-Day Satisfaction Guarantee vehicles
- ◆ Commercial use vehicles (e.g. police or special delivery vehicles)
- ◆ Livery and ‘for-hire’ vehicles (e.g. taxis, limos)
- ◆ Vehicles with evidence of improper maintenance

***Note: Vehicles with evidence of improper maintenance may be corrected during the reconditioning/repair process and then sold as Certified Pre-Owned vehicles.***

### **Vehicle Modifications**

Vehicles with the following modifications and equipment **ARE NOT ELIGIBLE** for certification under the Certified Pre-Owned program.

- ◆ Engine/suspension modification
- ◆ Special performance packages
- ◆ Aftermarket performance software programs
- ◆ Non original size and improper speed rated tires
- ◆ Non-original OEM wheels
- ◆ Specific Non-GM Aftermarket equipment (Please see page 12-18 to see what equipment is allowed)
- ◆ All aftermarket conversion (vans, trucks and cars)
- ◆ Conversion ready vehicles including those with conversion RPO codes
- ◆ Convertible conversions

### **Branded Title Issues**

Vehicles with the following types of damage or conditions are **NOT ELIGIBLE** for certification under the Certified Pre-Owned program. Dealers are required to review the IVH and VHR prior to certification to ensure the following conditions are not present at time of certification:

- ◆ GM Buyback / Dealer Trade Assist / Lemon Law
- ◆ Warranty Block issues
- ◆ Branded Title Issues
  - Salvage
  - Junk
  - Rebuilt/Reconstructed
  - Dismantled
  - Loss due to fire
  - Flood damage
  - Hail damage title
  - Odometer Rollback
  - Exceeds mechanical limits
  - Salvage auction
  - Fire damage
  - Auto Recycler
  - Frame damage
  - Crash test vehicle
  - Not Built to U.S. standards
  - Taxi
  - Vehicles modified for livery

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***Note: Dealers are required to review a Vehicle History Report (VHR) and IVH 'Summary Page' prior to certification.***

In some situations, certain vehicles may not be identified as having branded titles or previous buy-back. GM requires certification of the vehicle in CUIS prior to considering the vehicle as an eligible certified unit.

### **GM Parts and Accessories**

#### ***Factory/Dealer Installed Accessories***

Eligible vehicles must have factory or dealer-installed accessories with GM part numbers, except for certain cosmetic type non-GM accessories (See *Aftermarket Non-GM Parts/Accessories below*)

If vehicle has a non-GM approved oil filter, the oil filter must be replaced prior to sale with a GM filter.

***NOTE: GM ASSUMES NO RESPONSIBILITY OR WARRANTIES ON ANY NON-GM PART OR ACCESSORY.***

#### ***Aftermarket Non-GM Parts/Accessories***

Many cosmetic-type non-GM aftermarket accessories are approved for Certified Pre-Owned vehicles. In cases where the aftermarket accessory detracts from the appearance, lowers the value, or is not operational, the accessory must be removed (i.e., holes, marks). All accessories must meet approved GM engineering standards (must pass inspection) before they can be sold as a Certified Pre-Owned vehicle. If a non-GM accessory is not on the list below and installed on the vehicle, the accessory will have to be removed or the vehicle is not allowed to be certified.

***Note: A disclosure must be made on the Bill of Sale to the consumer that non-GM parts and accessories have no GM Warranty. Please refer to 172 Point Inspection & Reconditioning Checklist.***

The following list of aftermarket parts, accessories, and components are authorized for Certified Pre-owned vehicles.

#### ***Alarms***

Aftermarket alarms are authorized, provided a key fob is available. The equipment and system must be fully functional

***Note: Inspection must include checking component operation and performance to ensure trouble-free installation where device attaches to GM vehicle wiring. Dealer must also verify that circuits have not been damaged.***

### **Batteries**

**Note: When the vehicle is within the original Bumper To Bumper Limited Warranty, refer to GM Service Policies and Procedures Manual Article 1.5.11.1 for details on battery coverage.**

Battery warranty coverage and corresponding policies and procedures are as follows:

Batteries must pass inspection and be load tested for defects. The green eye (if equipped) is a good indication that the battery is fully charged. Although, if green eye is not showing, (black eye) the battery may still turn the starter motor even though there is a charging system problem. Replacement must never be made unless an attempt has been made to fully charge and load test the battery using GM procedures.

- If after following proper diagnostic procedures, it is determined that the battery needs to be replaced, it is required that the dealership procure a replacement AC Delco battery using the AC Delco Replacement Chart located in your current AC Delco Battery Catalog.
- Batteries are not covered under the Certified Pre-Owned warranty (Chevrolet, Buick & GMC).

### **AC Delco 60 Series/5 Year Professional & 7 Year Series Battery Program (CBG CPO Only)**

The Certified Pre-Owned Vehicle program is designed to enhance the quality Used Vehicles and create long-term customer loyalty. When it is determined, during the Certified Pre-Owned Inspection, that a Certified Pre-Owned vehicle needs a battery, dealers are required to use an AC Delco Battery. Dealers can install an AC Delco Battery from any of the 3 listed brands, 60 Series, 5 Year Professional or 7 Year.

This battery program represents a great value proposition:

1. Dealers receive an extremely competitive price.
2. Customers receive a high quality battery with a great warranty value.

### **Bed Liners**

Aftermarket bed liners are authorized but must pass inspection for condition.

### **Body Side Moldings**

Aftermarket body side moldings must pass inspection.

***Bug Shields/Hood Guards***

Aftermarket bug shields or hood guards must pass inspection.

***Bumper Guards***

Aftermarket bumper guards must pass inspection.

***Caps/Toppers (Fiberglass or Aluminum)***

Aftermarket fiberglass truck caps/toppers must pass inspection.

***Rail Caps***

Aftermarket rail caps must pass inspection.

***Emblem Packages***

Aftermarket emblem packages (gold packages) must pass inspection.

***Wheel Flares***

Aftermarket flaring kits must pass inspection.

***Grille or Brush Guards***

Aftermarket grille or brush guards must pass inspection. There are many vehicles that do not allow aftermarket Grilles or Brush Guards.

***Luggage Racks and Miscellaneous Carriers***

Aftermarket luggage racks must pass inspection.

***Mud Flaps/Guards***

Aftermarket mud flaps/guards must pass inspection.

***Paint***

All paint must pass inspection. A Certified Pre-Owned vehicle must appear in a “retail ready” condition. (Refer to “Mechanical, Maintenance & Appearance Standards – Body Finish” for details).

Repainted panels must not be off color or tint.

***Note: Repairs made using an approved paint repair process are authorized.***

***Pin Striping***

Pin striping may be paint or adhesive. “Regular” striping and/or a clean-appearing graphic is authorized.

***Note: Fanciful murals, designs, or ornamentation are not authorized***

***Radios/Speakers/CD/Tape Player Systems/Entertainment Systems***

Aftermarket radios, speakers, CD, entertainment and tape player systems (including rear trunk mounted CD changer) must pass inspection.

***Note: Inspection must include checking component operation and performance to ensure trouble-free installation where device attaches to GM vehicle wiring. Dealer must also verify that circuits have not been damaged.***

***Remote Starters***

Aftermarket remote starters are authorized provided a key fob is available. The equipment and system must be fully functional and must not interfere with the GM electrical systems.

***Note: Inspection must include checking component operation and performance to ensure trouble-free installation where device attaches to GM vehicle wiring. Dealer must also verify that circuits have not been damaged.***

***Roll Bars***

Aftermarket roll bars must pass inspection.

***Roof Racks***

Aftermarket roof racks must pass inspection. If roof rack needs replacement, a GM roof rack is recommended.

***Running Boards***

Aftermarket running boards must pass inspection.

***Rust Proofing***

Aftermarket rust proofing must pass inspection. Rust proofing must not inhibit performance of any GM part or component.

***Note: Holes drilled in the vehicle to apply rust proofing may cause early corrosion and inhibit protection. For further information, consult your GM Service Policies and Procedures manual.***

***Spoilers***

Aftermarket spoilers must pass inspection. The dealer must check for water leaks and corrosion, and verify that it does not obstruct driver's vision, any airflow or create wind and other noises. If the spoiler needs to be replaced, it must be replaced with the GM-required spoiler only.

***Sunroofs***

Aftermarket sunroofs are authorized. They must, however, be fully functional and pass inspection for water leaks, corrosion, and correct installation.



***Tonneau Covers***

Aftermarket tonneau covers must pass inspection.

***Tow Hooks***

Aftermarket tow hooks must be in good operating condition and must pass inspection.

***Trailer Hitches***

Aftermarket trailer hitches must pass inspection.

***Vent Shades***

Aftermarket vent shades must pass inspection. Vehicle corrosion resulting from attached vent shades and vent shade parts **are not** covered by the GM warranty.

***Canvas/Vinyl Tops***

Aftermarket vinyl or vinyl-padded tops must pass inspection. Check for any evidence of water leaks.

***Visors***

Aftermarket visors must pass inspection.

***Tires***

Aftermarket manufacturer tires are authorized. Replacement tires must meet original factory installed tire specifications. **ALL** tires must pass inspection for size, speed rating, load rating and wear (minimum tread wear remaining must be at least **5/32"** across the entire tread plain). Matching brands are required on all four wheels. Replacement "spare" tire must be the same diameter as the original factory equipped spare tire (if the vehicle did not have a spare from the factory then a spare is not required). **ONLY** radial-ply tires are authorized on factory equipped wheels.

***Brakes***

Remove all four wheels and inspect pads and shoes. Check brakes for minimum of 5 mm thickness on pads/shoes with appropriate measuring tool; check rotors/drums for minimum factory thickness specification with recommended measuring tool.

GM requires using GM Parts, ACDelco Advantage, Durastop or Original Equipment brand brake pads/linings for reconditioning. Use any of these AC Delco products to help control reconditioning costs.

**Note: Refer to GM Service Policies and Procedures Manual Article 1.1.3.2.11 ACDelco DuraStop Brake Limited Warranty**

- Non-GM pads or shoes within specification limits need not be replaced
- Pad or shoe thickness not meeting GM specifications must be replaced

***Brake Pads (front and rear) and Shoes***

GM approved brake pads/linings are recommended. Brake pads/linings must pass inspection and have a minimum of 5 mm remaining thickness. Brake pads with less than 5 mm remaining must be replaced with GM Parts, ACDelco Advantage, Durastop or Original Equipment brand brake pads/linings.

**Note: Refer to GM Service Policies and Procedures Manual Article 1.1.3.2.11 ACDelco DuraStop Brake Limited Warranty**

### **Rotors**

Rotors are **NOT** to be resurfaced in an attempt to correct any of the following conditions:

- Noise/squeal
- Cosmetic corrosion
- Routine pad replacement
- Discoloration and/or “hard spots”
- Minor pitting
- Grooves and minor ridges
  - Rotor re-facing during normal pad replacement is not necessary
  - Light rust on the rotor/drum surface is normal and will not require resurfacing
  - Never use lube on wheel mounting studs or mounting surfaces
  - Some rotor scoring is acceptable and will not require turning of the rotor
- Pulsating brakes

**Note: When reconditioning a Certified Pre-Owned vehicle, the dealer must use GM Parts, ACDelco Advantage, Durastop or Original Equipment brand rotors.**

### ***Window Tinting***

Aftermarket window tinting must pass inspection. The dealer must ensure that tinting meets state/DOT standards of compliance and requirements regarding depth of tint (light to dark) and placement of tint.

### ***Window (Rear Sliding)***

Aftermarket rear sliding windows must pass inspection for proper operation and sealing.

### Sales Outside of the United States

Certified Pre-Owned vehicles can only be sold or leased to consumers who reside in the United States.

***Note: Sales to consumers residing outside the United States are not authorized.***

### **III. Inspection Process**

The Certified Pre-Owned program enhances a dealership's ability to compete in the used vehicle market. Prior to the vehicle certification and sale, all Certified Pre-Owned vehicles are required to go through a comprehensive inspection process which includes mechanical repairs, appearance reconditioning, completing any open service campaigns (as shown on the GM Investigate Vehicle History [GMIVH] and a thorough review of an independent Vehicle History Report (VHR).

The Inspection improves the value proposition of the vehicle. The process of improving the vehicle's value proposition through reconditioning and completing the required maintenance is considered to be part of the cost of a used vehicle that is not the responsibility of the manufacturer and no transactions for these issues are to be submitted.

***Note: Examples include replacing worn brake pads, performing general maintenance, improving the vehicles appearance, and repairing damaged or worn trim and upholstery.***

### Initial Screening

The following steps should be followed to help determine Certified Pre-Owned eligibility:

1. Use a Repair Order (RO) to help determine certification costs (cross-reference the "RO Number" with the 'Certification Reference Number')
2. Obtain and review the 'Vehicle History Report' (VHR) for branded title and GM Buyback issues-**REQUIRED**
3. Obtain and review the "IVH Summary Page" for warranty blocks and open campaigns-**REQUIRED**
4. Use the documents listed in steps 1-3 to determine certification eligibility
5. Perform mechanical inspection using the 172 Point Inspection & Reconditioning Checklist
6. In some situations, certain vehicles may not be identified as having branded titles or previous buy-back. GM requires certification of the vehicle in CUIS prior to considering the vehicle as an eligible certified unit.

**Note: Dealers are REQUIRED to obtain and review both a “Vehicle History Report” (VHR) and the “IVH Summary Page” prior to certifying any vehicle.**

### **172 Point Inspection & Reconditioning Checklist – Dealer Guidelines**

If initial screening (‘Investigate Vehicle History’) determines that the vehicle is a good candidate to be a Certified Pre-Owned vehicle, the next step is to perform the certification inspection and reconditioning using the 172 Point Inspection & Reconditioning Checklist. The checklist will provide documentation of the results to assist dealership management with making a certification decision. During this process, the following steps must be completed:

- Service Coordinator or Manager ensures all inspection items have been completed, as prescribed by the 172 Point Inspection & Reconditioning Checklist and Guidelines instruction manual
- Service Manager performs final vehicle inspection and signs 172 Point Inspection & Reconditioning Checklist

### **Completing the 172 Point Inspection & Reconditioning Checklist**

- Check the ‘INSP COMPLETED’ box for each component/item where the inspection has been completed
- If service is required on any component, check the ‘SVC REQUIRED’ circle
- When service has been completed, check the ‘SVC COMPLETED’ box
- ‘N/A’ circle should be checked for obsolete, missing components/items or non-build options

**REQUIRED: Each item must be individually inspected and the accompanying box must be checked (DOCUMENT LINE THROUGHS ARE PROHIBITED)**

Upon completion of the certification inspection, the Service Manager, Service Technician and the Used Car Sales Manager must sign and date the 172-Point Inspection & Reconditioning Checklist

Vehicles that pass inspection and meet all mechanical and appearance standards and guidelines are eligible to be certified under the Certified Pre-Owned Program.

**REQUIRED: Three (3) signatures are required. The ‘Service Manager,’ ‘Used Car Manager’ and ‘Service Technician’ must sign and date the 172 Point Inspection & Reconditioning Checklist.**

### **GM Investigate Vehicle History (GM IVH)**

It is the dealer's responsibility to check the 'Investigate Vehicle History' (GMIVH) to ensure all open campaigns and recalls are completed during the certification process.

### **Qualified Technician**

The '**172 Point Inspection & Reconditioning Guidelines Booklet**' provides instruction for each inspection checkpoints. This document is packaged with the 172 point inspection checklist.

Dealers are required to use qualified and trained technicians to perform the 172 Point Inspection & Reconditioning Checklist. GM Service Manuals, Owner's Manuals, Service Bulletins and other GM documentation should be used to clarify specifications and vehicle operation.

### **172 Point Inspection & Reconditioning Checklist Requirements**

The 172 Point Inspection & Reconditioning Checklist must be signed by the 'Used Car Manager,' the 'Service Manager' and the 'Service Technician'. Copies must be filed and distributed as follows:

- White Copy: Provide to the customer
- Gold Copy: Retained in dealers' service file
- Yellow Copy: Retained in dealers' sales file with accompanying RO

**Note: Completed service should be disclosed to the customer.**

### **Vehicle Description**

The 'Certification Reference Number' should be documented on the RO for cross-referencing purposes. The RO will be used to help determine the estimated costs associated with certifying a candidate vehicle.

The following must be filled out completely and accurately prior to beginning the mechanical inspection:

- **VIN**
  - 17 character VIN required
- **Stock Number/Repair Order**
  - Record RO number as a cross-reference to the Certified Inspection Checklist

- **Original “In-Service Date”**
  - Original in-service date must be retrieved from the “Investigate Vehicle History” (GMIVH). The in-service date is the day that a vehicle was first put into service as a new vehicle to the original owner
- **Year/Make/Model**
- **Mileage**
- **Exterior and interior color**
- **Dealer information**

### **Mechanical Inspection- Overview**

Performing a thorough mechanical inspection is crucial to ensuring that a vehicle meets or exceeds Certified Pre-Owned standards. A highly qualified, skilled, and GM-trained technician familiar with all mechanical and operational aspects of a vehicle should perform the inspection.

By referring to the Certified Pre-Owned “Mechanical and Appearance” standards and guidelines using the items listed on the 172 Point Inspection & Reconditioning Checklist, the technician will have the right tools to properly perform a mechanical inspection for each Certified Pre-Owned vehicle.

The 172 Point Inspection & Reconditioning Checklist is categorized as follows:

- Investigate Vehicle History (IVH)
- Maintenance
- Check Tires and Brake Pads
- Detailing
- Road Test
- Functional
- Engine Compartment
- Under Vehicle
- Interior
- Exterior
- Hybrid Vehicles

### **Mechanical Condition**

All Certified Pre-Owned vehicles must meet or exceed the following standards:

- All original equipment systems and components that are present must function as designed within GM new-vehicle specifications
- If a Certified Pre-Owned vehicle has an open campaign (regardless of type), completion of that service must be verified or performed PRIOR to vehicle sale

## **Mechanical, Maintenance, and Appearance Standards**

### **Exterior**

#### ***Body Integrity***

No missing, or loose components/moldings/trim, or evidence of rust-through or significant body repair (exceeding ¼ the market value of the car at time of repair)

#### ***Body Finish***

No surface scratches, deep scratches, paint chips, or significant environmental fallout or acid rain etching or stains exceeding the following guidelines:

##### ***Zone A (upper bumper line and above)***

The following must be repaired by refinishing, touch-up or conditioning:

- Environmental fallout or acid rain etching or stains that cannot be polished out with a buffing wheel. **\*Note:** *This condition generally attacks horizontal surfaces and various bulletins may be available to aid in corrective action*
- Surface scratches longer than 1.0 inch
- Dings or dents that cannot be covered by a dime
- Any paint finish damage that penetrates to the base metal
- All surface rust or corrosion

##### ***Zone B (upper bumper line and below)***

The following must be repaired by refinishing, touch-up or conditioning:

- Surface scratches longer than 2.5 inches
- Dings or dents that cannot be covered by a quarter
- Any finish damage that penetrates to the base metal
- All surface rust or corrosion

#### ***Bright Metal Trim***

- No dents, cracks, pitting, rust, corrosion, loose or poor alignment
- Moldings/Trim: No gouges, significant scrapes or scratches, loose or poor alignment

#### ***Glass***

No cracks, scratches, chips, or significant minor pitting

#### ***Wheels/Wheel Covers***

No visible scuffs, gouges, rust, corrosion or pitting, discoloration from disc brake dust

#### ***Under-hood***

No missing or broken components, rust or significant corrosion, peeling or missing emblems or instruction labels

***Repainted panels***

Panels must not be off color or tint. If an entire vehicle has been repainted or either half of the unit as described in the above zones, the unit will not qualify for certification

**Interior**

- No missing or loose components
- Seats/Door Panels – No tears, cuts, rips, burns, cracks, stains, scuffs, significant wear or significant fading
- Carpets (includes mats) – No cuts, rips, visible burns, stains, significant wear or significant fading
- Dash/Controls – No cracks, scratches, burns, stains, significant wear or significant fading
- HVAC – Proper operation in all modes, dash vents for airflow and adjustment
- Luggage Compartment – No cuts, rips, visible burns, stains, significant wear or significant fading, spare tire is properly inflated and stored, and all tools present and are secured, proper winch and air compressor operation where applicable
- Other (headliner, visors, package shelf, etc.) – No cuts, rips, stains, burns, significant wear or significant fading

***Odors***

No objectionable odors such as tobacco smoke, mold/mildew, heavy scents, etc

***Front Wheel Bearings***

Rear-wheel-drive vehicles – inspect and repack per GM maintenance schedule.

***Engine Oil and Filter Change***

Many GM vehicles are equipped with computerized systems that remind drivers when to change oil and filter. The GM Engine Oil Life System (OLM) must be reset every time the oil is changed.

***Engine Drive Belts***

Inspect and replace based on the following guideline: It is very common for serpentine belts to develop surface cracking on the underside. In most cases, they will not require replacement less than 50,000 miles.

***Coolant***

DEX-COOL<sup>®</sup> is designed to remain in the engine for 5 years or 150,000 miles, whichever occurs first. During this time, some coolant discoloring may occur (which is a normal characteristic), but the coolant generally will not need to be replaced.



### ***Transmission Filters***

In most cases, it will not be necessary to replace transmission fluid and filter. However, the exception may arise where fluid discoloration and smell, based on a qualified inspection, may require a fluid and filter replacement. In the unlikely event a filter requires replacement; a GM filter must be used.

### ***Lubrication***

Vehicle operation, age, and use may necessitate lubricating the following areas:

- Noise/squeal
- Door hinges and hold-open devices
- Hood hinges, latch, striker, release cable
- Luggage compartment hinges, latch, striker, spare-tire mounting
- Key cylinders for doors, trunk, glove compartment, console, spare tire
- Sun/moon roof mechanisms and tracks
- Pivots and mechanisms for brake, parking brake
- Weather-strips and seals for doors, trunk, windows
- Transmission shift linkage
- Chassis

### ***Exhaust System***

- Dual exhaust attached beyond the catalytic converter must pass GM emissions specifications.

### ***Key(s) and Key Fob***

One set of keys and one key fob are required (if originally equipped).

### ***Road Test***

Although a road test or dynamometer test may be performed at any point during the mechanical inspection, it may be best to begin the inspection with a road test. Performing a road test first will allow you to discover potential problems that will require further diagnosis back at the inspection/repair facility.

To ensure a comprehensive road test the road test route should include:

- Stop-and-go, moderate, and highway speeds
- Right and left turns, decreasing radius corners (on/off ramps)
- Varying road surfaces – rough, moderate, smooth, expansion strips, etc.
- Safe, off-highway area to test acceleration, braking and ABS operation

***Note: When necessary, use each area of the checklist to note any condition that is not covered specifically and document details on the RO.***

### **Windshield Replacement Policy**

GM's policy requires that all safety-related repairs be completed prior to the sale of the vehicle; this includes a damaged windshield that interferes with the driver's vision. To provide a consistent policy for windshield replacement, GM requires windshield replacement prior to the sale if any of the following conditions exist:

- A crack or any damage with "legs" (regardless of location)
- Damage in driver's view larger than 3/16" diameter
- Damage that would not pass local state inspection
- Damage or multiple damages in driver's critical vision area individually smaller than 3/16" diameter

***Note: The driver's critical vision area is defined as the driver's-side total glass area, extending to the center of the vehicle, six inches down from the top of the windshield and six inches up from bottom of the windshield, excluding the darkened perimeter area.***

Vehicles with windshield damage other than the above-mentioned conditions do **NOT** need to be replaced.

## **IV. Certification Process**

### **Vehicle Certification**

When vehicle eligibility has been determined and it passes the 172 Point Inspection & Reconditioning process, it is ready for certification under the Certified Pre-Owned program.

#### **Certification Requirements:**

- Obtain and review a Vehicle History Report (VHR)
- Obtain and review the "Investigate Vehicle History" (IVH)
- Complete the 172 Point Inspection & Reconditioning process
- Certify vehicle(s) in the Certified Used Inventory System (CUIS)
- Print Window Label and Buyers' Guide and affix on vehicle window

#### **Certification Fee**

Dealers are not charged for the certification fee until the Certified Pre-Owned vehicle is reported sold in CUIS. Dealers are billed through their BARS Open Account.

## **Warranty Activation**

Until a vehicle is reported as sold in CUIS, the certification and warranty will not appear in Global Warranty Management or IVH. This is designed to ensure that your customer receives the maximum benefit of the GM Certified Warranty and to prevent the warranty from expiring prematurely while the vehicle is in your inventory.

## **Vehicle Data and Photo Upload**

The Certified Used Inventory System (CUIS) is the system of record for all Certified Pre-Owned vehicles. CUIS uploads vehicle data and photos to several auto listing sites daily.

## **Third Party Provider Services**

Dealers may choose to contract with a third-party provider for services that include but may not be limited to: collect and transfer used inventory data, take and upload multiple photos, print 'Certified Pre-Owned Window Labels and Buyers' Guides, and export Certified Pre-Owned vehicle data to CUIS via the automated certification feed.

The list of Third Party Providers can be found on the Certified Resource Center, [www.gmcertifiedresourcecenter.com](http://www.gmcertifiedresourcecenter.com)

Dealers who use a third-party provider may select from the list of Certified Pre-Owned Preferred Third-Party Providers. Some offer both full service and do-it-yourself application while others offer one or the other.

## **Printing Window Labels and Buyers' Guides**

Dealers have the ability to print the 'Certified Pre-Owned Window Label and Buyers' Guide and affix them on the vehicle window themselves through CUIS. Many dealers hire a Preferred Third Party Provider's to provide these services. The design and quality of the window label and buyer's guide must be consistent with the available GM Certified Pre-Owned window label and buyer's guide.

## **Purchasing Window Labels and Buyers' Guides**

Certified Pre-Owned Window Labels and Buyers' Guides are only available for purchase through the DWD Store located on GlobalConnect or by contacting Archer Corporate services at [gmsfulfillment@archercorporateservices.com](mailto:gmsfulfillment@archercorporateservices.com) or call (866) 700-0001.

## **Point Of Sale Material Requirements**

All CPO vehicles must have a minimum of 2 point of sale materials applied.

### **Wholesaling Certified Pre-Owned vehicles**

Dealers are **REQUIRED** to remove all Certified Pre-Owned point-of-sale materials (i.e. Window Label, Mirror Hang Tag, and Certified Pre-Owned Stickers) prior to selling the vehicle to another dealer, auction, or wholesale entity. Additionally, dealers must decertify the vehicle in the Certified Used Inventory System (CUIS) before the wholesale transaction is finalized.

### **Recertification Policy**

There will be instances when it will become necessary to recertify a previously Certified Pre-Owned vehicle. Such instances may include vehicles that are exchanged under the Customer Satisfaction Guarantee or a Certified Pre-Owned vehicle traded to another dealership.

If a Certified Pre-Owned dealer transfers or sells a Certified Pre-Owned vehicle, the selling dealer is **REQUIRED** to decertify the vehicle before the transfer of ownership is completed. The dealership taking ownership is **REQUIRED** to perform the 172 Point Inspection and certify the vehicle in CUIS following the Certified Pre-Owned processes.

### **Cancellation of Sale**

In the event the sale of a Certified Pre-Owned vehicle is cancelled, dealers have 14 business days to cancel the sale in CUIS to receive a full refund for the Certification Fee.

## **V. Sales Process**

Once a vehicle is certified in CUIS and the Certified Pre-Owned Window Label, Buyers' Guide, and point of sale materials are in place, the vehicle can be marketed and sold as a Certified Pre-Owned vehicle.

Certified Pre-Owned vehicles should be displayed as a "third brand" separately from "used" and "new" on dealership lot.

The following are **REQUIRED** steps in completing the sales process:

- Provide the customer with copies of the following documents at time of vehicle delivery:
  - 172 Point Inspection & Reconditioning
  - Customer Satisfaction Guarantee
  - Warranty Verification Card
  - OwnerCare Booklet
  - Vehicle History Report (VHR)
  - Customer Acknowledgment Form (Maintenance Plan)
- Dealer must maintain copies of all documentation in vehicle deal jacket or dealership records.

## Reporting the Sale

To ensure timely activation of the “certified warranty” and the “maintenance plan,” sold Certified Pre-Owned vehicles must be reported immediately upon completion of the sale.

Upon entry of the sales/delivery information into CUIS, dealers will immediately receive a transaction acknowledgement. This acknowledgement must be printed, and filed in the vehicle deal jacket and retained for audit purposes.

Any missing information or incorrect formats will reject in the system as the data is entered on the sales reporting screen. All data fields must be complete and accurate to complete the sales reporting.

Dealers must accurately record the vehicle’s actual mileage at the time of reporting the sale. Many vehicles will accumulate mileage (e.g., test-drives) during the time of certification and final sale.

***Note: Neglecting to accurately report vehicle mileage will adversely affect the customer’s warranty and maintenance period.***

## Reporting the Sale in CUIS

- Ensures activation of ‘Certified Pre-Owned Warranty’ and ‘Standard CPO Maintenance Plan’
- Enables dealers to meet their Certified Pre-Owned sales objective
- Helps avoid over-age inventory fees

## Customer Satisfaction Guarantee Procedure

As described in the ‘Dealer Participation Agreement,’ dealers are required to uphold and be financially responsible for the ‘Certified Pre-Owned 3-Day 150-Mile Customer Satisfaction Guarantee’.

Dealers are required to provide a copy and to fully disclose the provisions of the ‘Customer Satisfaction Guarantee’ to every customer who purchases a Certified Pre-Owned vehicle at time of sale.

A copy of the ‘3-Day 150-Mile Customer Satisfaction Guarantee’ document must be signed at delivery by the dealer and the customer and must be filed in the deal jacket.

## Customer Satisfaction Guarantee

The ‘3-Day 150-Mile Customer Satisfaction Guarantee’ is **REQUIRED** on all eligible Certified Pre-Owned vehicles sold through the Certified Pre-Owned vehicle program.

Within the first 3-business days or 150 miles from date of purchase/lease (whichever comes first) the purchaser/lessee may return an eligible Certified Pre-Owned vehicle

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(not including Cadillac or HUMMER) to the selling dealer for an exchange of another eligible Certified Pre-Owned vehicle (not including Cadillac or HUMMER) or a 'New' GM vehicle if not completely satisfied with the vehicle.

If, during the '3-Day 150-Mile Customer Satisfaction Guarantee Vehicle Exchange Policy' period, the purchaser/lessee chooses to trade in the vehicle listed below to the selling dealer for another eligible Certified Pre-Owned vehicle (not including Cadillac or HUMMER) or a 'new' GM vehicle, the purchaser/lessee will receive credit for the following amounts paid toward the vehicle returned: the "down payment", the "Agreed-Upon Trade-In Value," and any amounts paid toward the principal balance/capitalized cost of the finance agreement.

Vehicles being returned under the '3-Day/150-Mile Customer Satisfaction Guarantee':

- Must be decertified in CUIS if not already reported sold in CUIS.
- Vehicles with remaining eligibility can be re-certified.
- When vehicle is re-sold, dealer must report it sold in CUIS.

### **Deal Jacket Requirements**

The deal jacket must contain all supporting Certified Pre-Owned documentation and is subject to audit. The folder will be checked periodically by the District Sales Manager and District Manager Aftersales. Additionally, the 'Pre-sale Consultation' representative, conducting pre-sale consultations on behalf of GM Certified Pre-Owned, will review the documentation during dealership visit.

***Note: Non GM employees are prohibited from pulling and handling the "deal jacket". As a result, they will require assistance from dealer personnel to pull and review deal jacket content. Dealers are REQUIRED, under GM Certified policy, to comply with this process.***

The Deal Jacket must contain the following documentation:

- Copy of the Vehicle History Report (VHR). Customer receives original
- GM Investigate Vehicle History (GM IVH) printout ('Summary Page')
- Yellow copy of Certification Inspection Checklist
- Copy of RO showing completion of work noted on 172 Inspection & Reconditioning Checklist
- Customer Satisfaction Guarantee signed by customer and salesperson
- Certified Used Inventory System 'Sales/Delivery' acknowledgement
- Ally or General Motors Financial credit application and all supporting documents when Certified Pre-Owned incentive rate applies

## VI. Warranty

A key reason consumers purchase Certified Pre-Owned vehicles is the 12-month/12,000-mile “Bumper to Bumper Limited Warranty.” The following will provide Certified Pre-Owned dealers with warranty claim and administration procedures.

### **Certified Pre-Owned Warranty Repairs/Claims Procedures**

#### **Servicing Dealers**

All GM dealers are authorized to perform qualifying warranty repairs on Certified Pre-Owned vehicles. Warranty claims are submitted through the “GM Global Warranty Management” processing system.

#### **Certified Pre-Owned Vehicle Repair**

Certified Pre-Owned dealers are authorized to perform cross line warranty repairs on Chevrolet, Buick, Pontiac, GMC and Saturn vehicles regardless of the dealership's new vehicle franchise.

***Note: Refer to GM Service Policies and Procedures Manual Article 1.4.17 – Cross-Line Warranty***

Participation in cross-line warranty is voluntary. Dealerships are prohibited from promoting or advertising cross-line warranty repairs. Any violation of this could result in audit, charge back or termination of cross-line capability. Repairs performed outside of the warranty are not eligible for cross-line warranty and require wholesale authorization.

#### **Certified Pre-Owned Warranty Verification**

Upon completion of the sales transaction, Certified Pre-Owned dealers are **REQUIRED** to provide the consumer with a Certified Pre-Owned Warranty Verification Card. The card must be completely and accurately filled out.

Certified Pre-Owned Warranty Verification Cards can be obtained from the DWD Store through GlobalConnect.

#### **Courtesy Transportation**

Certified Pre-Owned vehicles requiring warranty may be eligible for Courtesy Transportation. For details, refer to the GM Service Policies and Procedures Manual and/or corresponding bulletins released on the subject.



### **Warranty Repairs on Certified Pre-Owned Vehicles in Dealership Inventory**

If a campaign or warrantable repair is needed on a Certified Pre-Owned vehicle in inventory, the repair(s) can and should be performed while the vehicle is being reconditioned during the certification process.

### **Reconditioning vs. Warranty**

Reconditioning or refurbishing a GM used vehicle refers to improving the vehicle's condition and value prior to its sale to a customer. This involves repair or replacement of wear and tear and maintenance items, damage to the vehicle or any other non-warrantable failure. Under no circumstances are used vehicles being traded, purchased from the GM Auction, or in Service Agent inventory eligible for goodwill adjustment repairs.

GM Warranty coverage is limited to only defects in materials and workmanship. For more information on non-warrantable items, refer to the GM Service Policies and Procedures manual, **Article 1.2, Warranty Coverage Guidelines**.

Refer to the **Appendix B** for a complete list of labor operations codes that will not be allowed on Certified Pre-Owned vehicles or a vehicle candidate. Such Labor Codes are considered dealer reconditioning costs. These Labor Codes listed in Appendix B, will be blocked from automatic payment through GWM. If you believe the part failed due to a manufacturer defect, and you wish to utilize your dealer empowerment to provide a policy adjustment to the customer, you will need to get wholesale authorization prior to H-routing the claim.

### **Maintenance**

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the Owner's Manual or Maintenance publications are the owner's expense.

Vehicle lubrication, cleaning, or polishing is not covered. Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Maintenance Items not covered may include:

- Battery
- Filters
- Coolants and Fluids
- Brake Pads/ Linings
- Wiper Inserts
- Clutch Linings



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- Limited Slip Rear Axle Service
- Keyless Entry (or any remote transmitter/receiver battery)
- Tire Rotation
- Audio System Cleaning
- Wheel Alignment/ Balance

The dealership is responsible for the performance of the scheduled maintenance listed in the vehicle owner's manual. Maintenance intervals, checks, inspections, and recommended fluids and lubricants as prescribed in the owner manual are required to be completed and noted on the service Repair Order prior to certification. Items or services listed as maintenance are not covered by warranty.

**Customer Reimbursements**

Customer reimbursements for repairs covered under the GM Warranty are handled according to the information listed in the GM Service Policies and Procedures manual, Article 1.5, and the GM Global Warranty Management System User Manual, Section VII.

**Corrosion Protection and Emissions Warranties**

Certified Pre-Owned vehicles with remaining GM Warranty are authorized for warranty repairs on corrosion-related defects and emissions warranties.

**Warranty Coverage Area**

General Motors (GM) has held a reciprocal agreement with GM Canada Ltd and GM de Mexico for U.S. customers to receive work at an authorized GM dealership within North America. This agreement provides warranty service for the customer who presents the vehicle to the authorized GM dealer with proof of ownership and registration.

GM Service Agents in these countries are also authorized to perform any work required for the completion of a recall regardless of the mileage or in-service date.

**Training Requirements**

Chevrolet, Buick & GMC Certified Pre-Owned dealers are **REQUIRED** to meet the minimum service training standards applicable to all GM product lines where cross-divisional warranty repairs are performed. Service Training Standards require that a dealer have a specified number of trained technicians based on annual retail sales (excluding fleet).

Training requirements can be found on [www.gmtraining.com](http://www.gmtraining.com).

## VII. Standard Certified Pre-Owned 2 Year or 30,000 Mile Maintenance Plan

### Maintenance Plan

- This program features an Oil and Filter Change, Tire Rotation and Multi-Point Vehicle Inspection with the purchase of every Certified Pre-owned vehicle (not including Cadillac or HUMMER), at no extra charge to the owner.
- To be eligible for reimbursement, services (Oil and Filter change, Tire Rotation and Multi-Point Vehicle Inspection) must be performed when the Oil Life Monitoring System indicates it is time to change the oil or as otherwise indicated in the owner's manual.

### Covered Services under the Standard C/B/G Certified Pre-Owned 2 Year or 30,000 Mile Maintenance Plan:

Service Includes	LABOR O P CODE			
	Conventional	dexos1™	Synthetic	Diesel
Oil and Filter Change	Z2327	Z2328	Z2329	Z2330
Tire Rotation <sup>1</sup>				
Multi-Point Vehicle Inspection <sup>2</sup>				
<b>Reimbursement Allowance<sup>3</sup>:</b>	<b>\$30</b>	<b>\$35</b>	<b>\$60</b>	<b>\$60</b>

<sup>1</sup>Refer to the Owner's manual for details

<sup>2</sup>Refer to Certified Service Multi-Point Vehicle Inspection Form located in Service Workbench

<sup>3</sup>Reimbursement is dependent on the specification of oil as outlined in the owner's manual

### Additional Guidelines:

- Standard C/B/G Certified Pre-Owned 2 Year or 30,000 Mile Maintenance Plan services should be scheduled in accordance with the vehicle's **Oil Life Monitor** system or as otherwise stated in the owner's manual. **Dealership repair order documentation must include the percent oil life remaining** as recorded by the Dealership personnel upon write up of a repair order.

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- It is required that dealers purchase and use only Genuine GM Parts and oil from GM or an authorized GM ACDelco Distributor.
- Program applies only for services performed at participating Chevrolet, Buick and GMC franchised dealers. Maintenance services performed or completed at Fleet or Independent service locations will not be reimbursed. While we encourage services to be completed at a participating C/B/G Certified Pre-Owned Dealer, a non-participating C/B/G Certified Pre-Owned dealer can provide the services. However, they will only be reimbursed at the established rates on the previous page, providing all other guidelines are followed.
- Dealers must utilize the Multi-Point Vehicle Inspection (MPVI) Form (see attachment A) or the electronic version in Service Workbench to complete the required inspections. This service is comprehended in the overall reimbursement allowances provided in this program.
- Fluid top offs are **NOT** covered.
- Dealer recommended maintenance, customer requested maintenance, or any other services not within the scope of the Standard C/B/G Certified Pre-Owned 2 Year or 30,000 Mile Maintenance Plan, as detailed in this communication, are **NOT** covered.
- Wheel alignment and balancing are **NOT** covered.
- Only the oil specification outlined in the owner's manual will be reimbursed.

Documentation Requirements:

- Dealership repair order documentation must include the percent oil life remaining as recorded by the Dealership personnel upon write up of a repair order. Failure to properly document a claim in accordance with applicable guidelines is subject to transaction payment reversal.

**A. Time Period:**

- Program begins with all Certified Pre-owned vehicles (not including Cadillac or HUMMER) purchased on or after June 11, 2011. Moreover, this program will remain in effect unless GM provides notice to dealers of the cancellation of the program. General Motors reserves the right to cancel or amend this program at any time for any reason in its sole business discretion.

**B. Transfer of Coverage:**

- Standard C/B/G Certified Pre-Owned 2 Year or 30,000 Mile Maintenance Plan is fully transferable to subsequent owners and remains in effect for 2 Years or 30,000 miles, whichever comes first.
- Refer to Investigate Vehicle History (IVH) within the Global Warranty System or the Customer & Vehicle Info tab within Service Workbench to determine coverage eligibility.

**C. Reimbursement:**

- Services will only be reimbursed in strict accordance with the rules of this program.
- Parts/Oil/Labor - Reimbursement will be at the established rates on the next page.
- Reimbursements will not be considered for maintenance work performed at a non-GM Dealer, Fleet or independent service facility.
- Shop supplies, materials and waste disposal fees including environmental fees and taxes, incurred with the performance of the Standard C/B/G Certified Pre-Owned 2 Year or 30,000 Mile Maintenance Plan are considered to be part of the Dealer's overall fixed operations expense, and therefore, not reimbursable under this program and not intended to be charged to the customer.
- Dealers will submit Standard C/B/G Certified Pre-Owned 2 Year or 30,000 Mile Maintenance Plan claims for reimbursement through the Global Warranty Management claim processing system. Dealers must use the special labor operations as detailed in the following chart.

Labor Code	Description	Transaction Type	Net Item	Claim Amount
Z2327	C/B/G Certified Pre-Owned Conventional <sup>1</sup> LOF/Tire Rotation/MPVI	ZREG	Miscellaneous	\$30
Z2328	C/B/G Certified Pre-Owned dexos1™ LOF/Tire Rotation/MPVI	ZREG	Miscellaneous	\$35
Z2329	C/B/G Certified Pre-Owned Synthetic LOF/Tire Rotation/MPVI	ZREG	Miscellaneous	\$60
Z2330	C/B/G Certified Pre-Owned Diesel LOF/Tire Rotation/MPVI	ZREG	Miscellaneous	\$60

<sup>1</sup>Conventional refers to 2010 MY and prior, where diesel or synthetic are not required

**F. DMS Instructions for Tracking Customer Retention Metrics**

- Follow the directions below for entering claims in your DMS in order for them to be counted towards your Customer Retention metric

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- Always use the specific Labor Op codes designated above.
- Enter the reimbursable cost as “W” (Warranty Pay) line item in your DMS
- Enter any additional costs to the Dealership beyond the \$30.00 as “I” (Internal) in your DMS (using your specific Dealership Labor Op code that identifies the service performed)

Example:

Offer	Labor Op Code	Pay Type	Amount
LOF Conventional/Tire Rotate/MPVI	Z2327	W	\$30.00
Any additional cost to the Dealer	XXXXX	I	\$10.00

Note: Dealers using Reynolds ERA can continue to use a prefix/suffix proceeding or following the CPO Maintenance Z Labor Op codes provided. Use of a prefix/suffix will not deter GM from recognizing the CPO Maintenance Plan codes in your Retention metric.

**G. Method of Payment:**

- Electronic Funds Transfer via the normal dealer open account, with credits identified on the Transaction Summary of the Global Warranty Management system.

**H. Eligible Models:**

- All Certified Pre-owned vehicles (not including Cadillac or HUMMER) sold on or after June 11, 2011
  - To qualify vehicles must meet certification requirements outlined in the C/B/G Certified Pre-Owned Operations Guide.
  - Customers must have their principal residence in the U.S. to participate in this program.
  - C/B/G Certified Pre-Owned vehicles must be reported delivered in Certified Used Inventory System (CUIS).

**I. General Policy Guidelines:**

- This program is not to be combined with any other GM service offer, e.g. Dealer cannot submit a labor op for reimbursement under this program and another program that would pay the dealer additional money for the same services.
- It is the Dealer’s responsibility to read and understand the terms of any documents referenced within these program guidelines.

- General Motors reserves the right to audit Dealer records and disqualify any amounts paid which do not qualify under the Plan Guidelines. General Motors will reverse transaction payment to the Dealer for any amounts paid on ineligible units or services.
- Final decisions on all matters relating to the interpretation of any rule or aspect of this program rest solely with General Motors.

## VIII. GM Certified Brands Dealer Cost/Billing Guide

There are several costs associated with the GM Certified Brand programs. A summary of these costs is outlined below.

### Start-up Costs

One Time Enrollment Fee..... \$499

Set-up Fee for CUIS..... \$250

### Ongoing Costs

Certified Used Inventory System..... \$100 Monthly Charge

### Vehicle Certification Fees

(Cost of the Warranty)\*\*

2007 and newer model years..... \$369 billed at time of sale

**\*\*Vehicles eligible must be a current model year or preceding five model years.**

### Overage Vehicle Inventory Fees

At 90 days old..... \$10 per vehicle

At 120 days old..... \$10 per vehicle

At 150 days old..... \$10 per vehicle

At 180 days old ..... **Automatically decertified but remains on CUIS**

### GMDI Sign Panel Change

(GM CBG CPO Only)

No Charge

\*Dealer is responsible for sign removal or panel change due to exiting the program.

### Dealer Co-op Advertising Support

(GM CBG CPO Only)

No Charge

### Dealer Support Center (888) 468-7338

No Charge

### **Listing Dealers Certified Vehicles on Web Sites**

GMCertified.com (CBG only), your cpo vehicles are automatically listed on many used vehicle listing websites.

*No Charge*

## **IX. Certified Used Inventory System (CUIS)**

Certified Pre-Owned dealers are **REQUIRED** to use the Certified Used Inventory System (CUIS) to manage and market Certified Pre-Owned vehicles. Additionally, CUIS can also be used to manage non-certified inventory as well.

CUIS allows dealers to perform all certification functions, which includes but is not limited to vehicle certification, decertification, reporting sales, printing Certified Window Labels and Buyer's Guides.

***Note: The Certified Used Inventory System is the only inventory management tool that is authorized to upload GM Certified Pre-Owned inventory data and photos to GM Preferred Listing Website Partners at no additional cost.***

### **CUIS Enrollment**

The GM CBG CPO enrollment form (and the link to the electronic E-Sign version) can be found on the GM Certified Pre-Owned Resource Center, [www.gmcertifiedresourcecenter.com](http://www.gmcertifiedresourcecenter.com)

Enrollment documents can also be found within Global Connect using the following directions.

Steps to enroll:

- Access the online enrollment site by clicking on 'Dealer Properties' located on the left hand side the CUIS home page through the GlobalConnect portal
- Input the Business Contact and Technical Contact information
- Scroll down and click the 'Agreement' button next to Certified Used Vehicles
- Review the terms of the Participation Agreement
- Print, sign and fax a copy to the number listed on the document

Dealers will be contacted via e-mail or phone when the process of activation has been completed, or if clarification is necessary. For additional information, contact the Dealer Support Center at 888-468-7338.

## **CUIS Access**

Your dealership Partner Security Coordinator assigns the link to CUIS and the necessary GlobalConnect ID and password for CUIS enrollment.

## **Over Aged Inventory Fees**

Many vehicles that are sold or wholesaled by Certified Pre-Owned dealers are never decertified, deleted, and/or reported as sold in CUIS. The aged inventory fee was established to help isolate these vehicles as a reminder to dealers that appropriate action is required.

***Note: The Certified Used Inventory System (CUIS) is the only system where a dealer can decertify, delete, or report a GM Certified vehicle sale. These functions cannot be performed utilizing any other dealership or outside vendor system.***

A \$10 per month “Aged Inventory Fee” is charged to the dealers Open Account (BARS) for three (3) consecutive times at 90, 120, and 150 days.

At 180 days, vehicles remaining in inventory will be decertified by the system. A vehicle that is systematically decertified after 180 days may be recertified by the dealer if eligibility requirements are met.

Program guidelines **REQUIRE** the dealer to follow the Certified Pre-Owned process, including performing a Certified Inspection & Reconditioning checklist to recertify a vehicle that is decertified at 180 days.

## **Over Aged Inventory Notification**

Over Aged Inventory Notifications are designed to assist the dealer with inventory management and to help control dealer wholesale costs.

Inventory that is over 80 days will be highlighted red. When notification is received, the dealer should complete one of the following four (4) actions.

- Report all Certified Pre-Owned vehicle sales in CUIS
- Decertify vehicle and leave it in CUIS as a non-certified vehicle
- Decertify and delete the vehicle from the CUIS completely
- Leave vehicle in CUIS as a Certified Pre-Owned vehicle and continue to market vehicle as a Certified Pre-Owned vehicle



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Certified Pre-Owned vehicles flagged as 'over aged inventory' will automatically be moved just beneath sold inventory and designated in red on the dealers 'Managed Inventory' page.

**Note: Sold vehicles are systematically moved to the top of the "Manage Inventory" page and designated in green if enrolled in DMS integration.**

### **Mileage Eligibility**

Vehicles with less than 75,001 miles at the time of sale are eligible to be certified and sold as Certified Pre-Owned vehicles.

If the vehicle mileage climbs above 75,000 miles after it has been certified and placed in dealers' inventory, THE VEHICLE IS NO LONGER ELIGIBLE TO BE SOLD AS A CERTIFIED PRE-OWNED VEHICLE. In this rare occurrence, the dealer is REQUIRED to decertify the vehicle.

## **XII. Miscellaneous**

### **GM-DI Certified PREOWNED Signs**

(Chevrolet, Buick and GMC only)\*

**\*Cadillac Certified Pre-Owned program is separate from these guidelines outlined**

Participation in the General Motor's Certified PRE-OWNED Signage Program is optional. Below are status guidelines for those dealers who choose to participate. Enrollment is verified by the GM Certified PRE-OWNED administrative team.

#### **Dealers with no GM-DI Signs**

In order to participate in the optional Certified PRE-OWNED Signage Program, a dealer is required to participate in the GM-DI Signage Program. A divisional brand sign fulfills that requirement. GM-DI will install a divisional brand sign (e.g. Chevrolet, Buick and GMC) and a Certified PRE-OWNED sign per the terms of the GM-DI lease agreement. Visit [www.gm-dileasing.com](http://www.gm-dileasing.com) and complete the required Request for Survey form. The completed form with zone manager signature should be returned to Pattison Sign Group. Call 1-866-218-1976 and ask for your Customer Account Manager for additional details regarding the GM-DI lease program.

#### **Dealers with existing GM-DI Signage**

GM-DI will update sign panels in any one secondary GM-DI signage (non-brand signs at no cost to the dealer. (The cost for any additional signage beyond the one CPO sign will be the responsibility of the dealer). Visit [www.gm-dileasing.com](http://www.gm-dileasing.com) and complete the Request for Sign Change form. The completed form with zone manager signature should be returned to Pattison Sign Group.

### **Termination or withdrawal from the General Motor's Certified PRE-OWNED Program**

If a dealer is terminated from Certified PRE-OWNED Program, the dealer is notified and automatically terminated from the GM-DI Certified PRE-OWNED Signage Program. If the dealer voluntarily chooses to withdraw from the Certified PRE-OWNED Program, it is the dealer's responsibility to contact GM-DI Leasing to discuss signage options.

The notification from CPO provides a 30 day window for the dealership to decide on alternate panels for the sign with costs covered by the dealership **OR** to request the removal of the sign. Any portion of the unfulfilled lease obligation of the ten year term and removal costs will be billed to the dealership. If the lease obligation of 10 years (120 months) has been met, the removal of the sign is at no cost to the dealership.

The dealer agrees to all charges directly related to the removal of the Certified PRE-OWNED signage. As previously stated, the dealer has the option of replacing with other GM-DI approved signage at the dealer's cost or removing the sign. Removal costs and early lease termination fees are determined by the general provisions of the lease agreement. All charges will be debited from the dealer's open parts account.

### **GM-Sponsored Plus (Vehicles available through GM Sponsored Auctions)**

The interior and exterior of GM Sponsored Plus vehicles have been reconditioned to GM Certified Pre-Owned standards. Unlike FrontLine Ready vehicles, the 172 Point Inspection and Reconditioning checklist is not performed by the auction. Therefore, the dealer is **REQUIRED** to complete the inspection and reconditioning checklist process. In addition, the dealer is also required to take care of campaigns and warranty repairs.

**The first line of communication for any Certified Pre-Owned question is the GM Certified Dealer Support Center: (888) 468-7338.**

### **Updates to Operations Guide**

All subsequent updates to this Operations Guide will be posted in the Certified Pre-Owned Resource Center [www.gmcertifiedresourcecenter.com](http://www.gmcertifiedresourcecenter.com)

## Appendix A-Customers Owner Care Booklet

### What is covered

Covered component categories include:

Engine	Electrical	Drive Systems	Safety / Restraints
Transmission	HVAC Systems	Steering	Audio / Sound
Emissions	Fuel Systems	Suspension (Excludes maintenance /wear items)	Brakes (Inc ABS) (Excludes wear items)

### ***Covered component detail:***

#### ***Engine***

All internal and lubricated parts, including cylinder head, block, timing gears, timing chain, timing cover, oil pump/oil pump housing, OHC carriers, valve covers, oil pan, seals, gaskets, turbocharger, super-charger and all internal lubricated parts as well as manifolds, flywheel, water pump, harmonic balancer and engine mount and electronic control units.

#### ***Transmission/Transaxle/Transfer Case***

Case, all internal lubricated parts, torque converter, transfer case, transmission/transaxle mounts, seals, and gaskets; input and output shafts; forward and intermediate clutch; direct clutch; bands; governor; thrust bearings, washers and electronic control units.

#### ***Drive Systems***

Final drive housing, all internal lubricated parts, axle shafts and bearings, constant velocity joints, axle housing, propeller shafts, universal joints, wheel bearings, locking hubs, front differential actuator, supports, front and rear hub bearings, seals and gaskets.

#### ***Steering***

*Gear housing and all internal parts, rack and pinion, power steering pump, steering shaft and couplings, seals and gaskets.*

### **Brakes**

*Master cylinder assist boosters; wheel cylinders; combination valve; hydraulic lines and fittings; calipers; seals and gaskets; pressure modulator valve, including pump motor and accumulator; ABS electronic brake control module.*

### **Electrical**

*All switches, motors, relays, pumps, modules, sensors, actuators, blowers. Starter motor and solenoid; alternator/generator; voltage regulator; wiring harnesses; manually operated switches, wiper motors; ignition switch (lock cylinder); distributor and module; electronic level control compressor; sensor and control; electronic spark control; detonation sensor and control; electronic instrument cluster and diagnostic displays.*

### **Safety / Restraints**

*Air bag systems (module assemblies, sensors, wiring – all); safety belts/shoulder straps (buckles, belts, retractors, stop); theft deterrent (sensors, modules, connectors and wiring); object detection (sensors, modules, connectors and wiring); remote functions/entry control systems (connectors, wiring, receivers).*

### **HVAC Systems**

*HVAC automatic (heater and AC control, actuators, motors, relays, sensors, valves and wiring/connectors); all except those components listed in what is not covered.*

### **Fuel Systems**

*Fuel pump, EFI sensors, control units; injectors/throttle body assembly, pumps, lines, nozzles and vacuum pump.*

### **Suspension**

*Upper mount and bearing; upper and lower control arms; control arm shafts and bushings; upper and lower ball joints; steering knuckles; seals; stabilizer bushings and wheel bearings.*

### **Audio / Sound**

*Sound system components including radios, DVD players, speakers and subwoofers (excludes covers) and navigations systems (excludes DVD upgrades).*

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### ***Emissions***

Some of these components may also be covered by the Emission Warranty. Please refer to the New Vehicle Owner Assistance and Warranty Manual for additional information. See the "Emission Warranty Parts List" under [Emission Control Systems Warranty](#) for details.

GM will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions, and limitations.

### **Warranty Applies**

This warranty is for vehicles registered in the United States and normally operated in the United States or Canada, and is provided to the original and any subsequent owners of the vehicle during the warranty period.

### **Repairs Covered**

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

### **Towing**

Towing is covered to the nearest, Chevrolet, Buick or GMC dealer if your vehicle cannot be driven because of a warranted defect.

### **Obtaining Repairs**

To obtain warranty repairs, take the vehicle to a Chevrolet, Buick or GMC dealer within the warranty period and request the needed repairs. A reasonable time must be allowed for the dealer to perform necessary repairs.

### **What is not covered**

Repairs already covered by the new vehicle Bumper-to-Bumper Limited Warranty, Powertrain Limited Warranty, or Sheet Metal warranties or the Federal Emissions warranty. This Certified Pre-Owned warranty is secondary to the warranties described previously.

### **Components not covered:**

#### **Batteries**

This warranty does not cover batteries.

## **Tires and Wheels**

This warranty does not cover tires and wheels.

## **Maintenance and Wear Items**

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner manual are at the owner's expense. Vehicle lubrication, cleaning, or polishing is not covered. Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Examples include but are not limited to: your vehicle's battery, air conditioning recharging, brake pads and linings, brake shoes and rotors, drive belts, engine coolant, engine tuneup, filters, fluids, heater and vacuum hoses, keyless entry batteries, lubricants, manual clutch disc/linings, radiator hoses, spark plugs and wires, suspension alignment, tires, tire rotation, wheel balancing and wiper blades or any service or part required to be performed or replaced as recommended by the GM Maintenance Schedule.

## **Damage Due to Accident, Misuse, or Alteration**

Damage caused as the result of any of the following is not covered and will result in the voiding of this warranty:

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle.
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual.
- Alteration or modification to the vehicle including the body, chassis, or components after final assembly by GM.

Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.

## **Damage or Corrosion Due to Environment, Chemical Treatments, or Aftermarket Products**

Damage caused by airborne fallout, salt from sea air, salt or other materials used to control road conditions, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered.

### **Damage Due to Insufficient or Improper Maintenance**

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain fluids, fuel, lubricants, or refrigerants recommended in the owner manual is not covered.

### **Damage Due to Contaminated or Poor Quality Fuel**

Poor fuel quality or incorrect fuel may cause driveability problems such as hesitation, lack of power, stall or no start. It may also render gauges inoperable or degrade functionality for components such as spark plugs, oxygen sensors and the catalytic converter. Damage from poor fuel quality, water contamination, fuel contamination, incorrect diesel fuel or gasoline may not be covered.

### **Damage Due to Bedliners**

Owners of trucks with a bedliner, whether aftermarket or factory installed, should expect that with normal operation the bedliner will move. This movement may cause finish damage. Therefore, any damage caused by the bedliner is not covered under the terms of the warranty.

### **Tire and Wheel Damage or Wear**

Normal tire wear or wear-out is not covered. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects and tire wear due to misalignment is not covered. Also damage from improper inflation, overloading, spinning as when stuck in mud or snow; tire chains, racing, improper mounting or misuse, negligence, alteration, accident or vandalism is not covered.

### **Aftermarket Engine Performance Enhancement Products and Modifications**

Some aftermarket engine performance products and modifications promise a way to increase horsepower and torque levels of your vehicle's Powertrain. You should be aware that these products may have detrimental effects on the performance and life of the engine, exhaust emission system, transmission and drivetrain. Damage, failure or reduced life of the engine, transmission, emission system, drivetrain or other vehicle components caused by aftermarket engine performance products or modifications are not covered under warranty.

### **Extra Expenses**

Economic loss or extra expense is not covered. Examples include: inconvenience, lodging, meals or other travel costs, loss of vehicle use, payment for loss of time or pay, state or local taxes required on warranty repairs and storage.

### **Accessory Coverages**

All GM parts and accessories sold and permanently installed on a Certified Pre-Owned Vehicle by a GM dealer or GM-approved Accessory Distributor/Installer (ADI) prior to delivery will be covered under the applicable warranty. In the event that GM accessories are installed after the vehicle delivery, it will be covered; parts and labor, for the balance portion of the New Vehicle or Certified Pre-Owned Limited warranty, but in no event less than 12 months/12,000 miles.

### **Warranty Repairs – Recycled Materials**

Environmental Protection Agency (EPA) guidelines and GM support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs GM may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

### **Tire Service**

Any authorized GM Dealer or the tire manufacturer can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact the Customer Assistance Center. The toll-free telephone numbers are listed under Owner Assistance.

### **Vehicle Operation and Care**

Considering the investment you have made, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions in your owner manual.

If you have questions on how to keep your vehicle in good working condition, see your dealer, the place many customers choose to have their maintenance work done. You can rely on your dealer to use the proper parts and repair practices.

### **Maintenance and Warranty Service Records**

Retain receipts covering performance of regular maintenance. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

A “Maintenance Record” is provided in the maintenance schedule section of the owner manual for recording services performed. The servicing dealer can provide a copy of any warranty repairs for your records.

### **Touring Owner Service – Foreign Countries**

If you are touring in a foreign country and repairs are needed, take your vehicle to a GM dealer facility, preferably one which sells and services your brand vehicles. Once you return to the United States, provide your dealer with a statement of circumstances, the original repair order, proof of ownership,



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and any paid receipt indicating the work performed and parts replaced for reimbursement consideration.

**Important:** GM warranty coverages may be void on GM vehicles that have been imported/exported for resale.

**Other Terms:** This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

GM does not authorize any person to create for it any other obligations or liability in connection with these vehicles. Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. GM shall not be liable for incidental or consequential damages, such as , but not limited to, lost wages or vehicle rental expenses, resulting from breach of this written warranty or any implied warranty.\*

\* Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

## **Appendix B**

These labor operations will be blocked from automatic payment through GWM. If you believe the part failed due to a manufacturer defect, and you wish to utilize your dealer empowerment to provide a policy adjustment to the customer, you will need to get wholesale authorization prior to H-routing the claim.

### **Labor**

<b><u>Code</u></b>	<b><u>Labor Code Description</u></b>
A0007	Fascia, Front Bumper - Color/Clear Coat – Complete
A0008	Front Bumper Fascia Color/Clear Coat
A0018	Front Bumper Fascia Refinish/Clear Coat
A0098	Filler, Front Bumper - Refinish/Clear Coat - One Piece
A0110	Finesse Sanding and Buffing
A0260	Grille - Color/Clear Coat
A0270	Grille - Refinish/Clear Coat
A0347	Hood Color/Clear Coat
A0357	Hood Refinish/Clear Coat
A0366	Hood - Color/Clear Coat (Center Panel)
A0370	Hood - Refinish/Clear Coat (Side Panel) – Right
A0371	Hood - Refinish/Clear Coat (Side Panel) – Left
A0376	Hood - Refinish/Clear Coat (Center Panel)
A0634	Fender, Front (Between Hood Edge And Break Line) - Color/Clear Coat – Right
A0635	Fender, Front (Between Hood Edge And Break Line) - Color/Clear Coat – Left
A0636	Fender, Front (Between Hood Edge And Break Line) - Refinish/Clear Coat – Right
A0674	Fender, Front (Below Break Line) - Color/Clear Coat – Right
A0675	Fender, Front (Below Break Line) - Color/Clear Coat – Left
A0676	Fender, Front (Below Break Line) - Refinish/Clear Coat – Right
A0677	Fender, Front (Below Break Line) - Refinish/Clear Coat – Left
A0680	Front Fender Color/Clear Coat
A0681	Fender, Front - Color/Clear Coat - Left Side
A0690	Front Fender Refinish/Clear Coat
A0691	Fender, Front - Refinish/Clear Coat - Left Side
A0760	Flare, Front Wheel Opening - Color/Clear Coat – Right
A0761	Flare, Front Wheel Opening - Color/Clear Coat – Left
A0811	Pillar, Windshield - Refinish/Clear Coat – Left
A0820	Roof (Front) - Color/Clear Coat
A0830	Roof (Front) - Refinish/Clear Coat
A0840	Roof (Rear) - Color/Clear Coat
A0850	Roof (Rear) - Refinish/Clear Coat
A0860	Panel, Sail - Color/Clear Coat – Right
A0861	Panel, Sail - Color/Clear Coat – Left
A0870	Panel, Sail - Refinish/Clear Coat – Right
A0871	Panel, Sail - Refinish/Clear Coat – Left

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A0880	Roof Panel Color/Clear Coat
A0890	Roof Panel Refinish/Clear Coat
A0937	Removable Top Panel Refinish/Clear Coat
A1040	Rocker Outer Panel Color/Clear Coat
A1041	Rocker - Color/Clear Coat - Left Side
A1046	Rocker - Color/Clear Coat - Left Front
A1050	Rocker Outer Panel Refinish/Clear Coat
A1051	Rocker - Refinish/Clear Coat - Left Side
A1060	Assist Step - Color/Clear Coat - Right Side
A1061	Assist Step - Color/Clear Coat - Left Side
A1070	Assist Step - Refinish/Clear Coat - Right Side
A1071	Assist Step - Refinish/Clear Coat - Left Side
A1101	Frame, Front Side Door Window - Color/Clear Coat - Left Side
A1110	Frame, Front Door Window - Refinish/Clear Coat - Right Side
A1111	Frame, Front Side Door Window - Refinish/Clear Coat - Left Side
A1114	Handle, Front Side Door - Color/Clear Coat - Right Side
A1115	Handle, Front Side Door - Color/Clear Coat - Left Side
A1116	Handle, Front Door - Refinish/Clear Coat – Right
A1117	Handle, Front Door - Refinish/Clear Coat – Left
A1135	Door, Front (Above Break Line) - Color/Clear Coat – Right
A1136	Door, Front (Above Break Line) - Color/Clear Coat – Left
A1137	Door, Front (Above Break Line) - Refinish/Clear Coat – Right
A1138	Door, Front (Above Break Line) - Refinish/Clear Coat – Left
A1200	Door, Front (Below Side Molding) - Color/Clear Coat – Right
A1201	Door, Front (Below Side Molding) - Color/Clear Coat – Left
A1210	Door, Front (Below Side Molding) - Refinish/Clear Coat – Right
A1211	Door, Front (Below Side Molding) - Refinish/Clear Coat – Left
A1214	Door, Front (Below Break Line) - Color/Clear Coat – Right
A1216	Door, Front (Below Break Line) - Refinish/Clear Coat – Right
A1217	Door, Front (Below Break Line) - Refinish/Clear Coat – Left
A1220	Front Side Door Outer Panel Color/Clear Coat
A1221	Front Side Door Color/Clear Coat - Left Side
A1230	Front Side Door Refinish/Clear Coat - Right Side
A1231	Front Side Door Refinish/Clear Coat - Left Side
A1236	Door, Front (Above Side Molding) - Color/Clear Coat – Right
A1237	Door, Front (Above Side Molding) - Color/Clear Coat – Left
A1239	Door, Front (Above Side Molding) - Refinish/Clear Coat – Left
A1240	Outside Rearview Mirror Color/Clear Coat
A1241	Mirror, Outside Rearview - Color/Clear Coat - Left Side
A1300	Panel, Cab Side - Color/Clear Coat - Right Side
A1301	Panel, Cab Side - Color/Clear Coat - Left Side
A1310	Panel, Cab Side - Refinish/Clear Coat - Right Side
A1311	Panel, Cab Side - Refinish/Clear Coat - Left Side
A1400	Frame, Rear Side Door Window - Color/Clear Coat - Right Side
A1401	Frame, Rear Side Door Window - Color/Clear Coat - Left Side
A1410	Frame, Rear Side Door Window - Refinish/Clear Coat - Right Side
A1411	Frame, Rear Side Door Window - Refinish/Clear Coat - Left Side

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A1415	Rear Side Door Handle Color/Clear Coat - Left Side
A1417	Handle, Rear Door - Refinish/Clear Coat – Left
A1480	Door, Rear (Between Break Line And Side Molding) - Color/Clear Coat – Right
A1497	Door, Rear (Above Break Line) - Refinish/Clear Coat – Right
A1498	Door, Rear (Above Break Line) - Refinish/Clear Coat – Left
A1500	Door, Rear (Below Side Molding) - Color/Clear Coat – Right
A1501	Door, Rear (Below Side Molding) - Color/Clear Coat – Left
A1510	Door, Rear (Below Side Molding) - Refinish/Clear Coat – Right
A1511	Door, Rear (Below Side Molding) - Refinish/Clear Coat – Left
A1514	Door, Rear (Below Break Line) - Color/Clear Coat – Right
A1515	Door, Rear (Below Break Line) - Color/Clear Coat – Left
A1516	Door, Rear (Below Break Line) - Refinish/Clear Coat – Right
A1517	Door, Rear (Below Break Line) - Refinish/Clear Coat – Left
A1520	Rear Side Door Outer Panel Color/Clear Coat
A1521	Rear Side Door Color/Clear Coat - Left Side
A1530	Rear Side Door Refinish/Clear Coat - Right Side
A1531	Rear Side Door Refinish/Clear Coat - Left Side
A1800	Cover, Sliding Door Track - Color/Clear Coat - Right Side
A1801	Cover, Sliding Door Track - Color/Clear Coat - Left Side
A1810	Cover, Sliding Door Track - Refinish/Clear Coat - Right Side
A1874	Door, Sliding Or Swing Out (Above Side Molding) - Color/Clear Coat - Left Sliding
A1884	Door, Sliding Or Swing Out (Above Side Molding) - Refinish/Clear Coat - Left Sliding
A1922	Door, Sliding Or Swing Out (Below Side Molding) - Color/Clear Coat - Front Swing Out
A1923	Door, Sliding Or Swing Out (Below Side Molding) - Color/Clear Coat - Rear Swing-Out
A1940	Door, Color/Clear Coat - Right Side Sliding
A1950	Door, Refinish/Clear Coat - Right Side Sliding
A1953	Door, Refinish/Clear Coat - Rear Side Swing Out
A1954	Door, Refinish/Clear Coat - Left Side Sliding
A2155	Quarter, (Below Break Line) - Color/Clear Coat – Right
A2157	Quarter, (Below Break Line) - Refinish/Clear Coat – Right
A2158	Quarter, (Below Break Line) - Refinish/Clear Coat – Left
A2180	Quarter Outer Panel Color/Clear Coat
A2181	Quarter - Color/Clear Coat - Left Side
A2190	Quarter Outer Panel Refinish/Clear Coat
A2191	Quarter - Refinish/Clear Coat - Left Side
A2201	Flare, Rear Wheel Opening - Color/Clear Coat – Left
A2210	Flare, Rear Wheel Opening - Refinish/Clear Coat – Right
A2240	Fuel Tank Filler Door Color/Clear Coat
A2250	Fuel Tank Filler Door Refinish/Clear Coat
A2420	Load Floor - Refinish/Clear Coat
A2461	Box, Pickup Side Exterior (Between Top Of Box And Break Line) - Color/Clear Coat – Left
A2465	Box, Pickup Side Exterior (Between Top Of Box And Break Line) - Refinish/Clear Coat –R
A2466	Box, Pickup Side Exterior (Between Top Of Box And Break Line) - Refinish/Clear Coat –L
A2560	Pickup Box Color/Clear Coat - Exterior Right Side
A2561	Pickup Box Color/Clear Coat - Exterior Left Side
A2570	Pickup Box Refinish/Clear Coat - Exterior Right Side
A2571	Pickup Box Refinish/Clear Coat - Exterior Left Side

# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

A2630	Pickup Box Refinish/Clear Coat - Interior Right Side
A2631	Pickup Box Refinish/Clear Coat - Interior Left Side
A2650	Box, Pickup Inner (Fender) - Refinish/Clear Coat - Right
A2659	Pickup Box Endgate Refinish/Clear Coat - Exterior
A2660	Pickup Box Endgate Color/Clear Coat - Interior
A2676	Pickup Box Refinish/Clear Coat - Exterior
A2710	Panel, Rear Compartment Folding Top Stowage - Refinish/Clear Coat
A2720	Rear Compartment Lid Color/Clear Coat
A2730	Rear Compartment Lid Refinish/Clear Coat
A2768	Rear End Spoiler Color/Clear Coat
A2778	Rear End Spoiler Refinish/Clear Coat
A2880	Tailgate (Below Break Line) - Color/Clear Coat
A2890	Tailgate (Below Break Line) - Refinish/Clear Coat
A2920	Tailgate, Complete - Color/Clear Coat
A2930	Tailgate, Complete - Refinish/Clear Coat
A2952	Applique, Center High Mount Stop Lamp - Color/Clear Coat
A2953	Applique, Center High Mount Stop Lamp - Refinish/Clear Coat
A2960	Liftgate Panel Color/Clear Coat
A2961	Liftgate Panel Refinish/Clear Coat
A3130	Rear Door - Refinish/Clear Coat - Right Side
A3131	Rear Door - Refinish/Clear Coat - Left Side
A3199	Rear Bumper Fascia Extension Refinish/Clear Coat
A3240	Bumper, Rear - Color/Clear Coat
A3250	Bumper, Rear - Refinish/Clear Coat
A3268	Rear Bumper Fascia Color/Clear Coat
A3277	Fascia, Rear Bumper - Refinish/Clear Coat - Complete
A3278	Rear Bumper Fascia Refinish/Clear Coat
A3310	Steel Wheel Color Coat
A3311	Steel Wheel Refinish/Clear Coat
A3330	Aluminum Wheel Color/Clear Coat
A3331	Aluminum Wheel Refinish/Clear Coat
A3710	Stripe, Paint - Replace
A3729	Body Panel Paint Protector Replacement
A3730	Decal or Stripe Replacement
A5182	Molding, Body Side (One Or All) - Color/Clear Coat - Right
A5183	Molding, Body Side (One Or All) - Color/Clear Coat - Left
A5222	Molding, Body Side (One Or All) - Refinish/Clear Coat - Right
A5223	Molding, Body Side (One Or All) - Refinish/Clear Coat - Left
A5250	Moldings, Body Side Lower - Color/Clear Coat - Right Door
A5251	Moldings, Body Side Lower - Color/Clear Coat - Left Door
A5254	Moldings, Body Side Lower - Color/Clear Coat - Right Rear Door
A5257	Moldings, Body Side Lower - Color/Clear Coat - Right Sliding Door
A5258	Moldings, Body Side Lower - Color/Clear Coat - Left Sliding Door
A5270	Rocker Panel Molding Color/Clear Coat
A5271	Moldings, Body Side Lower - Color/Clear Coat - Left Rocker
A5340	Moldings, Body Side Lower - Refinish/Clear Coat - Front Fascia
A5341	Moldings, Body Side Lower - Refinish/Clear Coat - Rear Fascia

# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

A5350	Moldings, Body Side Lower - Refinish/Clear Coat - Right Door
A5351	Moldings, Body Side Lower - Refinish/Clear Coat - Left Door
A5354	Moldings, Body Side Lower - Refinish/Clear Coat - Right Rear Door
A5355	Moldings, Body Side Lower - Refinish/Clear Coat - Left Rear Door
A5357	Moldings, Body Side Lower - Refinish/Clear Coat - Right Sliding Door
A5358	Moldings, Body Side Lower - Refinish/Clear Coat - Left Sliding Door
A5370	Rocker Panel Molding Refinish/Clear Coat
A5371	Moldings, Body Side Lower - Refinish/Clear Coat - Left Rocker
A5374	Moldings, Body Side Lower - Refinish/Clear Coat - Right Quarter
A5400	Body, Entire Above Body Side Molding - Color/Clear Coat
A5410	Body, Entire Above Body Side Molding - Refinish/Clear Coat
A5430	Body, Entire Below Body Side Molding - Refinish/Clear Coat
A5435	Complete Body Color/Clear Coat
A5440	Complete Body Refinish/Clear Coat
A5500	Body, Entire Above Break Line - Color/Clear Coat
A5544	Environmental Fallout (Acid Rain) Buffing - All Horizontal Surfaces
A5575	Rail Dust Removal - Oxalic Acid Products
A5580	Rail Dust Removal - Non Acid Products
A7100	Interior Paint Repair
A9080	Panel, Hood - Repair
A9119	Panel, Fender - Repair
A9121	Fender, Front - Left - Repair
A9160	Pillar, Windshield - Right - Repair
A9161	Pillar, Windshield - Left - Repair
A9220	Panel, Roof - Repair
A9339	Panel, Door - Repair
A9439	Panel, Rear Quarter - Repair
A9441	Panel, Quarter Outer - Left - Repair
A9579	Panel, Rear Compartment Lid/Liftgate/Endgate/Tailgate - Repair
A9580	Lid, Rear Compartment - Repair
A9780	Panel, Front Door Inner - Right - Repair
A9781	Panel, Front Door Inner - Left - Repair
A9906	Rear Hatch Panel Rust - Repair
A9907	Rear Hatch Panel - Refinish/Clear Coat
A9908	Refinish Both "A" Pillars
A9910	Spare Tire Well - Replace
A9911	Lower Door and Rocker Panels - Left - Refinish/Clearcoat
A9912	Repair Four Welds Around Liftgate Hinges
A9913	Remove and Reapply Sound Deadener
A9916	Spot Repair Paint Underside Hood - Refinish
A9918	Lower Door and Rocker Panels - Right - Refinish/Clearcoat
A9928	File down sunroof flange to stop contact with the sunroof glass
A9969	Paint Chipping Behind Front Wheels/Front of Rear Wheels, Damaged Lower Door
A9972	REPAIR & REPAINT (SPOT PAINT) PANELS AS REQUIRED--REAR
B0030	Applique Front Fascia - R&R Or Replace
B0042	Front Bumper Upper Fascia Replacement
B0043	Front Bumper Lower Fascia Replacement

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# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

B0048	Front Bumper Fascia Replacement
B0059	Support, Front Bumper Fascia Lower - Replace
B0140	Bracket, Front License Plate Mounting - Replace
B0188	Strip, Front Bumper Rub - One Piece - R&R Or Replace
B0195	Support, Front Fascia - Replace
B0218	Front Bumper Impact Bar Replacement
B0240	Front Bumper End Cap Replacement - Right Side
B0241	Front Bumper End Cap Replacement - Left Side
B0242	Cap, Front Bumper Molding - Replace
B0260	Front Bumper Alignment
B0308	Molding, Front Bumper Fascia - R&R Or Replace
B0316	Strip, Front Bumper Fascia Molding - Right - R&R Or Replace
B0319	Strip, Front Bumper Fascia Molding - Center - R&R Or Replace
B0342	Front Tow Hook Replacement
B0344	Tow Hook - Front - Right - Replace
B0346	Tow Hook - Front - Both - Replace
B0485	Front Air Deflector Replacement
B0486	Front Air Deflector Extension Replacement
B0487	Front Bumper Fascia Air Deflector Replacement
B0598	Rear Bumper Fascia Alignment
B0602	Rear Bumper Upper Fascia Replacement
B0603	Rear Bumper Lower Fascia Replacement
B0608	Rear Bumper Fascia Replacement
B0720	Rear Bumper Step Pad Replacement
B0730	Bracket, Rear License Plate Mounting - Replace
B0740	Reflector, Rear Bumper - Right - R&R Or Replace
B0741	Reflector, Rear Bumper - Left - R&R Or Replace
B0747	Reflector, Rear Bumper - Both - R&R Or Replace
B0788	Strip, Rear Bumper Rub - One Piece - R&R Or Replace
B0800	Rear Bumper Impact Bar Replacement
B0820	Pad, Rear Bumper Fascia - Replace
B0821	Rear Bumper Fascia Trailer Hitch Access Hole Cover Replacement
B0840	Cap, Rear Bumper Outer End - Right - Replace
B0841	Cap, Rear Bumper Outer End - Left - Replace
B0842	Front Bumper Fascia Trim Cap Replacement
B0918	Strip, Rear Bumper Fascia Molding - One Piece - R&R Or Replace
B0919	Strip, Rear Bumper Fascia Molding - Center - R&R Or Replace
B0966	Rear Bumper Energy Absorber Replacement
B1290	Guard, Front Brush - Replace
B1295	Radiator Grille Emblem/Nameplate Replacement
B1300	Grille Assembly - Right - Replace
B1301	Grille Assembly - Left - Replace
B1302	Radiator Upper Grille Replacement
B1303	Radiator Lower Grille Replacement
B1304	Grille Assembly - Lower - Right - Replace
B1305	Grille Assembly - Lower - Left - Replace
B1306	Radiator Center Grille Replacement



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# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

B1307	Grille Assembly - Both - Replace
B1308	Radiator Grille Replacement
B1318	Panel, Headlamp And Grille Mounting - Replace
B1320	Housing - Headlamp - Right - R&R Or Replace
B1321	Housing - Headlamp - Left - R&R Or Replace
B1330	Housing - Fog Lamp - Right - R&R Or Replace
B1331	Housing - Fog Lamp - Left - R&R Or Replace
B1334	Front Fog Lamp Bracket Replacement - Right Side
B1335	Front Fog Lamp Bracket Replacement - Left Side
B1400	Panel, Headlamp Closure - Right - R&R Or Replace
B1498	Hood Air Grille Replacement
B1650	Bumpers, Hood - Replace
B1780	Retainer And/Or Bolts, Battery - Replace
B1781	Rear Window Wiper Blade Replacement
B1783	Windshield Wiper Blade Replacement
B1784	Windshield Wiper Arm Replacement
B1785	Rear Window Wiper Arm Replacement
B1800	Cap, Windshield Washer Container - Replace
B2175	Sunshade Assembly, Sun Roof Rear - Replace
B2760	Sunroof Window Replacement
B2900	Sunroof Sunshade Replacement
B2944	Rack, Luggage Rack - Replace
B2946	Luggage Rack, Complete - Replace
B2949	Luggage Carrier Side Rail Front Finish Cover Replacement
B3550	Folding Top Rear Window Replacement
B4150	Outside Rearview Mirror Glass Replacement - Right Side
B4151	Outside Rearview Mirror Glass Replacement - Left Side
B4152	Outside Rearview Mirror Housing Replacement
B4153	Outside Rearview Mirror Arm Cover Replacement
B4155	Outside Rearview Mirror Replacement - Right Side
B4156	Outside Rearview Mirror Replacement - Left Side
B4357	Bezel, Front Door Inside Locking Knob - Right - Replace
B4379	Striker, Front/Rear/Swing-Out Or Sliding Doors - Adjust Or Replace
B5608	Rear End Spoiler Replacement
B5702	Bumpers, Tailgate - Replace
B5795	Bezel, Tailgate/Endgate Outside Handle - Replace
B6000	Fuel Tank Filler Door Replacement
B7010	Emblem And/Or Nameplate - One - Replace
B7011	Decal or Stripe Replacement
B7012	Body Panel Paint Protector Replacement
B7142	Molding, Grille - Upper - Replace
B7241	Bezel - Headlamp - Left - Replace
B7280	Headlamp Aiming
B7282	Fog Lamp - Aim
B7288	Headlamp/Composite Assembly - Right - Replace
B7289	Headlamp/Composite Assembly - Left - Replace
B7294	Headlamp Replacement - Right Side



# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

B7295	Headlamp Replacement - Left Side
B7296	Headlamp Capsule Replacement - Right Side
B7297	Headlamp Capsule Replacement - Left Side
B7298	Capsule/Composite, Headlamp - Both - Replace
B7332	Molding, Hood - One Piece - R&R Or Replace
B7338	Hood Side Molding Replacement
B7339	Hood Front Molding Replacement
B7340	Molding, Hood Panel Rear - R&R Or Replace
B7350	Air Inlet Grille Panel Replacement
B7351	Panel, Air Inlet Grille - Right - Replace
B7352	Panel, Air Inlet Grille - Left - Replace
B7464	Molding, Fender - Right - Lower - Front Of Wheel - R&R Or Replace
B7465	Molding, Fender - Right - Lower - Rear Of Wheel - R&R Or Replace
B7466	Molding, Fender - Right - Side - R&R Or Replace
B7475	Molding, Fender - Left - Lower - Rear Of Wheel - R&R Or Replace
B7476	Molding, Fender - Left - Side - R&R Or Replace
B7480	Front Fender Wheel Opening Molding Replacement - Right Side
B7481	Front Fender Wheel Opening Molding Replacement - Left Side
B7485	Front Fender Ornament Replacement
B7520	Molding, Windshield Pillar Finishing - Right - Replace
B7521	Molding, Windshield Pillar Finishing - Left - Replace
B7540	Molding, Windshield Reveal - R&R Or Replace
B7565	Windshield Upper Reveal Molding Replacement
B7570	Molding, Windshield Side Pillar Reveal - Right - R&R Or Replace
B7571	Molding, Windshield Side Pillar Reveal - Left - R&R Or Replace
B7610	Molding, Windshield Side Roof Rail Drip - Right - R&R Or Replace
B7611	Molding, Windshield Side Roof Rail Drip - Left - R&R Or Replace
B7620	Molding, Roof Rail Drip - Right - R&R Or Replace
B7621	Molding, Roof Rail Drip - Left - R&R Or Replace
B7623	Molding, Roof Rail Drip - Back - R&R Or Replace
B7626	Molding, Roof To Quarter At Weld Joint - Right - R&R Or Replace
B7627	Molding, Roof To Quarter At Weld Joint - Left - R&R Or Replace
B7680	Roof Panel Joint Finish Molding Replacement - Right Side
B7681	Roof Panel Joint Finish Molding Replacement - Left Side
B7700	Molding, Roof Panel Finishing (Below Back Glass) - Replace
B7720	Molding And/Or Applique, Center Pillar - Right - R&R Or Replace
B7721	Molding And/Or Applique, Center Pillar - Left - R&R Or Replace
B7740	Molding And/Or Applique, Body Lock Pillar - Right - R&R Or Replace
B7741	Molding And/Or Applique, Body Lock Pillar - Left - R&R Or Replace
B7755	Side Door Sill Trim Plate Decal Replacement
B7760	Rocker Panel Molding Replacement
B7761	Molding, Rocker Panel - Left - R&R Or Replace
B7762	Molding, Rocker Panel - Front - Right - R&R Or Replace
B7763	Molding, Rocker Panel - Front - Left - R&R Or Replace
B7764	Molding, Rocker Panel - Center Right - R&R Or Replace
B7766	Molding, Rocker Panel - Rear - Right - R&R Or Replace
B7767	Molding, Rocker Panel - Rear - Left - R&R Or Replace

# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

B7768	Molding, Rocker Panel (Door Opening) Right - R&R Or Replace
B7769	Molding, Rocker Panel (Door Opening) Left - R&R Or Replace
B7777	Steps, Assist - Right - Replace
B7778	Steps, Assist - Left - Replace
B7779	Steps, Assist - Both - Replace
B7780	Assist Step Pad Replacement
B7783	Assist Step Finish Cover Replacement
B7810	Applique, Front Door - Right - R&R Or Replace
B7811	Applique, Front Door - Left - R&R Or Replace
B7812	Front Side Door Window Frame Rear Applique Replacement
B7820	Molding, Front Door Window Frame - Right - R&R Or Replace
B7821	Molding, Front Door Window Frame - Left - R&R Or Replace
B7840	Molding And/Or Auxiliary Weatherstrip, Front Door Window Reveal (Window Frame)
B7850	Molding, Front Door Window Belt Reveal - Right - R&R Or Replace
B7851	Molding, Front Door Window Belt Reveal - Left - R&R Or Replace
B7863	Molding, Front Door - Right - Lower - R&R Or Replace
B7866	Molding, Front Door - Right - Side - R&R Or Replace
B7873	Molding, Front Door - Left - Lower - R&R Or Replace
B7876	Molding, Front Door - Left - Side - R&R Or Replace
B7880	Molding, Rear Door Window Frame - Right - R&R Or Replace
B7881	Molding, Rear Door Window Frame - Left - R&R Or Replace
B7890	Molding, Rear Door Window Belt Reveal - Right - R&R Or Replace
B7891	Molding, Rear Door Window Belt Reveal - Left - R&R Or Replace
B7920	Molding And/Or Auxiliary Weatherstrip, Rear Door Window Reveal (Window Frame)
B7921	Molding And/Or Auxiliary Weatherstrip, Rear Door Window Reveal (Window Frame)
B7926	Rear Side Door Window Reveal Molding Replacement
B7963	Molding, Rear Door - Right - Lower - R&R Or Replace
B7966	Molding, Rear Door - Right - Side - R&R Or Replace
B7973	Molding, Rear Door - Left - Lower - R&R Or Replace
B7976	Molding, Rear Door - Left - Side - R&R Or Replace
B7990	Applique, Rear Door - Right - R&R Or Replace
B7991	Applique, Rear Door - Left - R&R Or Replace
B7992	Applique, Rear Door - Right Rear - R&R Or Replace
B7993	Applique, Rear Door - Left Rear - R&R Or Replace
B7994	Rear Side Door Window Frame Rear Applique Replacement
B8025	Molding, Cab Side - Right - R&R Or Replace
B8026	Molding, Cab Side - Left - R&R Or Replace
B8034	Molding, Sliding Or Swing Out Door - Sliding - Right - R&R Or Replace
B8035	Molding, Sliding Or Swing Out Door - Sliding - Left - R&R Or Replace
B8130	Molding, Quarter Window Reveal (Upper, Front And/Or Rear) - Right - R&R Or Replace
B8131	Molding, Quarter Window Reveal (Upper, Front And/Or Rear) - Left - R&R Or Replace
B8180	Molding, Quarter Belt Reveal - Right - R&R Or Replace
B8181	Molding, Quarter Belt Reveal - Left - R&R Or Replace
B8230	Molding And/Or Applique, Quarter Window - Right - R&R Or Replace
B8235	Molding/Cap, Bed Rail - Right - Replace
B8236	Molding/Cap, Bed Rail - Left - Replace
B8264	Molding, Quarter Panel - Right - Lower - Front Of Wheel - R&R Or Replace

# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

B8265	Molding, Quarter Panel - Right - Lower - Rear Of Wheel - R&R Or Replace
B8266	Molding, Quarter Panel - Right - Side - R&R Or Replace
B8274	Molding, Quarter Panel - Left - Lower - Front Of Wheel - R&R Or Replace
B8275	Molding, Quarter Panel - Left - Lower - Rear Of Wheel - R&R Or Replace
B8276	Molding, Quarter Panel - Left - Side - R&R Or Replace
B8280	Rear Wheel Opening Molding Replacement - Right Side
B8281	Rear Wheel Opening Molding Replacement - Left Side
B8290	Rear Wheel Opening Flare Replacement - Right Side
B8291	Rear Wheel Opening Flare Replacement - Left Side
B8400	Molding, Rear Of Quarter - Right - R&R Or Replace
B8401	Molding, Rear Of Quarter - Left - R&R Or Replace
B8520	Rear Window Reveal Molding Replacement
B8640	Molding And/Or Applique, Rear Compartment Lid Outer Panel - Right - Replace
B8641	Molding And/Or Applique, Rear Compartment Lid Outer Panel - Left - Replace
B8648	Molding And/Or Applique, Rear Compartment Lid Outer Panel - One Piece - Replace
B8669	Backup Lamp Applique Replacement
B8670	Applique, Tail Lamp - Right - Replace
B8671	Applique, Tail Lamp - Left - Replace
B8676	Applique, Tail Lamp - Center - Replace
B8680	Bezel, Tail Lamp - Right - Replace
B8681	Bezel, Tail Lamp - Left - Replace
B8688	Tail Lamp Bezel Replacement
B8690	Applique, Rear Quarter Upper - Right - Replace
B8691	Applique, Rear Quarter Upper - Left - Replace
B8698	Applique, Center High Mount Stop Lamp - Replace
B8758	Panel, Rear End Finishing - One Piece - Replace
B8825	Liftgate Applique Replacement
B8830	Applique And/Or Panel, Back Body Opening - Right - Replace
B8831	Applique And/Or Panel, Back Body Opening - Left - Replace
B8832	Applique And/Or Panel, Back Body Opening - Center - Replace
B8963	Molding, Tailgate/Liftgate Outer Panel - Lower - R&R Or Replace
B8968	Molding, Tailgate/Liftgate Outer Panel - One Piece - R&R Or Replace
B8980	Panel, Tailgate Trim - Replace
B8990	Molding And/Or Pocket, License Plate - R&R Or Replace
B9604	Cornering Lamp Replacement - Right Side
B9605	Cornering Lamp Replacement - Left Side
B9612	Front Fog Lamp Replacement - Right Side
B9613	Front Fog Lamp Replacement - Left Side
B9616	Lamp Assembly, Exterior - Park And Turn Signal - Right - Replace
B9617	Lamp Assembly, Exterior - Park And Turn Signal - Left - Replace
B9620	Spot Lamp Replacement
B9622	Lamp Assembly, Exterior - Auxiliary Lighting - Replace
B9626	Lamp Assembly, Exterior - Side Marker Front - Right - Replace
B9627	Lamp Assembly, Exterior - Side Marker Front - Left - Replace
B9630	Rear Side Marker Lamp Replacement
B9631	Lamp Assembly, Exterior - Side Marker Rear - Left - Replace
B9635	Rear Fender Clearance Lamp Replacement

# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

B9636	Lamp Assembly, Exterior - Rear Auxiliary Warning - Right - Replace
B9638	Emergency Vehicle Rear Lamp Replacement
B9640	Lamp Assembly, Exterior - Stop, Tail And Turn Signal - Right - Replace
B9641	Lamp Assembly, Exterior - Stop, Tail And Turn Signal - Left - Replace
B9642	Lamp Assembly, Exterior - Stop, Tail And Turn Signal - One Piece - Replace
B9643	Tail Lamp Replacement
B9646	Lamp Assembly, Exterior - Back Up - Right - Replace
B9647	Lamp Assembly, Exterior - Back Up - Left - Replace
B9648	Lamp Assembly, Exterior - Back Up - One Piece - Replace
B9650	High Mount Stop Lamp Replacement
B9660	Underhood Lamp Replacement
B9711	Paint, Cargo Covers and Rear Window Trim (Chevrolet)
B9726	Paint Cargo Covers and Rear Window Trim and Lower Body Cladding (Chevrolet)
B9727	Molding, Body Side - Replace (Two Door) (Change Both Sides)
B9728	Molding, Body Side - Replace (Four Door) (Change Both Sides)
B9742	Grille Emblem - Install
B9778	Body Side Moldings - Replace
B9836	Tailgate Glass & Adjust
B9859	Modify Rear Fascia and Replace Trailer Hitch Cover
C0020	Windshield Resealing
C0034	Windshield Replacement
C0045	Mirror/Compass - Replace
C0100	Glass, Front Door - Right - Align
C0101	Glass, Front Door - Left - Align
C0114	Front Side Door Window Replacement - Right Side
C0115	Front Side Door Window Replacement - Left Side
C0314	Rear Side Door Window Replacement - Right Side
C0315	Rear Side Door Window Replacement - Left Side
C0400	Window/Channel Assembly, Rear Door Stationary Glass - Right - Replace
C0401	Window/Channel Assembly, Rear Door Stationary Glass - Left - Replace
C0436	Glass, Midgate - Replace
C0460	Glass, Sliding Door (Stationary) Right/Left - Replace
C0472	Glass, Swing Out Side Door (Swing Out Front) Right/Left - Replace
C0473	Glass, Swing Out Side Door (Swing Out Rear) Right/Left - Replace
C0482	Latch, Sliding Or Swing Out Door Glass Swing Out - Front - Replace
C0483	Latch, Sliding Or Swing Out Door Glass Swing Out - Rear - Replace
C0509	Quarter Window Replacement
C0510	Glass, Quarter Stationary - Right - R&R Or Replace
C0511	Glass, Quarter Stationary - Left - R&R Or Replace
C0530	Glass, Quarter Swing Out - Right - Replace
C0531	Glass, Quarter Swing Out - Left - Replace
C0546	Hinge, Quarter Glass Swing Out - Right - Replace
C0547	Hinge, Quarter Glass Swing Out - Left - Replace
C0550	Latch, Quarter Glass Swing Out - Right - Replace
C0551	Latch, Quarter Glass Swing Out - Left - Replace
C0552	Latch, Quarter Glass Swing Out - Left Front - Replace
C0660	Rear Window Replacement

# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

C0684	Rear Sliding Window Replacement
C0687	Glass, Back Window Sliding - Complete - Replace
C0710	Glass, Endgate - Replace
C0720	Striker And/Or Handle, Tailgate Glass - Adjust Or Replace
C0730	Hinge, Liftgate Glass - Right - Replace
C0731	Hinge, Liftgate Glass - Left - Replace
C0771	Regulator, Endgate Window - Replace
C0810	Liftgate Window Replacement
C0860	Glass, Back Door Stationary - Right - Replace
C0861	Glass, Back Door Stationary - Left - Replace
C0870	Glass, Back Door Swing Out - Right - R&R Or Replace
C2000	Windshield Garnish Molding Replacement - Right Side
C2001	Windshield Garnish Molding Replacement - Left Side
C2006	Windshield Upper Garnish Molding Replacement
C2007	Molding, Windshield Garnish - Complete - R&R Or Replace
C2010	Molding, Front Hinge Pillar Garnish - Right - R&R Or Replace
C2011	Molding, Front Hinge Pillar Garnish - Left - R&R Or Replace
C2020	Sunshade Replacement - Right Side
C2021	Sunshade Replacement - Left Side
C2035	Mirror, Visor Vanity - Replace
C2085	Instrument Panel Cup Holder Replacement
C2090	Instrument Panel Compartment Door Latch Release Handle Replacement
C2094	Instrument Panel Outer Compartment Latch Replacement
C2095	Instrument Panel Compartment Door Latch Replacement
C2100	Instrument Panel Compartment Door Lock Replacement
C2105	Striker, Instrument Panel Compartment Door Latch - Adjust Or Replace
C2109	Instrument Panel Compartment Door Dampener Replacement
C2120	Hinge And/Or Striker, Compartment (Instrument Panel) - Adjust Or Replace
C2122	Hinge And/Or Striker, Compartment (Instrument Panel) - Adjust
C2140	Instrument Panel Compartment Door Replacement
C2141	Instrument Panel Compartment Replacement
C2160	Box, Compartment (Instrument Panel) - Replace
C2200	Instrument Panel Ashtray Replacement
C2201	Latch, Ashtray - Replace
C2205	Instrument Panel Accessory Bezel Replacement
C2208	Plate, Instrument Panel Accessory Trim - Left - Replace
C2209	Instrument Cluster Trim Panel Replacement
C2210	Instrument Panel Center Trim Panel Replacement
C2220	Door And/Or Housing, Ash Tray (Instrument Panel) - Align Or Replace
C2313	Instrument Panel Cluster Trim Plate Bezel Replacement
C2314	Instrument Cluster Housing Replacement
C2316	Instrument Panel Compartment Trim Plate Replacement
C2317	Headlamp Switch Trim Plate Replacement
C2318	Accessory Switch Opening Cover Replacement
C2319	Instrument Panel Accessory Trim Plate Replacement
C2320	Plate, Instrument Panel Trim - Right - R&R Or Replace
C2321	Plate, Instrument Panel Trim - Left - R&R Or Replace

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# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

C2322	Instrument Panel Trim Plate Replacement
C2323	Instrument Panel Lower Trim Plate Replacement
C2326	Instrument Panel Center Trim Plate Replacement
C2327	Plate, Instrument Panel Trim - Steering Column Lower - R&R Or Replace
C2328	Instrument Panel Cluster Trim Plate Replacement
C2356	Instrument Panel Side Trim Panel Replacement
C2360	Instrument Panel Lower Trim Panel Replacement
C2362	Instrument Panel Upper Trim Panel Replacement
C2363	Instrument Panel Upper Center Trim Panel Replacement
C2365	Instrument Cluster Head Up Display Bezel Replacement
C2368	Grille, Defroster Outlet (One Or Both) - Replace
C2466	Retainer/Panel, Instrument - Replace
C2500	Instrument Panel Trim Pad Replacement
C2509	Cover, Instrument Panel Carrier Trim - Replace
C2510	Pad, Instrument Panel Cover Assembly - Replace
C2524	Reflector, Rear Door Trim Panel (Right/Left) - Replace
C2525	Reflector, Rear Door Trim Panel (Right/Left) - Replace
C2540	Panel/Pad Assembly, Instrument Panel - Replace
C2600	Body Hinge Pillar Trim Panel Replacement - Right Side
C2601	Body Hinge Pillar Trim Panel Replacement - Left Side
C2602	Body Hinge Pillar Garnish Molding Replacement
C2684	Lens, Lamp Interior And/Or Rear Compartment - Replace
C2686	Rear Compartment Courtesy Lamp Replacement
C2700	Lock, Console Compartment - R&R Or Replace
C2710	Latch, Console Compartment - Adjust Or Replace
C2711	Front Floor Console Compartment Door Latch Replacement
C2712	Front Floor Console Armrest Hinge Replacement
C2713	Front Floor Console Compartment Door Replacement
C2720	Hinge And/Or Striker, Console Compartment - Adjust Or Replace
C2721	Front Floor Console Rear Cover Replacement
C2722	Front Floor Console Accessory Trim Plate Applique Replacement
C2723	Front Floor Console Cover Replacement
C2724	Front Floor Console Transmission Shift Opening Trim Plate Replacement
C2734	Front Floor Console Extension Accessory Upper Bezel Replacement
C2735	Front Floor Console Filler Replacement
C2738	Front Floor Console Side Trim Panel Replacement - Right Side
C2739	Front Floor Console Side Trim Panel Replacement - Left Side
C2740	Door And/Or Pad, Console Compartment - R&R Or Replace
C2745	Cup Holder, Console - Front And/Or Rear - Replace
C2746	Cup Holder, Console - Rear - Replace
C2747	Cover, Instrument Panel Cupholder Opening - Replace
C2749	Instrument Panel Cup Holder Track Replacement
C2750	Front Floor Console Armrest Replacement
C2751	Front Floor Console Cup Holder Replacement
C2752	Front Seat Cup Holder Replacement
C2753	Rear Seat Cup Holder Replacement
C2755	Outlet, Receptacle - R&R Or Replace



# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

C2758	Bezel, Console - Replace
C2765	Tray Or Holder, Coin - Replace
C2770	Ash Tray, Console - Front - Replace
C2783	Automatic Transmission Control Opening Cover Bezel Replacement
C2786	Front Floor Console Accessory Trim Plate Replacement
C2787	Front Floor Front Console Accessory Trim Bezel Replacement
C2790	Plate, Console Trim - Replace
C2791	Front Floor Console Compartment Bezel Replacement
C2792	Heater and Air Conditioning Control Opening Cover Replacement
C2820	Carpet And/Or Pad, Console Side Trim - Right - Replace
C2821	Carpet And/Or Pad, Console Side Trim - Left - Replace
C2842	Panel, Console Trim - Front - Replace
C2843	Front Floor Console Rear Trim Panel Replacement
C2859	Front Floor Console Compartment Replacement
C2860	Front Floor Console Replacement
C2864	Sunroof Switch Bezel Replacement
C2865	Bezel, Roof Console - Replace
C2867	Bezel, Remote Control Mirror - Left - Replace
C2868	Plate, Roof Console Backing - Replace
C2870	Roof Console Replacement
C2930	Box or Bag, Auxiliary Storage - Replace
C2950	Net, Convenience - Replace
C2990	Knob, Control And/Or Select - One And/Or All - Replace
C3000	Trim, Roof Center Support - Right - R&R Or Replace
C3002	Trim, Roof Center Support - Center - R&R Or Replace
C3024	Molding And/Or Pad, Side Roof Rail Garnish - Right - Inner Track Cover - R&R Or Rpl
C3028	Roof Side Rail Garnish Molding Replacement - Right Side
C3038	Roof Side Rail Garnish Molding Replacement - Left Side
C3042	Lace, Sunroof Inside Trim - Replace
C3050	Molding, Rear Roof Garnish - R&R Or Replace
C3069	Dome Lamp Replacement
C3122	Headlining Front Trim Panel Replacement
C3123	Headlining Rear Trim Panel Replacement
C3128	Headlining Trim Panel Replacement
C3140	Hook, Coat - R&R Or Replace
C3157	Body Lock Pillar Upper Trim Panel Replacement - Right Side
C3158	Body Lock Pillar Upper Trim Panel Replacement - Left Side
C3160	Body Lock Pillar Lower Trim Panel Replacement - Right Side
C3161	Body Lock Pillar Lower Trim Panel Replacement - Left Side
C3181	Center Pillar Upper Garnish Molding Replacement
C3182	Trim, Center Pillar - Right - Upper - R&R Or Replace
C3183	Trim, Center Pillar - Right - Lower - R&R Or Replace
C3184	Trim, Center Pillar - Right - R&R Or Replace
C3187	Trim, Center Pillar - Right - Complete - R&R Or Replace
C3190	Center Pillar Upper Trim Panel Replacement
C3191	Center Pillar Lower Trim Panel Replacement
C3192	Trim, Center Pillar - Left - Upper - R&R Or Replace

# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

C3193	Trim, Center Pillar - Left - Lower - R&R Or Replace
C3194	Trim, Center Pillar - Left - R&R Or Replace
C3197	Trim, Center Pillar - Left - Complete - R&R Or Replace
C3200	Panel, Center Pillar Trim Finishing - Right - R&R Or Replace
C3201	Panel, Center Pillar Trim Finishing - Left - R&R Or Replace
C3210	Molding, Front Door Window Frame Garnish - Right - R&R Or Replace
C3211	Molding, Front Door Window Frame Garnish - Left - R&R Or Replace
C3213	Molding, Front Door Window Frame Garnish - Rear - Left - R&R Or Replace
C3216	Front Side Door Window Garnish Molding Replacement
C3227	Bezel, Front Door Lock And Power Seat Switch - Right - Replace
C3228	Bezel, Front Door Lock And Power Seat Switch - Left - Replace
C3230	Front Side Door Inside Handle Bezel Replacement - Right Side
C3231	Front Side Door Inside Handle Bezel Replacement - Left Side
C3240	Front Side Door Pull Handle Replacement - Right Side
C3241	Front Side Door Pull Handle Replacement - Left Side
C3260	Front Side Door Upper Trim Cover Replacement
C3270	Grille, Speaker - Replace
C3292	Front Side Door Window Switch Bezel Replacement
C3315	Cup, Front Door Armrest Pull - Right - Replace
C3316	Cup, Front Door Armrest Pull - Left - Replace
C3320	Armrest, Front Door - Right - R&R Or Replace
C3321	Armrest, Front Door - Left - R&R Or Replace
C3330	Panel, Front Door Trim Finish Upper Front - Right - R&R Or Replace
C3331	Panel, Front Door Trim Finish Upper Front - Left - R&R Or Replace
C3348	Front Side Door Trim Panel Replacement - Right Side
C3358	Front Side Door Trim Panel Replacement - Left Side
C3359	Front Side Door Sill Trim Plate Replacement
C3360	Plate And/Or Insert, Front Door Sill - Right - Replace
C3361	Plate And/Or Insert, Front Door Sill - Left - Replace
C3362	Plate, Door Sill (One Piece) - Right - Replace
C3363	Plate, Door Sill (One Piece) - Left - Replace
C3400	Rear Side Door Window Frame Garnish Molding Replacement
C3401	Molding, Rear Door Window Frame Garnish - Left - R&R Or Replace
C3404	Rear Side Door Window Garnish Molding Replacement
C3406	Rear Side Door Window Garnish Molding Replacement
C3502	Rear Side Door Window Switch Bezel Replacement
C3520	Armrest, Rear Door - Right - R&R Or Replace
C3521	Armrest, Rear Door - Left - R&R Or Replace
C3540	Rear Side Door Trim Panel Replacement - Right Side
C3541	Rear Side Door Trim Panel Replacement - Left Side
C3544	Bezel, Rear Door Inside Handle - Right - Replace
C3545	Bezel, Rear Door Inside Handle - Left - Replace
C3560	Plate And/Or Insert, Rear Door Sill - Right - Replace
C3561	Plate And/Or Insert, Rear Door Sill - Left - Replace
C3567	Absorber, Rear Side Door Inner Panel Energy - Right - Replace
C3568	Absorber, Rear Side Door Inner Panel Energy - Left - Replace
C3720	Molding, Sliding Or Swingout Door Window Garnish - Sliding - Right - R&R Or Replace



# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

C3721	Molding, Sliding Or Swingout Door Window Garnish - Sliding - Left - R&R Or Replace
C3760	Trim Assembly, Sliding Or Swing Out Door - Sliding - Right - Replace
C3761	Trim Assembly, Sliding Or Swing Out Door - Sliding - Left - Replace
C3764	Trim Assembly, Sliding Or Swing Out Door - Swing Out - Front - Replace
C3767	Trim Assembly, Sliding Or Swing Out Door - Swing Out - Rear - Replace
C3960	Ash Tray, Body (Except I.P. & Console) - Right - Replace
C3961	Ash Tray, Body (Except I.P. & Console) - Left - Replace
C3964	Rear Floor Console Stowage Compartment Lid Front Release Latch Handle Replacement
C3966	Rear Floor Console Side Trim Panel Replacement - Left Side
C3983	Rear Compartment Floor Stowage Compartment Tray Replacement
C3985	Compartment Assembly, Rear Seat Stowage - Replace
C3987	Lock/Latch/Hinge, Rear Seat Stowage Compartment - Replace
C3995	Cup Holder, Quarter Trim Panel - Right - Replace
C3996	Cup Holder, Quarter Trim Panel - Left - Replace
C4000	Panel, Quarter Trim - Right Front - R&R Or Replace
C4001	Panel, Quarter Trim - Left Front - R&R Or Replace
C4002	Quarter Upper Trim Panel Replacement - Right Side
C4003	Quarter Upper Trim Panel Replacement - Left Side
C4006	Body Side Trim Panel Replacement
C4010	Panel, Quarter Trim - Right Rear - R&R Or Replace
C4011	Panel, Quarter Trim - Left Rear - R&R Or Replace
C4012	Body Side Rear Lower Trim Panel Replacement
C4020	Trim Assembly, Quarter - Right - R&R Or Replace
C4021	Trim Assembly, Quarter - Left - R&R Or Replace
C4022	Quarter Upper Trim Panel Replacement
C4024	Panel, Quarter Trim Extension - Right - R&R Or Replace
C4040	Trim Assembly, Quarter Upper (Sail Panel) - Right - R&R Or Replace
C4041	Trim Assembly, Quarter Upper (Sail Panel) - Left - R&R Or Replace
C4060	Panel, Quarter Wheelhouse Trim - Right - R&R Or Replace
C4061	Panel, Quarter Wheelhouse Trim - Left - R&R Or Replace
C4175	Mats, Carpet Saver (One Or All) - Replace
C4180	Retainer, Door Opening Carpet - Right Front - Replace
C4181	Retainer, Door Opening Carpet - Left Front - Replace
C4182	Retainer, Door Opening Carpet - Right Rear - Replace
C4183	Retainer, Door Opening Carpet - Left Rear - Replace
C4184	Retainer, Door Opening Carpet - Right Side - Replace
C4185	Retainer, Door Opening Carpet - Left Side - Replace
C4200	Front Floor Panel Carpet Replacement - Right Side
C4201	Front Floor Panel Carpet Replacement - Left Side
C4202	Front Floor Panel Carpet Replacement
C4203	Rear Floor Panel Carpet Replacement
C4208	Floor Panel Carpet Replacement
C4218	Retainer, Floor Mat - Right - Replace
C4219	Retainer, Floor Mat - Left - Replace
C4222	Front Floor Panel Mat Replacement
C4223	Rear Floor Mat Replacement
C4224	Floor Panel Mat Replacement

# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

C4230	Trim, Pass-Through Split Folding Rear Seat Opening - Right - Replace
C4231	Trim, Pass-Through Split Folding Rear Seat Opening - Left - Replace
C4236	Trim, Pass-Through Split Folding Rear Seat Opening - Center - Replace
C4239	Rear Window Panel Trim Replacement
C4254	Strap, Rear Compartment Lid Assist - Replace
C4260	Luggage Shade Replacement
C4262	Support, Rear Compartment Cargo Shade - Replace
C4264	Sunshade Retainer Replacement
C4282	Molding, Back Window Garnish - Upper - R&R Or Replace
C4283	Molding, Back Window Garnish - Lower - R&R Or Replace
C4284	Molding, Back Window Garnish - Right - R&R Or Replace
C4285	Molding, Back Window Garnish - Left - R&R Or Replace
C4286	Molding, Back Window Garnish - Any One - R&R Or Replace
C4287	Molding, Back Window Garnish - Complete - R&R Or Replace
C4400	Panel, Spare Tire Cover - R&R Or Replace
C4500	Panel, Back Body Pillar - Right - Replace
C4501	Panel, Back Body Pillar - Left - Replace
C4504	Body Rear Corner Trim Panel Replacement - Right Side
C4511	Body Rear Corner Garnish Molding Replacement
C4512	Molding, Body Rear Corner Garnish - Right - Upper - Replace
C4513	Molding, Body Rear Corner Garnish - Right - Lower - Replace
C4515	Molding, Body Rear Corner Garnish - Left - Upper - Replace
C4516	Molding, Body Rear Corner Garnish - Left - Lower - Replace
C4530	Panel, Back Body Opening - Right - R&R Or Replace
C4531	Panel, Back Body Opening - Left - R&R Or Replace
C4536	Panel, Back Body Opening - Center - R&R Or Replace
C4540	Plate, Back Opening Sill - Replace
C4541	Rear Compartment Sill Trim Plate Replacement
C4542	Rear Floor Rear Trim Plate Replacement
C4560	Panel, Hatch Side Trim - Right - Replace
C4561	Panel, Hatch Side Trim - Left - Replace
C4565	Panel, Hatch Rear Trim - Replace
C4580	Rear End Trim Finish Upper Panel Replacement
C4585	Rear Compartment Front Trim Panel Replacement
C4600	Trim, Rear Compartment Lid - R&R Or Replace
C4607	Rear Compartment Lid Hinge Cover Replacement
C4610	Net And/Or Tray, Rear Compartment Cargo - Replace
C4618	Latch, Rear Compartment Floor Stowage Compartment - Replace
C4620	Trim, Rear Compartment Floor Pan Front - R&R Or Replace
C4640	Trim And/Or Carpet, Rear Compartment Floor Pan - R&R Or Replace
C4660	Trim, Rear Compartment End Panel - R&R Or Replace
C4680	Carpet, Rear Compartment Floor Panel - Floor Panel - R&R Or Replace
C4682	Rear Compartment Floor Panel Carpet Replacement
C4683	Carpet, Rear Compartment Floor Panel - Rear - R&R Or Replace
C4684	Rear Compartment Side Trim Replacement - Right Side
C4685	Rear Compartment Side Trim Replacement - Left Side
C4700	Cover, Rear Compartment Floor, Rubber - Rear - R&R Or Replace

# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

C4710	Cover And/Or Container, Jack Storage - Replace
C4720	Cover, Spare Tire - Replace
C4748	Foundation And/Or Door, Rear Compartment Front Trim - One Piece - R&R Or Replace
C4760	Foundation, Rear Compartment Side Trim - Right - R&R Or Replace
C4761	Foundation, Rear Compartment Side Trim - Left - R&R Or Replace
C4820	Molding, Back Door Garnish (Complete) - Right - R&R Or Replace
C4822	Molding, Back Door Garnish (Complete) - Upper - R&R Or Replace
C4830	Rear Door Trim Panel Replacement - Right Side
C4831	Rear Door Trim Panel Replacement - Left Side
C4860	Liftgate Trim Panel Replacement
C4861	Endgate Trim Panel Replacement
C4870	Liftgate Garnish Molding Replacement
C4880	Liftgate Inside Pull Handle Replacement
C6500	Passenger Seat Recliner Handle Replacement
C6501	Driver Seat Recliner Handle Replacement
C6502	Driver or Passenger Seat Recliner Handle Replacement
C6518	Driver or Passenger Seat Recliner Replacement
C6554	Panel, Front Seat Cushion Outer Finish - Right - Replace
C6555	Panel, Front Seat Cushion Outer Finish - Left - Replace
C6600	Panel, Front Seat Side - Right - R&R Or Replace
C6601	Panel, Front Seat Side - Left - R&R Or Replace
C6602	Passenger Seat Back Cushion Finish Panel Replacement
C6603	Driver Seat Back Cushion Finish Panel Replacement
C6610	Panel, Front Seat Back - Outer - Right - R&R Or Replace
C6611	Panel, Front Seat Back - Outer - Left - R&R Or Replace
C6620	Panel, Seat Back Of Back - Passenger - R&R Or Replace
C6621	Panel, Seat Back Of Back - Driver - R&R Or Replace
C6690	Headrest And/Or Cover, Front Seat - Passenger - R&R Or Replace
C6691	Headrest And/Or Cover, Front Seat - Driver - R&R Or Replace
C6694	Front Seat Storage Tray Replacement
C6695	Lid, Front Seat Folding Storage Armrest - Replace
C6696	Front Seat Cup Holder Replacement
C6697	Front Seat Armrest Stowage Compartment Replacement
C6698	Front Seat Armrest Lid Replacement
C6700	Console, Front Seat Cushion - R&R Or Replace
C6739	Front Center Seat Cushion Cover Replacement
C6740	Front Seat Center Cushion Replacement
C6741	Front Seat Cushion Rear Frame Center Cover Replacement
C6742	Front Seat Cushion Center Cover Replacement
C6758	Front Seat Armrest Replacement
C6860	Front Seat Cushion Cover and Pad Replacement
C6870	Passenger Seat Cushion Cover Replacement
C6871	Driver Seat Cushion Cover Replacement
C6995	Cover And/Or Pad, Front Seat Insert Pillow - Passenger - Replace
C6996	Cover And/Or Pad, Front Seat Insert Pillow - Driver - Replace
C7020	Cover And/Or Pad, Front Seat Back Cushion - R&R Or Replace
C7050	Cover And/Or Pad, Front Seat Back Cushion - Right - R&R Or Replace

# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

C7051	Cover And/Or Pad, Front Seat Back Cushion - Left - R&R Or Replace
C7200	Rear Seat Armrest Replacement
C7209	Rear Seat Cushion Floor Stowage Compartment Replacement
C7210	Rear Seat Armrest Cover Replacement
C7211	Rear Seat Cup Holder Replacement
C7225	Rear Seat Replacement
C7249	Cover And/Or Pad, Rear Or Row 1 Seat Cushion - Center - R&R Or Replace
C7250	Rear Seat Cushion Cover Replacement
C7251	Cover And/Or Pad, Rear Or Row 1 Seat Cushion - Left - R&R Or Replace
C7258	Rear Seat Cushion Cover and Pad Replacement
C7269	Cover And/Or Pad, Rear Or Row 1 Seat Back Cushion - Center - R&R Or Replace
C7270	Rear Seat Back Cushion Cover Replacement
C7271	Rear Seat Back Cushion Pad Replacement
C7278	Rear Seat Back Cushion Cover and Pad Replacement
C7280	Cover And/Or Pad, Pass-Through Split Folding Rear Seat Back Cushion - Right - Replace
C7281	Cover And/Or Pad, Pass-Through Split Folding Rear Seat Back Cushion - Left - Replace
C7286	Cover And/Or Pad, Pass-Through Split Folding Rear Seat Back Cushion - Outer - Rpl
C7439	Rear Seat Number 2 Back Cushion Latch Replacement
C7880	Cover And/Or Pad, Row 2 Seat Cushion - R&R Or Replace
C7900	Cover And/Or Pad, Row 2 Seat Back Cushion - R&R Or Replace
C7902	Cover And/Or Pad, Row 2 Seat Cushion - Right - R&R Or Replace
C7903	Cover And/Or Pad, Row 2 Seat Cushion - Left - R&R Or Replace
C7904	Cover And/Or Pad, Row 2 Seat Back Cushion - Right - R&R Or Replace
C7905	Cover And/Or Pad, Row 2 Seat Back Cushion - Left - R&R Or Replace
C9289	Cover/Bezel And/Or Guide, Seatbelt - Replace
C9769	Installation of two retainers
C9775	Install New Door Trim Retainers
C9780	Remove Seat Cushion Cover, Rezero PPS
C9784	Rear Seat Number 2 Back Cushion Inboard Recliner Latch and Cable Replacement
C9818	Seal four holes under stationary glass
C9864	Replace Seat Covers, Headrests and Armrests-All Seats
D1440	Instrument Panel Outer Air Outlet Replacement - Right Side
D1441	Instrument Panel Outer Air Outlet Replacement - Left Side
D1442	Deflector, Air (Outlet Vent) - Right Center - Replace
D1443	Deflector, Air (Outlet Vent) - Left Center - Replace
D1450	Deflector, Air (Outlet Vent) - Front Floor Console Rear Air - Right - Replace
D1451	Deflector, Air (Outlet Vent) - Front Floor Console Rear Air - Left - Replace
D1454	Deflector, Air (Outlet Vent) - Right Lap Cooler - Replace
D1455	Deflector, Air (Outlet Vent) - Left Lap Cooler - Replace
D1457	Deflector, Air (Outlet Vent) - Rear Unit - Replace
D2742	Fitting, Quick Connect - Replace
D3316	A/C ODOR KIT
E0022	Cover, Wheel - Front - Replace
E0023	Cover, Wheel - Rear - Replace
E0027	Cover, Wheel - All - Replace
E0032	Cap, Wheel Center - Front - Replace
E0033	Cap, Wheel Center - Rear - Replace

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# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

E0037	Cap, Wheel Center - All - Replace
E0050	Cap, Wheel Nut - Replace
E0200	Tire and Wheel Balancing - One
E0201	Tire and Wheel Balancing - Two
E0203	Tire and Wheel Balancing - Four
E0420	Wheel Replacement
E0431	Goodyear/Dunlop Tire Replacement
E0432	Continental/General Tire Replacement
E0433	Michelin Tire Replacement
E0434	Uniroyal Tire Replacement
E0435	B F Goodrich Tire Replacement
E0436	Bridgestone Tire Replacement
E0437	Firestone Tire Replacement
E0438	Kumho Tire Replacement
E0439	Hankook Tire Replacement
E0440	Pirelli Tire Replacement
E0460	Stem, Valve - Replace
E0472	Wheel Stud Replacement
E0473	Wheel Stud Replacement
E0474	Stud, Wheel Mounting - Right Front - Replace
E0475	Stud, Wheel Mounting - Left Front - Replace
E0484	Stud, Wheel Mounting - Right Rear - Replace
E0485	Stud, Wheel Mounting - Left Rear - Replace
E0500	Bolt, Wheel Mounting - Front - Right - Replace
E0620	Jack And/Or Handle - Replace
E0719	Tire Valve Stem Grommet Replacement
E2000	Wheel Alignment - Steering Wheel Angle and/or Front Toe Adjustment
E2020	Wheel Alignment Measurement
E7010	Emblem And/Or Pad, Horn Button - Replace
E7014	Steering Wheel Lower Cover Replacement
E7270	Turn Signal Switch Housing Replacement
E9460	Cap, Wheel Nuts-Replace-One Wheel Hub Cap
H0042	Pads, Disc Brake - Front - R&R Or Replace
H0043	Rear Disc Brake Pads Replacement
H0120	Rotor Assembly - Front - Right - Replace
H0121	Rotor Assembly - Front - Left - Replace
H0122	Front Brake Rotor Refinishing
H0127	Front Brake Rotor Replacement - Both Sides
H0130	Rotor Assembly - Rear - Right - Replace
H0131	Rotor Assembly - Rear - Left - Replace
H0132	Rear Brake Rotor Refinishing
H0137	Rear Brake Rotor Replacement - Both Sides
H0200	Drum, Brake - Rear - Right - Replace
H0201	Drum, Brake - Rear - Left - Replace
H0202	Rear Brake Drum Refinishing
H0207	Rear Brake Drum Replacement - Both Sides
H0250	Shoes And Linings, Drum Brake - Rear - Right - R&R Or Replace

# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

H0251	Shoes And Linings, Drum Brake - Rear - Left - R&R Or Replace
H0257	Rear Brake Shoe Replacement - Both Sides
H3050	Shoe, Rear Disc Parking Brake - Right - Replace
H3051	Shoe, Rear Disc Parking Brake - Left - Replace
H3052	Shoe, Rear Disc Parking Brake - Both - Replace
H9724	Install Front Disc Brake Pad Insulators (Inboard Pad Bth Sides)
H9725	Remove Or Replace Front Rotors, Brake Pads and Install New Front Brake Shields
H9727	Brakes- Rear Drum Refinish, Replace Left Adjuster & Modify Right Adjuster
H9728	Replace Front Brake Pads and Clean Rotors
H9730	Replace Front Brake Pads and Add Splash Shields (Inc Refinish Rotors)
N0100	Battery - Charge And Test
N0110	Battery Replacement
N0117	Battery - Both - Replace
N0120	Battery Positive Cable Replacement
N0126	Battery Negative Cable Replacement
N0400	Bulbs, Lamp - Ash Tray - Replace
N0410	Bulb, Back-Up Lamp (Right) - Replace
N0411	Bulb, Back-Up Lamp (Left) - Replace
N0420	Cargo Lamp Bulb Replacement
N0440	Headlamp Bulb Replacement
N0441	Bulb, Composite Headlamp (Left) - Replace
N0496	Daytime Running Lamp Bulb Replacement - Right Side
N0497	Daytime Running Lamp Bulb Replacement - Left Side
N0520	Reading Lamp Bulb Replacement
N0528	Bulbs, Lamp - Exterior - Replace
N0580	Bulbs, Lamp - Headlamp Switch - Replace
N0590	Bulbs, Lamp - Heater Or A/C Control - Replace
N0627	Bulbs, Lamp - Instrument Panel Cluster (One Or All) - Replace
N0657	Bulbs, One Or All License Lamp - Replace
N0672	Bulbs, OSRVM Mirror (Right) - Replace
N0673	Bulbs, OSRVM Mirror (Left) - Replace
N0680	Parking and Turn Signal Lamp Bulb Replacement
N0681	Bulbs, Park And Turn Signal Lamp (Left) - Replace
N0695	RR COMPART BULB RPL
N0700	Bulbs, Clearance And Identification Lamp - Replace
N0724	Bulbs, Lamp - Shift Indicator - Column - Replace
N0725	Bulbs, Lamp - Shift Indicator - Console - Replace
N0734	Front Side Marker Lamp Bulb Replacement
N0735	Bulbs, Front Side Marker Lamp (Left) - Replace
N0744	Rear Side Marker Lamp Bulb Replacement
N0745	Bulbs, Rear Side Marker Lamp (Left) - Replace
N0760	Tail Lamp Bulb Replacement
N0761	Bulbs, Stop, Tail, And Turn Lamp (Left) - Replace
N0768	Bulbs, High Level Stop Lamp - Replace
N0807	TURN SIG BULBS RPL
N0850	Front Fog Lamp Bulb Replacement
N0851	Bulb, Fog Lamp (Left) - Replace



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# CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

N0910	Socket, Lamp - Interior - Replace
N0912	Socket, Lamp - Exterior - Replace
N1720	Fuse - Replace
N4000	Element And/Or Knob, Cigarette Lighter - Replace
N4010	Lighter Assembly, Cigarette - Replace
N4115	Lens, Instrument Cluster - Replace
N4120	Bezel, Instrument Cluster - Replace
N6608	Emissions System Wiring and/or Connector Repair or Replacement
N9536	Bulb(s) Fog Lamp and Forward Lamp Wiring Harness, Replace
N9537	Socket, Lamp - Exterior (Front) - Replace
N9538	Socket, Lamp - Exterior (Rear) - Replace
R0220	Mast, Standard Antenna - Replace
R0240	Radio Antenna Base Replacement
R0280	Antenna Assembly, Standard (Complete) - Replace
R0862	Head, Rear Compartment Audio Control - Replace
R3011	Keyless Entry Transmitter Replacement
R4480	Remote Control Door Lock Receiver Replacement
R4485	Transmitter Battery Replacement
R4490	Remote Control Door Lock Transmitter Replacement
R4491	Transmitter, Remote Door/Rear Compartment Lock - Reprogramming
R5111	Antenna And/Or Mount Assembly (Cellular) - Replace
R5112	Mobile Telephone Antenna Base Replacement