









SVM Policies and Procedures Manual

FORWARD

This manual includes the policies and procedures applicable to the GM Special Vehicle Manufacturer (SVM) Program, along with the necessary internet reference material, contact listing, and useful forms.

This manual replaces any prior publication(s) and refers the user to the interactive website <http://www.gmfleet.com/fleet-tools.html> . As of 3/30/15, the following documents and portals are available with ID/Password through this website:

PRE-ORDER 	ORDER 	POST-ORDER 
<ul style="list-style-type: none">Online Order GuideGM FANsOrder Management ReportsGM Pricing	<ul style="list-style-type: none">Order WorkbencheFleet Product AvailabilitySVM InventoryDWD Store	<ul style="list-style-type: none">Vehicle Order StatusGM Exchange Reports MailboxBARS Reprint RequestSpecial Info ReportingCAP Out-of-Stock Purchase Agreement (PDF)FQV Out-of-Stock Purchase Agreement (PDF)FVX Out-of-Stock Purchase Agreement (PDF)
WARRANTY 	SERVICE 	GM REMARKETING 
<ul style="list-style-type: none">Global Warranty Management Claims SubmissionsGM Exchange Reports MailboxDelayed WarrantyBARS Reprint RequestPre-Delivery Inspection FormsService Bulletin Forms	<ul style="list-style-type: none">Service Manuals / Bulletins (S12000)Investigate Vehicle History (GMVIS2)Tech2 Updates (TIS2 Web)GM TechLinkCalibration IDElectronic Parts Catalog Next GenerationGM FleetTrac ProgramLSSV Parts (Government)Policy and Procedure Manual	<ul style="list-style-type: none">RIMS2015 Turn In Standards & Procedures

GM FLEET TOOLS HELP

[Fleet Tool Tutorials](#)

[GM Fleet Tools Support](#)

[Obtaining a Fleet Account Number \(FAN\)](#)

<http://www.gmfleet.com/resources.html> as of 3/30/15:

Reference Guides

[Fleet Guide](#)
[Body Application Guide](#)
[Online Order Guide](#)
[GM VIN Information Cards](#)
[Glossary](#)
[2015 Chevrolet Commercial Catalog](#)
[2015 GMC Commercial Catalog](#)
[2014 Model Emissions Bulletin](#)
[2014 MY Planned Emissions Certification](#)
[2015 Model Emissions Bulletin](#)
[2015 MY Planned Emissions Certification](#)
[Fleet Service Toolbox \[PDF\]](#)

Shopping Tools

[Build Your Own](#)
[Request a Quote](#)
[Locate a Dealer](#)
[Locate a Vehicle](#)
[Medium Duty Truck Authorized Service Center](#)

GM Financing

[GM Business Card Financing & Leasing](#)

Specialty Vehicles

[SVM Locator](#)
[SVM Policies and Procedures Manual](#)
[GM Upfitter Integration Group](#)
[Cadillac Master Coachbuilders](#)

Fuel Links

[FuelEconomy.gov](#)
[Alternative Fueling Stations](#)
[U.S. Dept. of Energy](#)
[GoElectricDrive.com](#)

For Business Fleets

[Eligibility & Enrollment](#)
[Fleet Tool Tutorials](#)
[Obtaining a Fleet Account Number \(FAN\)](#)
[Fleet Support FAQs](#)
[GM Rental Program](#)

For Government Fleets

[LSSV/LMP Manuals](#)
[Police Vehicles Safety Information](#)
[Municipal Lease/Purchase Program](#)
[Buy American Certificates – 2014MY \(PDF\)](#)
[Buy American Certificates – 2015MY \(PDF\)](#)
[GSA Vehicle Buying](#)
[GSA Vehicle Standards](#)

For Dealers

[GSA Courtesy Delivery](#)
[Courtesy Delivery Enrolled Dealers](#)
[Courtesy Delivery Guidelines](#)

**General Motors Special Vehicle Manufacturers Program
Policy and Procedures Manual**

Table of Contents

Contact List

Contains contact numbers for people and places you may reference in conducting your daily business needs. **(Page 5 - 6)**

Glossary of Terms – Frequently used tools and links **(Page 7 - 8)**

Promotional and Marketing Guidelines – Covers trademark and logo usage for print and website applications. **(Page 9 - 10)**

End Product: Compliance with Applicable Laws – Includes SVM responsibilities and guidelines as they relate to incomplete documents, T.R.E.A.D. Act, Labeling and Indemnification. **(Page 11 - 18)**

Forms – Copy of general forms used to apply for and request daily business transactions with the SVM group within General Motors. **(Page 19 - 23)**

Business Information Update – Form should be provided annually to General Motors, indicating business profile, contacts and ownership information. Can be provided during annual SVM Assessment or when requested by GM. **(Page 24 - 27)**

Reference Material:

Transportation and Storage – Appendix A

Transportation – (Pages 28 - 47)

Covers all aspects of vehicle delivery and receiving of vehicles. Also includes guidelines and processing procedures for damage in-transit and incorrect or missing parts.

Vehicle Storage – (Pages 48 – 52)

Guidelines on storage, care and proper conditioning of vehicles held in SVM/Dealer inventory.

Disclosure of Non-GM Products – Appendix B

Policy and Customer Acknowledgement Form **(Pages 53- 56)**

Field Product Reports – Appendix C

Instructions for reporting repetitive quality issues to the plant **(Pages 57-63)**

**General Motors Special Vehicle Manufacturers Program
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CONTACT INFORMATION

Mailing Address:

GM Fleet & Commercial Operations
100 Renaissance Center
P.O. Box 100
MC: 482-A20-B98
Detroit, Michigan 48265

Fax Number:

313-667-1159

Title / Vocation

Manager – SVM/Alt Energy
Manager – Bus / Ambulance/RV
Commercial Account Manager
SVM Administration
SVM Administration

Name

Mark Karney
Susan Jagoda
Wendell Mitchem
Robin Large

Phone

313-665-1430
313-667-1136
313-667-1134
313-667-1125

E-mail Address

mark.karney@gm.com
susan.jagoda@gm.com
wendell.mitchem@gm.com
robin.large@gm.com
svm.mailbox@gm.com

<u>GM Fleet & Commercial & Med Duty Service Support</u>	<u>GM Dealer Business Center (DBC)</u>
Phone: 800-353-3867 M-F 8 AM-6 PM EST	Phone: 888-414-6322
Commercial / Fleet Incentives Prompt #1	Sales – Incentives, Invoices, COV's Prompt #1
Fleet Account Numbers (FAN) Prompt #2	Delivery Reporting Prompt #2
Fleet Order Management Prompt #3	Service – T-Claims**, Warranty, Prompt #3
MD & Fleet Service & Warranty Prompt #4	Vehicle Ordering / Shipping Status Prompt #4
	**New vehicle damage (inventory)/damage in transit, incomplete vehicle documents w/vin replacement vehicle labels

Assembly Plant Quality Contacts:

Wentzville	John Oetting (Express / Savana)	john.oetting@gm.com	636-327-2279
Flint	Dan Kalvelage (Silverado / Sierra)	daniel.j.kalvelage@gm.com	810-236-0931
Fort Wayne	Ms. Cherry Weiland (Silverado / Sierra)	cherry.weiland@gm.com	260 249 6575

Help Desk Numbers:

Chrome Data Solutions/Auto Book (Product no longer supported by GM) **866-294-5029**

GM Help Desk **877-935-3389**

Prompt 1 – Fleet Member Security ID's and Passwords

Prompt 2 – Global Connect and other

Order Workbench (Functionality) **888-414-6322**

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Frequent Contacts:	Phone/other	Website
GM Upfitter Integration Hotline Technical inquiries & IVD w/o vin (incomplete vehicle documents)	None	www.gmupfitter.com
Chassis for Export - Inquiries		www.International Fleet Sales
GM Mobility Assistance Center	800-323-9935	www.gmmobility.com
ID and Password Request / Assistance SVM's. Order Workbench, gmfleet.com, etc.	877-935-3389	
GM Global Connect Help Desk	888-337-1010 Prompt #1 ID's/Passwords Prompt #4 Network/Infrastructure	
Chevrolet Customer Assistance	800-222-1020	
Chevrolet Roadside Assistance	800-243-8872	
GMC Customer /Roadside Assistance	800-462-8782	
Websites in general	Website "Help" or "contact us"	

Contact instructions for vehicle damage:

Vehicles in SVM, GM dealer inventory, or vehicles sold to end users.

Reporting is required under the TREAD Act for the following

- Allegation of product defects
- Property damage claims
- Consumer complaints
- Warranty claims and goodwill adjustments
- Field reports
- Electronic copies of field reports
- Injury and fatality claims and notices in the U.S.
- Fatality claims in foreign countries for identical or substantially similar vehicles

Report or refer your end customers to the customer assistance center

Chevrolet Customer Assistance 800-222-1020

GMC Customer/Roadside Assistance 800-462-8782

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Glossary of Terms

Fleet Tools most commonly used by SVM's: <http://www.gmfleet.com/fleet-tools.html> and <http://www.gmfleet.com/resources.html>

GM FLEET TOOLS HOME PAGE

PRE ORDER TAB:

Online Order Guide

Provides the latest options and ordering information, when ordering General Motors cars and trucks.

GM FANs

Provides FAN eligibility requirements and help contacts.

Order Management Reports

Provides Weekly Constraint information, plant build out and startup information, along with a production non-retail planning calendar.

GM Pricing

Allows the SVM to reference the latest pricing information published by General Motors. Specific ID and Password required.

ORDER TAB:

Order Workbench

Provides online access for SVM to order, change and cancel requests submitted to General Motors.

SVM Inventory

Portal for GM Exchange Web – SIR and SVM inventory.

POST ORDER TAB:

Vehicle Order Status

Allows you to check the status of your vehicle orders from your desktop.

GM Exchange Reports Mailbox

Delivery of credit invoices, dealer upfit request numbers will be delivered to this site.

BARS Reprint Request

Request vehicle invoices, incentive memos, wholesale floor plan memo etc. from this site. Conduct searches for billing and accounts receivable documents and request reprints of the documents.

Special Information Reporting (SIR)

Create and submit request to upfit vehicles. Release to production and invoice dealers for requested upfit vehicles. Accessible to dealers, SVM's and fleet management companies.

SERVICE TAB:

Service Manuals/Bulletins -

Search for newest bulletins and campaigns, e.g., find a document by ID, bulletin, or campaign number, or find bulletins and campaigns by MY, keywords and other searches

Investigate Vehicle History (GMVIS2)

Obtain vehicle information by VIN via the GM Warranty system.

Policy and Procedure Manual

Allows access to GM dealer manuals for service, inventory maintenance, other.

GMFLEET.COM RESOURCES PAGE TAB:

GM VIN Information Cards

GM 17 digit VIN decoders by MY

MY Emissions

Planned emissions certifications and emissions bulletin for current model year.

SPECIALTY VEHICLES TAB

SVM Locator

Allows a dealer or customer to locate a specific SVM, by state or vocation. Will provide all needed contact info, website, fax, contacts, address etc. (located in the Fleet and Small Business link)

SVM Policies and Procedures Manual

Electronic copy of current SVM manual

GM Upfitter Integration Group

Link to www.gmupfitter.com

FOR GOVERNMENT FLEETS TAB:

Current MY Buy American Certificates (PDF file)

PROMOTIONAL AND MARKETING GUIDELINES



**

- SVM may display the above specific GM Fleet & Commercial authorized logo in communications with dealers under certain conditions.
- SVMs are not authorized or licensed to use any GM source identifiers in association with the promotion or offering of their services to GM dealers.
- GM source identifiers include trademarks, trade dress, website URLs, vehicle images, designs and other intellectual property owned by GM that evoke GM, GM's vehicles, and GM's related products and services.
- Examples include, but not limited to:
 - "GM" blue icon or any trademarked representation of "GM"
 - Any divisional marks like the Chevy Bowtie, Cadillac Wreath & Crest, etc.
 - Any sub-brand naming like "SS", "V-Series", "Z71", etc.
- Applications include, but not limited to all printed or electronic marketing materials like merchandising displays, show room materials, hero cards, flyers, brochures, websites, service vehicles, parts trucks, buildings, warehousing, or related products or services.
- SVM may only use photographic representation of their End Products on GM vehicles that exhibit the "GM", divisional, or sub-brand logos depicted in the photographs.
- SVMs are not authorized to make any claims or statements which imply that the End Products has received any oversight by GM, examples of use include wording like "GM Authorized", "GM Approved", "GM Endorsed", or similar statements which may cause confusion/misrepresentation on behalf of GM to its dealers.
- To depict the available vehicle configurations, SVM may use typed listings like "Available on GMC Savanna 2500 Series" or similar statements without the use of the GM trademark (e.g., GMC) in logo format or in a stylized font which is the same or similar to that used by GM for the trademark.

** Logo file provided upon request

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Trademark and Logo use Guidelines

- **Dealer Communication** – The below Logo can be used for:
 - Brochures
 - Letters



- **Customer Communication**
 - Statements like... “GM Approved” / “GM Endorsed” / “GM Authorized” or similar statements, which may cause confusion/misrepresentation on behalf of GM to its dealers and customers, are not allowed.
- SVMs are not authorized or licensed to use any GM source identifiers (below) in association with the promotion or offering of their services or products to GM Customers



- SVMs may only use photographic representation of their End Products on GM vehicles that exhibit the “GM” divisional, or sub-brand logos depicted in the photographs

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End Product: Compliance with Applicable Laws

1. Manufacturer shall comply with all federal, state, and local laws, regulations, and standards in its performance of its work. Manufacturer acknowledges its legal responsibility insofar as it is the manufacturer of an End Product and agrees to certify, label and warrant its contribution to the End Product in compliance with applicable laws, including but not limited to warranty laws and Federal Motor Vehicle Safety Standards. Further, Manufacturer agrees to cooperate with GM in achieving compliance with applicable laws and regulations. Manufacturer shall comply with and maintain a copy of the "Document for Incomplete Vehicles" supplied by GM with certain Vehicles and maintain a record of the name and address of the first retail purchaser of each End Product and shall make such information available to GM at the times and in the manner specified by GM. Manufacturer shall be responsible for ensuring that End Products are sold to first retail purchasers in compliance with federal and state emissions laws and federal fuel economy laws. Manufacturer shall refer to GM's annual letter to dealers and upfitters for guidance concerning compliance with emissions laws.
2. Manufacturer shall promptly notify GM of any real or potential defect in the End Products and be responsible for reporting under the federal Transportation Recall Enhancement Accountability and Documentation (T.R.E.A.D.) Act. If Manufacturer believes that there is an emission-related defect or failure in the End Products, GM and the Manufacturer will exchange information and will consult with each other with respect to the need and advisability of either or both filing an emission report to the appropriate government agencies.
3. Manufacturer indemnifies, agrees to defend against and hold harmless GM from any claims, suits, loss, damage or expense, including settlements, judgments, expert fees, and attorneys' fees, resulting from or related to any actual, potential, or threatened claim, action, complaint, or proceeding against GM for, without limitations, any unauthorized use of any trademark, patent, process, idea, method, or device by Manufacturer in connection with modifications or additions made by or for Manufacturing.
4. Even if not required by law, Manufacturer shall affix to each End Product the appropriate Intermediate Stage Information Label or Final Certification Label in the case of an Incomplete vehicle from GM, or an Alterer's Label in the case of a completed vehicle from GM, according to the specifications, including location of the label, established by the National Highway Traffic Safety Administration. Manufacturer shall also comply with the requirements of the Automobile Information Disclosure (Monroney) Act and the Energy Policy and Conservation Act, as applicable. If Manufacturer's work affects the information contained on the window label placed on the Vehicle by GM, Manufacturer shall apply its own additional label with appropriate

disclosure or updated information. Nothing in this Section shall relieve Manufacturer of its obligation to comply with all applicable laws as specified in the SVM Converters Agreement.

Recall Campaigns

5. In the event of a recall campaign by GM necessitated by a defect or nonconformity in a Vehicle for which Manufacturer is responsible, in whole or in part, Manufacturer shall reimburse GM the direct costs, expenses and any penalties which may be incurred, with the understanding that the portion of such direct costs, expenses and penalties to be borne by Manufacturer shall be proportional to the degree to which the defect or non-conformity of Manufacturer's work caused the recall. Prior to GM or Manufacturer performing any recall campaign for which GM or Manufacturer expects reimbursement, GM and Manufacturer will exchange information and will consult with each other with respect to the need and advisability thereof; provided, however, that the final decision as to whether or not to have such a recall shall in every instance rest with General Motors.

Final Vehicle Labeling Guidelines

Vehicles ordered under SVM Agreement fall primarily under two (2) broad classifications (incomplete or complete) and will require the appropriate labeling by the SVM:

- **“Incomplete” Vehicles** – will be identified on the GM vehicle order by the primary RPO code “VXT” which will generate the corresponding GM Price Label information found below stating “INCOMPLETE VEHICLE” and the “incomplete” vehicle information label applied on the inner door surface per the NHSTA requirements for “Vehicles Manufactured in Two or More Stages.”
- The SVM must apply in **ALL** cases the vehicle manufacturer’s certification label on the End Product per the NHSTA requirements for “Vehicles Manufactured in Two or More Stages” and per the guidelines provided by the NTEA.
- **“Complete / Altered” Vehicles** - will be identified on the GM vehicle order by the primary RPO code “ALP” which will generate the corresponding GM Price Label information found below stating a complete or “ALTERED VEHICLE” and the “complete” vehicle certification label applied on the inner door surface per the NHSTA requirements for “Altered Vehicles.”
- The SVM must apply in ALL cases the vehicle manufacturer’s “Altered” certification” label per the NTSHA requirements and per the guidelines provided by the NTEA. This label must be applied in **ALL** cases, regardless of the equipment or content added by the SVM on the End Product.

- **“Tire Placard” Label** – depending upon the vehicle category, and the content installed on the End Product, on vehicles so equipped with the tire placard label, the tire placard label may be affected and require updated information. Please see the NTEA for guidelines.
- **Third Party Warranty Consumer Information** – the SVM may want to provide an overview of their warranty coverage in consumer terms or other consumer information in support of the GM Dealer’s customer satisfaction.
- **Vehicle Labels must follow the GM Trademark Guidelines (above section).**

All categories of work performed:

- **Vehicle Alterer:** a company that alters a vehicle that was in conformity to the regulations, in such a manner that its stated weight ratings are no longer accurate, or where the company alters the vehicle otherwise than by the addition, substitution or removal of readily attachable components such as mirrors, or tire and rim assemblies, or by minor finishing operations, prior to sale. It is the responsibility of an Alterer to ensure that the “Altered Vehicle” still fully complies with all applicable safety standards and regulations.
- **Incomplete Vehicle Manufacturer:** a company that manufactures an incomplete vehicle by assembling components (engines, transmissions) none of which, taken separately, constitutes an incomplete vehicle;
- **Intermediate Manufacturer:** a company, other than an incomplete vehicle manufacturer or final-stage manufacturer, that performs manufacturing operations on an incomplete vehicle;
- **Final Stage Manufacturer:** a company that performs the manufacturing operations on an incomplete vehicle that turn the incomplete vehicle into a completed vehicle.

Definitions of Vehicle Categories:

Complete Vehicle

The Safety Act provides in part that a person may not sell vehicles or equipment that do not comply with the applicable safety standards. All General Motors new complete motor vehicles and equipment are engineered, validated and certified to comply with these federal requirements prior to the sale and delivery of such new vehicles to your dealership (“Complete Vehicles”). Each COMPLETE vehicle leaves the GM assembly plant with a COMPLETED VEHICLE SAFETY CERTIFICATION LABEL affixed to the rear of the driver’s door, or in some cases the driver’s B-pillar.

This label is permanently affixed and provides General Motors (and /or its affiliates) as the manufacturer, the date of manufacture, the vehicle identification number (VIN), vehicle type, GAWR, GVWR, as well as the “certification statement” that the vehicle conforms to all applicable FMVSS requirements in effect on the date of the vehicle’s manufacture, at the time the vehicle left the assembly plant. Unless such a vehicle is “altered” prior to being sold, no further certification is required.

Altered Vehicle

Given the market place and the consumer demands to personalize vehicles, the purpose of this section is to highlight a few of the existing General Motors policies and procedures related to the alteration of new vehicles by dealers prior to first sale, and to remind the dealer of certain requirements and federal statutes that apply to the sale of new vehicles by manufacturers and dealers.

Some dealers are altering new vehicles and installing equipment, parts and accessories obtained from sources not authorized by General Motors. Please remember that the dealership is solely responsible for any such changes, and as explained above, the dealership selling these vehicles is responsible for making sure such vehicles still comply with the Safety Act and other applicable legal requirements.

Certain non-approved parts or assemblies, installed by the dealer or its agent not authorized by General Motors, may result in a change to the vehicle's design characteristics and may affect the vehicle's ability to conform to federal law in the areas of braking, tire/wheel load restrictions, ground clearances, pass-by noise, fuel economy, and emissions, just to mention a few.

As required by the Safety Act, and according to the FMVSS Regulations, if a company alters a vehicle, other than by the addition, substitution or removal of readily attachable components or by minor finishing operations, the company must ensure that the compliance label and any information labels remain on the vehicle, certify that the vehicle conforms to all applicable standards with respect to the work carried out by the company, and apply an "ALTERED" vehicle label on the vehicle. Any corporation or individual found to be contravening the Safety Act is subject to potential fines and/or imprisonment (as referenced above).

Incomplete Vehicles

These are traditionally provided to support the commercial and fleet customers with Chassis Cab/Incomplete Vehicles, Cargo Vans, Cutaway Vans, and specific Vans used for customization, just to mention a few. This section relates to work done on INCOMPLETE vehicles by dealers/manufacturers and outlines the requirements governing vehicles manufactured in two or more stages in order to ensure that once completed, the vehicles will conform to all applicable regulatory requirements (FMVSS).

Each INCOMPLETE vehicle is supplied from the GM Assembly Plant with a federally mandated INCOMPLETE VEHICLE DOCUMENT (IVD), which specifies the safety standards that are applicable to that INCOMPLETE vehicle, and to what extent the INCOMPLETE vehicle complies with those standards. The IVD lists the VIN, the applicable GVWR and GAWRs, and corresponding tire and rim information. This information must be entered on the INTERMEDIATE MANUFACTURER'S INFORMATION LABEL (if applicable) and the FINAL-STAGE MANUFACTURER'S VEHICLE SAFETY CERTIFICATION LABEL when the vehicle is completed, assuming that there have been no changes to the applicable components or additions to the vehicle that changed any GAWR or GVWR values.

All the information contained within the IVD document, as provided by GM, applies only to the INCOMPLETE VEHICLE as it left the GM Assembly Plant. The IVD must remain with INCOMPLETE VEHICLE (so that it is available to subsequent manufacturers) until the FINAL-

STAGE MANUFACTURER affixes an appropriate VEHICLE SAFETY CERTIFICATION LABEL and should retain the original IVD document in its files. If applicable, the INTERMEDIATE MANUFACTURER should make and keep a copy of the IVD document for its files.

Each INCOMPLETE vehicle leaves the GM assembly plant with an INCOMPLETE VEHICLE INFORMATION LABEL affixed to the rear of the driver's door, or in some cases the driver's B-pillar. This label is permanently affixed and provides GM as the INCOMPLETE VEHICLE MANUFACTURER, the date of its manufacture, the vehicle identification number (VIN), vehicle type is INC VEH, and the GAWR and GVWRs of the INCOMPLETE VEHICLE. There is no "certification statement" by GM included on this label. This label must not be removed or covered up at any time during the vehicle safety certification process.

GM SVMs ordering INCOMPLETE VEHICLES from GM are considered the FINAL-STAGE MANUFACTURER of record, whether the vehicle is shipped directly to the SVM or "drop shipped" to a different location at the request of the SVM. The SVM must certify that the COMPLETED VEHICLE conforms to all applicable safety and federal requirements BEFORE the vehicle can be delivered to the first retail or fleet customer.

Part of the certification includes affixing to the vehicle a FINAL-STAGE MANUFACTURER'S VEHICLE SAFETY CERTIFICATION LABEL. All other VEHICLE SAFETY CERTIFICATION LABELS and INFORMATION LABELS previously affixed by other manufacturers must not be obscured by another label or removed from the vehicle. The FINAL-STAGE MANUFACTURER should remove the IVD document and any ADDENDUM(s) documents, if applicable, from the vehicle and retain them in its permanent file.

In Summary

The stages of the manufacturing process are the incomplete stage, intermediate-stage (where the vehicle remains incomplete) and the final stage, where the vehicle is completed and certified as complying with all applicable standards. The intermediate-stage may not exist if the next work performed on an incomplete vehicle is done by the final stage manufacturer to complete the vehicle.

The incomplete vehicle manufacturer must affix an information label to each incomplete vehicle. The label is to state the manufacturer's name, month, and year, when the last manufacturing operation was performed, the vehicle identification number, the maximum GVWR intended for the completed vehicle, and the GAWR intended for each axle.

All intermediate manufacturers that perform work on the same vehicle must also affix an information label which provides the same type of information as well as a statement that it is an intermediate manufacturer. The ratings set out on the label applied by the previous manufacturer must be repeated if there are no changes to GVWR or GAWR. The intermediate manufacturer must provide revised information on the label if changes occur.

The final-stage manufacturer is responsible for affixing the compliance label to the completed vehicle which provides the required information.

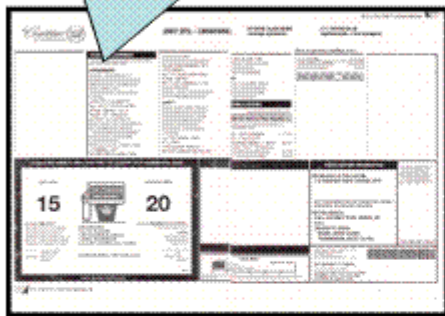
Typical Label Information and Examples follow:

EXAMPLE

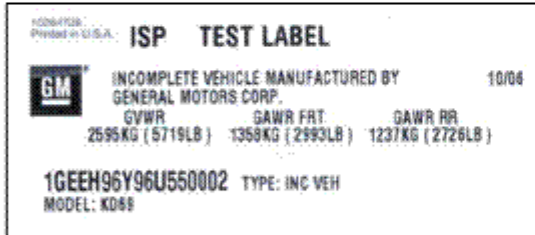
Final Stage Certification Label

GM Price Label Information

*****INCOMPLETE VEHICLE***
Label for GM content only
See Dealer about non-GM content**



GM INCOMPLETE Label



SVM Label

MFD BY: _____

DATE OF MFR: MO. _____ YR. _____

GVWR: _____ KG (_____ LB)

GAWR-FRONT: _____ KG (_____ LB)

WITH _____ TIRES, _____ RIMS, @ _____ KPA (_____ PSI) COLD

GAWR-INTERMEDIATE (1): _____ KG (_____ LB)

WITH _____ TIRES, _____ RIMS, @ _____ KPA (_____ PSI) COLD

GAWR-INTERMEDIATE (2): _____ KG (_____ LB)

WITH _____ TIRES, _____ RIMS, @ _____ KPA (_____ PSI) COLD

GAWR-REAR: _____ KG (_____ LB)

WITH _____ TIRES, _____ RIMS, @ _____ KPA (_____ PSI) COLD

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS, [AND BUMPER AND THEFT PREVENTION STANDARDS, IF APPLICABLE] IN EFFECT IN:

MO. _____ YR. _____

VEHICLE IDENTIFICATION NUMBER: _____

VEHICLE TYPE: _____

Notes:

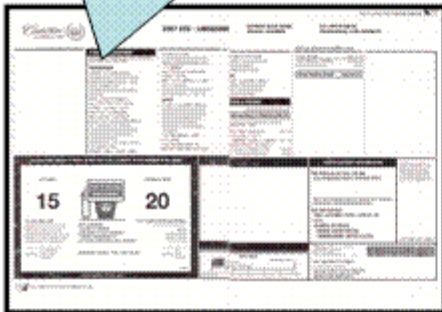
- SVM installation required.
- Requires protective cover application.
- Must be lettered in block CAPITAL letters and numerals not less than 2.4mm high.
- See www.ntea.com for more details.

EXAMPLE

Altered Certification Label

GM Price Label Information

*****ALTERED VEHICLE*****
Label for GM content only
See Dealer about non-GM content



GM COMPLETE Label

10264728
Printed in U.S.A. 1U1 1000477485 REPRINT

	MFD BY GENERAL MOTORS CORP		
DATE	GVWR	GAWR FRT	GAWR RR
01/06	2360 KG	1267 KG	1093 KG
	5202 LB	2792 LB	2410 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G6KD57Y26U158236 TYPE: PASS CAR

SVM Label

THIS VEHICLE WAS ALTERED BY: _____

RE. MO. _____ YR. _____

AND AS ALTERED IT CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY, BUMPER AND THEFT PREVENTION STANDARDS AFFECTED BY THE ALTERATION AND IN EFFECT IN:

MO. _____ YR. _____

COMPLETE BELOW IF GVWR, GAWR OR VEHICLE TYPE IS CHANGED OR ALTERED

GVWR: _____ KG (_____ LB)

GAWR-FRONT _____ KG (_____ LB)

GAWR INTERMEDIATE (1): _____ KG (_____ LB)

GAWR INTERMEDIATE (2): _____ KG (_____ LB)

GAWR-REAR: _____ KG (_____ LB)

VEHICLE TYPE: _____

SUITABLE TIRE-RIM CHOICE

FRONT: _____ TIRES,
_____ RIMS, @ _____ KPA,
(_____ PSI) COLD _____

INTERMEDIATE (1): _____ TIRES,
_____ RIMS, @ _____ KPA,
(_____ PSI) COLD _____

INTERMEDIATE (2): _____ TIRES,
_____ RIMS, @ _____ KPA,
(_____ PSI) COLD _____

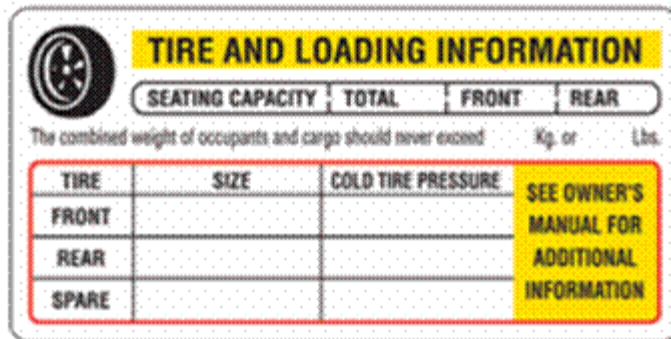
REAR: _____ TIRES,
_____ RIMS, @ _____ KPA,
(_____ PSI) COLD _____

Notes:

- SVM installation required.
- Requires protective cover application.
- Must be lettered in block CAPITAL letters and numerals not less than 2.4mm high.
- See www.ntea.com for more details.

EXAMPLE

Vehicle "Tire" Placard Label



The placard label is titled "TIRE AND LOADING INFORMATION" in a yellow box. To the left of the title is a tire icon. Below the title is a row of four boxes: "SEATING CAPACITY", "TOTAL", "FRONT", and "REAR". Below these boxes is the text "The combined weight of occupants and cargo should never exceed" followed by "Kg. or Lbs." with blank space for units. Below this is a table with four rows: "TIRE", "FRONT", "REAR", and "SPARE". The columns are "TIRE", "SIZE", "COLD TIRE PRESSURE", and "SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION".

TIRE	SIZE	COLD TIRE PRESSURE	SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
FRONT			
REAR			
SPARE			

Notes:

- GVWR 10,000 lbs or less.
- Requires protective cover application.
- Must be lettered in block CAPITAL letters and numerals not less than 2.4mm high.
- See www.ntea.com for more details.

**GENERAL MOTORS REQUEST FOR CREDIT REBILL
BACK INTO SVM INVENTORY**

Attn.: Robin Large, GM Fleet & Commercial
 100 Renaissance Center, M/C 482-A20-B98
 Detroit, MI 48265
 Email : <mailto:SVM.Mailbox@GM.com>

Code	Contact Name	<u>SVM Information</u>	
		Phone Number	Fax Number
59- _____	_____	_____	_____
56- _____	Company Name: _____		
	E Mail Address: _____		

REASON FOR TRANSFER REQUEST:

The following information must be completed.

VIN	Complete Number	SIR Request location of unit	Current physical going	Where unit is Order #
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Forward your request to the above fax number. Once it is received, it will be reviewed for approval. If approved you will receive a call from General Motors asking that you get the MSO back from the dealer before the credit and rebill will be done. All approved requests will be put back in to upfitter inventory. Please contact your Assistant Manager for clarification

Within 5 days Yes _____ NO _____ -Requires Account Manager
 Approval _____ Date _____

CRREBILL.DOC 6/26/2015

PLEASE RETAIN THE APPROVED COPY IN THE VEHICLE FILE JACKET FOR FUTURE ASSESSMENT AUDITS.



SVM SCRAPPED, LOST OR STOLEN VEHICLE FORM

SVM Location: _____

Address: _____

City: _____

State: _____

MAKE AND MODEL: _____

VIN #: _____

DESCRIBE WHAT HAPPENED TO VEHICLE; DATE, WHEN AND WHERE:

Attach a copy of all Ally/Lender, Insurance, and State documents plus a copy of MSO and Police Report if applicable. Submit as PDF file to <mailto:SVM.mailbox@gm.com>

Date: _____

SVM MANAGER: _____

MAIL WITH ATTACHEMENTS TO GM SVM ACCOUNT MANAGER

Notification to Pre-build on Chassis in GM SVM Inventory

Action Required by GM SVM:

1. Send completed form to your GM SVM Account Manager
2. Retain notification in chassis sales file

Required Information:

Insert Required Information Below

Date:

SVM Dealer Code

SVM Name

Street, City, State, Zip

Contact Name

Contact E-Mail Address

Contact Phone No.

Contact Signature

Request for Prebuild – Insert Information Below

MODEL NO.	MY	17 DIGIT VIN	PRE BUILD DATE

SAMPLE INSURANCE CERTIFICATE

51A1:G24A1:G47A51A1:G24A1:G			CERTIFICATE OF INSURANCE		
PRODUCER			THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER OTHER THAN THOSE PROVIDED IN THE POLICY. THIS CERTIFICATE DOES NOT AMEND, EXTEND, OR ALTER THE COVERAGE AFFORDED BY THE POLICIES DESCRIBED HEREIN.		
INSURED			COMPANIES AFFORDING COVERAGE		
SVM Name			COMPANY A: XYZ Insurance Company		
123 Street			COMPANY B: LMN Insurance Company		
Anytown, USA			COMPANY C: WC Insurance Company		
			COMPANY D		

THIS IS TO CERTIFY THAT POLICIES OF INSURANCE DESCRIBED HEREIN HAVE BEEN ISSUED TO THE INSURED NAMED HEREIN FOR THE POLICY PERIOD INDICATED NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THE CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, CONDITIONS AND EXCLUSIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A	GENERAL LIABILITY	1234567	MM/DD/YY	MM/DD/YY	GENERAL AGGREGATE	\$
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIAB				PRODUCTS COMP/OP AGG	\$10,000,000 (a*)
	<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				PERSONAL & ADV INJURY	\$
	<input type="checkbox"/> OWNERS & CONTRACTOR'S PROT				EACH OCCURRENCE	\$10,000,000 (a*)
	<input checked="" type="checkbox"/> Contractual Liability				FIRE DAMAGE (Any one fire)	\$
					MED EXP (Any one person)	\$
B	AUTOMOBILE LIABILITY	1234567	MM/DD/YY	MM/DD/YY	COMBINED SINGLE LIMIT	\$5,000,000 (b*)
	<input checked="" type="checkbox"/> ANY AUTO				BODILY INJURY (Per person)	\$
	<input checked="" type="checkbox"/> ALL OWNED AUTOS				BODILY INJURY (Per accident)	\$
	<input type="checkbox"/> SCHEDULED AUTOS				PROPERTY DAMAGE	\$
	<input checked="" type="checkbox"/> HIRED AUTOS					
<input checked="" type="checkbox"/> NON-OWNED AUTOS						
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT	\$
	<input type="checkbox"/> ANY AUTO				OTHER THAN AUTO ONLY:	
	<input type="checkbox"/>				EACH ACCIDENT	\$
					AGGREGATE	\$
A	EXCESS LIABILITY	1234567	MM/DD/YY	MM/DD/YY	EACH OCCURRENCE	\$ XXX
	<input type="checkbox"/> UMBRELLA FORM				AGGREGATE	\$
	<input type="checkbox"/> OTHER THAN UMBRELLA FORM					
C	WORKERS COMPENSATION AND EMPLOYERS LIABILITY	2345678	MM/DD/YY	MM/DD/YY	WC STATUTORY LIMITS	STATUTORY
	THE PROPRIETOR/ PARTNERS/EXECUTIVE <input type="checkbox"/> INCL.				EL EACH ACCIDENT	\$1,000,000
	OFFICERS ARE: <input type="checkbox"/> EXCL.				EL DISEASE- POLICY LIMIT	\$1,000,000
					EL DISEASE- EACH EMPLOYEE	\$1,000,000
C	OTHER: GARAGE KEEPERS LEGAL LIABILITY	2345678	MM/DD/YY	MM/DD/YY	COMPREHENSIVE & COLLISION	[AT LEAST LIMIT OF INVENTORY] (C*)

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/SPECIAL ITEMS (LIMITS MAY BE SUBJECT TO DEDUCTIBLES OR RETENTIONS):
 General Motors is named as an additional insured on these policies, except for Workers Compensation and Employer's Liability. This insurance is primary to any other insurance available to General Motors.

CERTIFICATE HOLDER	CANCELLATION
GENERAL MOTORS Attn: Robin Large 100 Renaissance Center, P.O. Box 100 Mail Code: 482-A20-B98 Detroit, MI 48265	SHOULD ANY OF THE POLICIES DESCRIBED HEREIN BE CANCELLED THE INSURER AFFORDING COVERAGE WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED HEREIN, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER AFFORDING COVERAGE, ITS AGENTS, OR REPRESENTATIVES.
	MARSHUSA INC., BY: John Doe

a* = If the Commercial General Liability/Products Comp/Ops amount is less than \$10,000,000 per occurrence, then the total per occurrence limit between Commercial General Liability and Excess/Umbrella Liability must at least equal \$10,000,000.

b* = If the Automobile Liability amount is less than \$5,000,000 per occurrence, then the total per occurrence limit between Automobile Liability and Excess/Umbrella Liability must at least equal \$5,000,000.

C* = Garage Keepers Legal Liability - Equal to at least the highest value of vehicles in the Manufacturer's care, custody and control at any one time

GM Fleet & Commercial



SVM Business Information Form

Calendar Year 2015

This SVM Business Information Update Form is submitted as part of the SVM Converters Agreement and is current as of the dated signature block at the end of the form.

SVM BUSINESS PROFILE SHEET

SVM ENTITY LEGAL NAME: _____

SVM TYPE OF ENTITY:

CORPORATION: _____ **STATE OF INCORPORATION:** _____

LIMITED LIABILITY COMPANY (LLC):

OTHER (specify):

NAMES OF OWNERS AND RESPECTIVE SHARES:

Name of Owners (all individuals, beneficiaries of trusts or other entities owning an equity interest in SVM. Include names of Principal SVM Leadership	Title	Percentage of Ownership

SVM PRINCIPAL BUSINESS CONTACT INFORMATION- GENERAL MANAGEMENT:

(WRITTEN NOTIFICATION ADDRESS pursuant to the SVM Agreement Section 17.5):

NAME	
EMAIL ADDRESS	
STREET ADDRESS, CITY, STATE, ZIP	
CELL PHONE	
OFFICE PHONE	
FAX NO.	

SVM ACCOUNTS PAYABLE CONTACT INFORMATION:

NAME	
EMAIL ADDRESS	
STREET ADDRESS, CITY, STATE, ZIP	
CELL PHONE	
OFFICE PHONE	
FAX NO.	

SVM “SHIP TO” LOCATION DETAIL

The location(s) listed below shall be the only locations authorized for GM to ship as yet to be modified Vehicles (Ship to Location). GM will only ship Vehicles directly to the locations listed below:

For multiple locations, attach a separate sheet.

<u>List the full address of each location</u> currently used by the SVM which GM ships to. (Include extra lines/sheets when required.)	Ship-to Y/N	Bill-to Y/N

Any and All changes in the SVM's Authorized Locations listed above must be approved by GM pursuant to the GM SVM Agreement. Any changes, additions or deletions agreed upon by GM and SVM must be reflected in writing in a substitute SVM APPLICATION ADDENDUM, executed by the SVM and GM.

KEY SVM CONTACTS	SVM CHASSIS COORDINATOR	SVM SALES CONTACT	SVM ENGINEERING CONTACT	SVM WARRANTY-QUALITY CONTACT
CONTACT NAME				
E-Mail Address				
CELL PHONE NO				
LAND LINE INCL EXT				
STREET ADDRESS				
CITY				
STATE				
ZIP				

The SVM BUSINESS INFORMATION FORM has been completed as required by the SVM Agreement.

MANUFACTURER NAME:	
Signature:	
Printed Name:	
Title:	
Date:	

APPENDIX A

Service Agent Requirements (Includes SVM's Delivery and Inspection Requirements)

<http://www.gmfleet.com/fleet-tools.html>

In the Service box, select *Policies & Procedures Manual*

Policies, Procedures & Guides
Please click on the title to link to the appropriate manual.

Service Policies and Procedures Manual

Link directly to this website <http://gmdealerdocs.com/login/1df3450aacc02c0950b38d87685a0b41>

Service Policies and Procedures Manual, then select *Transportation, Vehicle Storage and PDI Policy Manual*



Transportation, Vehicle
Storage and PDI Policy
Manual

Service Agent Requirements

- Notify carrier(s) who regularly deliver vehicles to your facility of the normal receiving and inspection hours. See [Article 1.1.3 – Receiving Hours Notification](#).
- All vehicles designated for delivery to the Service Agent's facility, regardless of vehicle condition, MUST BE ACCEPTED. (See [Article 1.1.18](#))
- When Service Agents have questions or concerns about accepting a vehicle, General Motors should be contacted. See [Article 1.1](#) for telephone numbers.
- Consistent with GM facilities requirements, provide a safe and secure unloading area. This location should be free of obstacles such as low hanging branches, electrical wires, etc.
- Have trained personnel available for the vehicle receiving inspection process. GM recommends that Service Agents have trained personnel available a minimum of 40 hours per week.
- If Carrier has paperless delivery receipt technology, (i.e. e-POD, etc.) refer to the established instructions for receipt printing and damage notification processes.
- Inspect each vehicle noting all exceptions and/or any unusual delivery conditions on delivery receipt using GM's approved 5 digit damage code system (see [Article 1.1.6](#)). Remarks only, such as "for storage only" or "severe damage," are insufficient and may cause a transportation claim to be uncollectible.
- It is highly recommended that you take digital photographs of any damaged area to support a claim/repair and document a detailed description of the repair (on any sublet invoices(s)/dealer repair order) to be attached to the Global Claims submission.
- When the inspection is complete, Service Agent's inspector is to sign (full name) and date the receipt.
- When there are no unusual delivery conditions the inspection is to take no more than 5 minutes per vehicle, and up to a maximum of 30 minutes for a full truck load delivery.
- For unusual delivery conditions (i.e. snow covered, dirty vehicles etc.), Service Agents are allowed an additional 10 minutes per vehicle to spray wash the vehicle to allow a complete inspection (vehicles are not to be hand washed prior to the inspection).
- See [Article 1.1.6 Vehicle Inspection](#) for additional information.

b. Carrier Requirements

- Deliver vehicles during hours specified by Service Agent.

- If Service Agent does not provide carrier with a Receiving Hours Notification, carrier will deliver vehicles Monday through Friday between 8:00 A.M. and 5:00 P.M., excluding established national holidays.
- Unload vehicles, provide the correct delivery receipt (for paperless technology, refer to the instructions for receipt printing and damage notification processes) and advise dealer management when vehicle(s) are ready for inspection.
- Allow up to a maximum of 5 minutes per vehicle to complete the inspection. If a vehicle is dirty, allow the dealer up to an additional 10 minutes per vehicle to spray wash.
- In all delivery situations (including Subject to Inspection deliveries) carrier is required to sign and date the delivery receipt prior to leaving the facility).

Vehicle Delivery

Service Agents should be aware of the vehicle inspection requirements for each type of delivery situation.

a. **Inspection Hours** - those hours Service Agent has advised the carrier they will have a trained vehicle inspector available to perform the walk around inspection as described in [Article 1.1.6 - Vehicle Inspection](#)

- If significant/extensive damage, refer to the "Significant/Extensive Damage" section, [Article 1.1.9](#)
- Remarks such as "for storage only" are not acceptable and does not relieve the dealer from the obligation to perform a complete new vehicle inspection using GM's approved 5 digit damage code system.
- Written descriptions of vehicle damage without a 5 digit damage code are not acceptable and may cause a transportation claim to be uncollectible.
- Service Agent and Carrier requirements can be found in Article 1.1.1 - Delivery and Inspection Requirements.
- During inspection hours service agent and Carrier can agree to defer the inspection (STI Delivery.) The new vehicle inspection should be completed the same day when possible but no later than the next calendar day excluding weekends and national holidays. If exceptions are noted, a LON must be sent to the Carrier within the same time frame. The service agent and Carrier driver must sign and date the delivery receipt or notate on e-POD.

b. **24 BY 7 Delivery** - Vehicle delivery during any time of the day or any day of the week including holidays. Service Agents are required to submit a Receiving Hours Notification form to the Carrier if 24 BY 7 deliveries are no longer accepted. Confirmation of Carrier notification must be retained by Service Agent.

- Service Agents are required to immediately perform a complete inspection if the vehicle is delivered within the receiving hours submitted to the Carrier per Article 1.1.3 – Receiving Hours Notification, see above (Inspection Hours.)
- For delivery outside of inspection hours, Carrier must sign and date the delivery receipt/e-POD. Service Agent is to complete the new vehicle inspection the next calendar date after the date on the delivery receipt, excluding weekends and national holidays. Notification of damage exception (LON) must be sent to the Carrier within this same time frame.
- If damage exceptions are noted, complete the delivery receipt/e-POD using the GM approved 5 digit damage codes.
- A delivery outside of Inspection Hours is an STI delivery.
- If a Carrier makes 24 BY 7 deliveries to a non-participating (24 BY 7) Service Agent, the Carrier will be held responsible for any damages or theft that may occur after the time of delivery.
- Under the 24 BY 7 Delivery process, GM has arranged for insurance on the vehicles while they are unattended. The inspection policy for the time of delivery applies as stated in this article. Service Agent and Carrier agree to the following additional delivery requirements when the vehicle(s) are delivered outside of working hours.

24 BY 7 Carrier Requirements

- Carriers are to park vehicle(s) in a secure, predetermined location identified by the Service Agent.
- Carriers are to sign and date the Carrier's Delivery Receipt noting in Carrier's "Remark" section 24 BY 7 Delivery.
- The driver is then to lock the vehicle and place the Service Agent and Carrier copies of receipt along with the "keys" in the Service Agent's secure, predetermined on-site location.

- If the Carrier uses e-POD delivery, the Service Agent will receive e-mail notification of the delivery. The keys will be in the Service Agents secure predetermined on-site location.
- If the Carrier cannot gain access to a predetermined location, vehicles are not to be delivered.

24 BY 7 Service Agent Requirements

- Public streets, public alleyways and public sidewalks are not acceptable locations for unloading.
- For the safety of the Carrier and the vehicles, the location must be well lighted.
- A locked facility would be preferred. If the Carrier cannot gain access to a predetermined location, vehicles are not to be delivered.
- Service Agent is to complete the new vehicle inspection the next calendar date after the date on the delivery receipt, excluding weekends and national holidays (see Article 1.1.6 –Vehicle Inspection.)
- After inspection has been completed and transportation exceptions are documented using the approved 5 digit damage code system, the Service Agent is to immediately send the LON to the Carrier's address on the receipt via certified mail (with certified mail receipt showing date sent) or by fax (with confirmation) to the delivering Carrier. The mail or fax notification must take place the next calendar day following the 24 BY 7 delivery (after hours delivery).
- If significant/extensive damage, please refer to the "Significant/Extensive Damage" section, Article 1.1.9, before contacting GM Dealer Business Center (Canadian Logistics). NOTE: Any arrangements made between the Service Agent and Carrier for the delivery of vehicle(s) that differs from the above policies are not authorized by General Motors and could cause the transportation transactions to be uncollectible.

c. STI Delivery

- AN STI delivery may be within or outside of the established Inspection Hours.
- An STI delivery may take place when unusual conditions exist prohibiting the inspection of the complete vehicle or a specific area of the vehicle during Inspection Hours delivery.
- An STI delivery is permitted when circumstances prevent a complete inspection of the vehicle(s) and the Carrier is unable to wait for the condition to be corrected.
- The service agent and Carrier driver must sign and date the delivery receipt/e-POD.

NOTE: If the Service Agent representative believes an STI delivery is in order, and the Carrier's driver disagrees, note that fact in the Remarks Section of the Carrier's Delivery Receipt/e-POD.

Receiving Hours Notification

Service Agent is to advise carrier of receiving hours by submitting a Receiving Hours Notification form (see Receiving Hours Notification form within this Article) to each carrier who regularly delivers to their facility. New Service Agents should forward a Receiving Hours Notification form to carrier within first 30 days of operation. **(See Exhibit 1)**

NOTE: *Receiving Hours notification is superseded by 24 BY 7 enrollment.*

If Service Agent changes receiving hours after notification, within 3 working days of the change, complete a new Receiving Hours Notification form and mail, fax, or e-mail to carrier.

The following elements must be provided on the Receiving Hours Notification form:

- Carrier's name, address.
- Complete Service Agent's name, Service Agent code, address, phone number and the name of a contact person.
- Indicate the inspection hours, days and times providing specifics, e.g. Monday - Friday from 7:00 A.M. - 4 P.M.
- Indicate Service Agent/local established holidays giving exact dates, e.g. Monday 02/20/2012 provincial holiday. It is not necessary to include national holidays or Saturdays and Sundays on this list.
- If Extended Delivery Hours are acceptable indicate specific days and times, e.g. Monday - Wednesday 7:00 A.M. -5:30 P.M., Saturday 7:00 A.M. -1:00 P.M., etc.
- If non-working hours are acceptable for delivery, the Service Agent should notify the Carrier. Allow Carrier 3 working days to make change effective.
- Fax, mail or e-mail the completed form to the Carrier(s) with confirmation of receipt.

RECEIVING HOURS NOTIFICATION (FAX or E-mail)

**TO -
CARRIER TERMINAL**

NAME _____
 ADDRESS _____
 CITY/STATE/PROVINCE _____
 POSTAL/ZIP CODE _____

**FROM -
RECEIVING LOCATION**

DEALER CODE _____
 NAME _____
 ADDRESS _____
 CITY/STATE/PROVINCE _____
 POSTAL/ZIP CODE _____

CONTACT PERSON & _____
 AREA CODE/PHONE NUMBER _____

	INSPECTION HOURS		EXTENDED RECEIVING HOURS	
	FROM	TO	FROM	TO
MONDAY	_____	_____	_____	_____
TUESDAY	_____	_____	_____	_____
WEDNESDAY	_____	_____	_____	_____
THURSDAY	_____	_____	_____	_____
FRIDAY	_____	_____	_____	_____
SATURDAY	_____	_____	_____	_____

NON-WORKING HOURS

YES

NO

IF YES, PLEASE INDICATE THE "DROP BOX" LOCATION, WHERE THE VEHICLES ARE TO BE PARKED, AND ANY OTHER SPECIAL DELIVERY INSTRUCTIONS.

**NON-ESTABLISHED
HOLIDAYS**

(PLEASE LIST THE MONTH AND DAY)

THE ABOVE HOLIDAYS DO NOT INCLUDE ESTABLISHED NATIONAL HOLIDAYS OR SATURDAYS/SUNDAYS.

Carrier's Delivery Receipt

Carrier's Delivery Receipt - Paper

Plain Paper Multiple Vehicle Delivery Receipt

The receipt is a **two-part** form consisting of a carrier and Service Agent copy.

To complete the receipt, first verify the vehicle identification number(s) on the receipt with the vehicle(s) presented for inspection. Record all transportation exceptions on the receipt using the 5-digit damage code system.

NOTE: *Once the carrier's copy of receipt is released to the carrier, neither the Service Agent's or the carrier's copies are to be changed. (Carrier copy of receipt establishes liability for transportation exceptions)*

If a GM vehicle is delivered with:

- **Insufficient Copies of the (Delivery) Receipt**

Make a photocopy of the available receipt, rename the photocopy to represent the missing document, and perform a "walk around" inspection noting all exceptions on both copies.

- **No Delivery Receipt**

Use a "Letter of Notification" as a replacement for the lost receipts. Letter Of Notification can be found within [Article 1.1.5](#)

If the carrier is present, in both instances identified above, the driver and inspector are to sign, date and retain their respective copies of the replaced document(s), even if no exceptions are noted. If the carrier is not present, perform a "walk around" inspection noting all exceptions on the Letter of Notification and send it to the carrier by certified mail, fax with fax confirmation retained or by email return receipt requested.

NOTE: *When vehicle(s) are found at the Service Agent Facility without documentation as to who delivered them, immediately perform the new vehicle walk around inspection documenting any damage exceptions on a letter of notification. During the same day contact GM DBC or Canadian Logistics and follow the prompts for t-claims and request assistance to determine the delivering carrier information.*

Carrier's Delivery Receipt - Electronic (e-POD)

e-POD is a paperless system for the delivery of vehicles (similar to how dealers already take deliveries from FedEx or UPS). The overall process of delivery is the same. The use of these systems by our Carriers will allow for the timely and accurate capture of all information necessary at the time of delivery.

While the hardware used by the Carriers may vary, the steps for taking delivery using e-POD will be very similar.

- When a driver arrives, he will provide a handheld device to the dealer representative. The display will indicate the VIN numbers and vehicles being delivered.
- If there is damage, this will be entered into the handheld device by the driver/dealer representative using the 5 digit damage code system.
- The driver and dealer will sign for delivery on the handheld device.
- Upon completion of the delivery, the dealer will have access to an electronic copy of the delivery receipt. These electronic copies will either be automatically forwarded to the dealer by the Carrier's system or they will be accessible via the Carrier's website. The dealer can print as many paper copies as needed.
- If the electronic copies will be emailed directly to the dealer, it is recommended that the dealer establish a "general" email address rather than using a specific person's email address. This will assure that the emails are always successfully delivered in the event of changes in staff or changes in job assignment.
- In the event of after-hours delivery, the driver will sign the handheld device as "STI."

Letter of Notification (LON) (See Exhibit 2)

A Letter of Notification form can be found within this article and must be used in the following situations:

A. Missing or insufficient Carrier's delivery receipt (See [Article 1.1.4](#)).

B. Concealed Damage is Discovered (See [Article 1.1.7 – Special Inspection Situation](#)).

* LON must be sent to the carrier within 3 calendar days after the date of delivery excluding weekends and national holidays and notifying them of concealed damage. The LON should be sent by certified mail, e-mail, or fax—retaining a certified mail receipt, e-mail delivery receipt, or fax acknowledgement.

C. Vehicle(s) presented for in-transit repairs do not have delivery receipts. (See [Article 1.1.7](#)).

LON must be sent to the carrier notifying them of all damages observed even if all of the damage will not be repaired "in-transit" e.g. A vehicle may be unsafe to deliver due to a broken door glass requiring in-transit repair. If the Service Agent performing the in-transit repair is questioning the extent of the repair, contact GM DBC T-Claims (Canadian Logistics). The vehicle may also have a fender scratch, the scratched fender should be noted on the LON even though the fender will not be repaired at this time.

D. Subject to Inspection Delivery (STI), 24 BY 7 Delivery (See [Article 1.1.2](#)).

Service Agent is to complete the new vehicle inspection the next calendar date after the date on the delivery receipt, excluding weekends and national holidays. Notification of damage exception (LON) must be sent to the Carrier within this same time frame. The LON should be sent by certified mail, e-mail, or fax retaining a certified mail receipt, e-mail delivery receipt, or fax acknowledgement.

- Vehicle(s) discovered at Service Agent Facility without delivery receipt.
 - The LON should be sent to the carrier by certified mail, e-mail, or fax retaining a certified mail receipt, e-mail delivery receipt, or fax acknowledgement the same day in which the vehicle is discovered.
- The carrier is present with the vehicle but has lost both copies of the original delivery receipt.
 - Download and complete LON form using the link in this article to replace lost original(s). Copies must be retained by Carrier and Service Agent.
The following information is required on the LON.
 - Service Agent Dealer code
 - Delivery date to the Service Agent Facility
 - Carrier code (Carrier code "GM" should be used, unless the LON is used to document damage exceptions for a vehicle being repaired in-transit. When an In-Transit repair is being made, the carrier code is to be listed as "IT")
 - Vehicle Identification Number (VIN)
 - Carrier's Delivery Receipt number. If no receipt is available, use the last six characters of the VIN
 - The reason for the LON
 - The delivery condition
 - The delivering carrier's name, address and telephone number
 - The Service Agent Facility's name, address and telephone number
 - Any necessary qualifying comments to explain why the LON was used

NOTE: If Vehicle(s) is discovered at Service Agent and the delivering carrier is unknown, immediately perform the new vehicle receiving and inspection process documenting damage exceptions on the letter of notification, then contact GM New Vehicle Damage (1 888 414 6322) and follow the prompts for t-claims. Contact DBC or Canadian Logistics if additional delivery and carrier information is required.

When a LON is required, complete the following information on the LON:

GENERAL MOTORS Company			TRANSPORTATION CLAIM LETTER OF NOTIFICATION	
DEALER CODE	DELIVERY AT DEALERSHIP	CARRIER CODE	VEHICLE IDENTIFICATION NUMBER	DELIVERY RECEIPT NO.

Reason for Letter of Notification			Delivery Conditions:	
<input type="checkbox"/> Concealed Damage	<input type="checkbox"/> Other (Specify)	The Delivery Receipt was signed without exception?		Vehicle Delivered Subject to Inspection
<input type="checkbox"/> Subject to Inspection		<input type="checkbox"/> YES	<input type="checkbox"/> YES	
<input type="checkbox"/> Insufficient or No copies of Delivery Receipt		<input type="checkbox"/> NO	<input type="checkbox"/> NO	
Carrier Name _____			Dealership Name _____	
Address _____			Address _____	
City/State/Zip _____			City/State/Zip _____	
Phone Number _____			Phone Number _____	

DAMAGE EXCEPTION CODES

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY

REMARKS

SERVICE AGENT REPRESENTATIVE IS TO ENSURE THAT ALL DAMAGES ARE NOTED CORRECTLY. LETTER OF NOTIFICATION IS TO BE FAXED OR SENT VIA CERTIFIED MAIL WITH RETURN RECEIPT REQUESTED THE NEXT BUSINESS DAY FOR AFTER HOURS DELIVERIES, OR WITHIN 3 BUSINESS DAYS OF DELIVERY FOR CONCEALED DAMAGE

Service Agent Signature _____ Delivery Date _____ Carrier Signature _____ Delivery Date _____

LETTER OF NOTIFICATION

Vehicle Inspection

Designated personnel should perform a walk-around inspection of new GM vehicles. A thorough inspection of each vehicle is essential for prompt payment of transportation transactions. GM's ability to collect on behalf of the Service Agent's transaction depends on how completely and accurately the Service Agent documents transportation exceptions on the delivery receipt.

NOTE: *Once carrier's copy of receipt is released to carrier, neither Service Agent's nor carrier's copies are to be changed.*

Service Agent is to perform a complete "Walk-Around Inspection", in accordance with procedures outlined below for every new vehicle delivered, this includes but not limited to courtesy delivery, fleet delivery, etc. Also a "Walk-Around Inspection" must be performed when vehicles are delivered for In-Transit repairs.

Walk-Around Inspection

The Walk-Around Inspection must include all visible surfaces (e.g. glass, wheels, visible areas of tires, painted surfaces, including the roof, rocker panels rocker panel moldings etc.) Also the engine compartment, passenger compartment, glove box and/or console, trunk and/or cargo compartment, and any area of the undercarriage visible by kneeling down and looking under the vehicle should be inspected.

All tires, including the spare, must be closely inspected for damage, incorrect size, color or brand.

All exceptions must be numerically coded. Any exception that cannot be described by a specific numeric damage code should be coded using the closest damage 5 digit damage code. To further clarify the damage a complete explanation of the damage should then be written in the "REMARKS" section.

The REMARKS section should also be used to record any unusual delivery condition, (e.g. Extended Delivery Hours, STI snow covered etc.) Drivers may choose to use the Carrier's REMARKS section to record data they believe important to the delivery.

Comments are used to assist in determining liability. Therefore, any written comment should add clarity to a numerically noted damage (e.g. scratch from under molding, inside out dent etc.). The Service Agent's inspector should not add comments that are personal opinions. In all cases, when a comment is recorded in the REMARKS section, the Service Agent's and/or carrier's representative, when present, must sign and date the Receipt.

Signing and dating the receipt concludes the inspection process. It is very important that all areas of the vehicle are inspected and the receipt completed, before the receipt is signed and dated. Should the driver refuse to sign a delivery receipt, simply note this fact in the Service Agent's REMARKS SECTION.

NOTE: *Once the Carrier's copy of the Delivery Receipt is released to the Carrier, neither the Service Agent nor Carrier's copies of the Delivery Receipt are to be changed. The Carrier copy of the Delivery Receipt establishes liability for transportation Exceptions.*

Standard 5 digit damage codes

The damage code system used by GM, Service Agents and carriers is a numeric system designed to simplify and standardize the noting of exceptions. It also facilitates computer processing of transportation transactions. All exceptions identified during inspections must be numerically coded.

Note: *Handwritten descriptions of transportation damage in place of damage codes are unacceptable and may result in an uncollectable/debited transportation claim.*

Damage Area Description Code

The first two digits of the damage code are called the "Damage Area Code", and identifies the area of a vehicle.

Damage Type Codes

The third and fourth digit of the damage code, are called the "Damage Type Codes" which are used to identify, or best describe, the type of transportation damage.

Damage Severity Codes

The fifth digit of the damage code is used to describe the severity of the damage.

Important: Right and left are determined as if sitting in the driver's seat.

GM General Motors
RECEIVING/INSPECTION CARD

START AT LEFT DRIVER SIDE

FRONT

UNDERHOOD

INTERIOR INSPECTION

ROOF

TRUNK CARGO AREA

REAR

RIGHT PASSENGER SIDE

(PLACE VEHICLE ON HOIST FOR UNDERCARRIAGE INSPECTION.)

DAMAGE AREA CODES

<p><u>Left/Driver Side</u></p> <p>10 Door-Left Front</p> <p>11 Door-Left Rear</p> <p>14 Fender-Left Front</p> <p>15 Quarter Panel/PickUp Box-Left</p> <p>30 Mirror-Outside Left</p> <p>35 Rocker Panel/Outer Sill-Left</p> <p>38 Running Board/Step-Left</p> <p>70 Center Post Left</p> <p>72 Left Front Tire</p> <p>73 Left Front Wheel/Rim</p> <p>74 Left Rear Tire</p> <p>75 Left Rear Wheel/Rim</p> <p><u>Rear</u></p> <p>04 Bumper/Cover/Ext-Rear</p> <p>06 Bumper Guard/Strip-Rear</p> <p>07 Door-Back Cargo, Right</p> <p>08 Door-Back Cargo, Left</p> <p>21 Glass Rear</p> <p>45 Tail Light/Hardware</p> <p>59 Wipers, all</p> <p>64 Spoiler/Deflector-Rear</p> <p>89 Trailer Hitch, Wiring Harness, Tow Hooks</p> <p>86 Parking Sonar System</p>	<p><u>Trunk/Cargo</u></p> <p>01 Antenna</p> <p>18 Front Floor Mats</p> <p>19 Rear Floor Mats</p> <p>23 Accessory Bag/Box</p> <p>40 Spare Tire/Wheel</p> <p>52 Deck Lid/Tailgate/Hatchback</p> <p>55 Cargo Area/Other</p> <p>57 Wheel Covers/Caps/Rings</p> <p>84 Tools/Jack/Spare-Tire Mount- Lock</p> <p>92 License-Brocket</p> <p><u>PickUp Box</u></p> <p>15 Quarter Panel/PickUp Box-Left</p> <p>17 Quarter Panel/PickUp Box-Right</p> <p>61 PickUp Box-Interior</p> <p>63 Rails, Truckbed/Lightbar</p> <p>82 Fender (Dual Wheel)-Rear Left</p> <p>83 Fender (Dual Wheel)-Rear Right</p>	<p><u>Right/Passenger Side</u></p> <p>09 Door-Right Cargo</p> <p>12 Door-Right Front</p> <p>13 Door-Right Rear</p> <p>16 Fender-Right Front</p> <p>17 Quarter Panel/PickUp Box-Right</p> <p>31 Mirror-Outside Right</p> <p>36 Rocker Panel-Outer Sill-Right</p> <p>39 Running Board/Step-Right</p> <p>69 Center Post Right</p> <p>76 Right Rear Tire</p> <p>77 Right Rear Wheel/Rim</p> <p>78 Right Front Tire</p> <p>79 Right Front Wheel/Rim</p> <p><u>Front End</u></p> <p>03 Bumper/Cover/Ext-Front</p> <p>05 Bumper Guard/Strip-Front</p> <p>20 Glass Windshield</p> <p>22 Grille</p> <p>24 Headlight/Cover/Turn Signal</p> <p>25 Lamps-Fog/Driving/Spot</p> <p>27 Hood</p> <p>42 SplashPanel/spoiler-Front</p> <p>59 Wipers, all</p> <p>80 Cowl</p> <p><u>Underhood</u></p> <p>02 Battery/Box</p> <p>99 Engine Compartment-Other</p> <p><u>Roof</u></p> <p>01 Antenna/Antenna Base</p> <p>37 Roof</p> <p>53 Sunroof/T-Top</p> <p>56 Vinyl/Convertible Top/Tonneau cover</p> <p>64 Spoiler/Deflector-Rear</p> <p>65 Luggage Rack (Strips)/ Drip rail</p> <p>71 Corner Post</p> <p><u>Interior</u></p> <p>23 Accessory Bag/Box</p> <p>26 Headliner</p> <p>28 Keys</p> <p>29 Keyless Remote</p> <p>33 Audio/Video Player</p> <p>34 TV/ DVD Screen</p> <p>48 Trim Panel-Front Left</p> <p>49 CD Changer Separate Unit</p> <p>50 Trim Panel-Front Right</p> <p>58 Radio Speakers</p> <p>66 Dash/Instrument Panel</p> <p>67 Cigarette Lighter/Ashtrey</p>	<p>68 Carpet-Front</p> <p>85 Communication/GPS Unit</p> <p>93 Steering Wheel/Airbag</p> <p>94 Seat-Front Left</p> <p>95 Seat-Front Right</p> <p>96 Seat-Rear</p> <p>97 Carpet-Rear</p> <p>98 Interior Other</p> <p><u>Undercarriage</u></p> <p>44 Gas Tank</p> <p>54 Undercarriage-Other</p> <p>81 Gas Cap/Cover</p> <p>90 Frame</p> <p>91 Exhaust System</p>
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DAMAGE TYPE CODES

<p>01 Bent</p> <p>02 Broken (Except Glass)</p> <p>03 Cut</p> <p>04 Denied (Paint Broken)</p> <p>05 Chipped (Except Glass)</p> <p>06 Cracked (Except Glass)</p> <p>07 Gouged</p> <p>08 Missing</p> <p>09 Souffed</p> <p>10 Interior Stained or Soiled</p> <p>11 Punctured</p> <p>12 Scratched (Except Glass)</p> <p>13 Torn</p> <p>14 Denied-Paint/Chrome Not Damaged</p> <p>18 Molding/Emblem/Weatherstrip-Damaged</p> <p>19 Molding/Emblem/Weatherstrip-Loose, Missing</p> <p>20 Glass-Cracked</p> <p>21 Glass-Broken</p> <p>22 Glass-Chipped</p> <p>23 Glass-Scratched</p> <p>24 Marker Light-Damaged</p> <p>25 Decal/Paint Stripe-Damaged</p> <p>29 Contamination, Exterior</p> <p>30 Fluid Spill-Exterior</p> <p>34 Panel Edge-Chipped</p> <p>37 Hardware, Exterior-Damaged</p> <p>38 Hardware, Exterior-Loose-Missing</p>	<p>SEVERITY CODES</p> <p>1 Damage up to and including 1 inch in length/diameter - less than 2.5 cm</p> <p>2 Damage over 1 inch up to and including 3 inches in length/diameter - 2.5 cm up to 7.5 cm</p> <p>3 Damage over 3 inches up to and including 6 inches in length/diameter - over 7.5 cm up to 15 cm</p> <p>4 Damage over 6 inches up to and including 12 inches in length/diameter - over 15 cm to 30 cm</p> <p>5 Damage over 12 inches in length/diameter - over 30 cm</p> <p>6 Missing</p>
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Damage Type Code Definitions

The third and fourth digits of the five-digit damage code identify the "damage type" or type of damage to the area.

01 Bent - Deformed surface or part due to impact.

02 Broken (Except Glass) - Inoperable. Also means to separate into two or more parts as a result of impact.

03 Cut - A smooth edged separation (as if by a knife). Not a break, crack or a tear.

04 Dented - An inward surface depression caused by impact with paint damage present. An outward dent (inside-out dent) is not considered transportation damage.

05 Chipped (Except Glass) - An area of missing paint caused by impact.

06 Cracked (Except Glass) - A narrow opening or flaw as a result of impact but the pieces remain together. The damage code is not to be used to describe damage to glass parts.

07 Gouged - A groove or cavity scooped or chiseled out causing damage to surface and base material.

08 Missing (Except Molding and/or Emblem) - Part or option is not present at time of new vehicle receiving and inspection (presumed stolen).

09 Scuffed - A scrape mark that does not break the surface material.

10 Interior Stained or Soiled - Discoloration of an interior surface by a foreign substance

11 Punctured - A hole caused by surface having been pierced.

12 Scratched (Except Glass) - A line-type exception in painted and chromed surfaces. A scratch is a surface only damage that does not go into or damage the base material.

13 Torn - Similar to "cut" but edges of damage area are ragged due to separation by force.

14 Dented - paint not damaged (GM recommends the use of paintless dent repair technology whenever possible to correct the damage when severity code is equal to #3 or less). See definition of severity codes.

18 Molding/Emblem/Weatherstrip Damaged - Damage to a molding, emblem or weather strip of a specific damage area resulting from impact to that part or to a directly adjacent part (e.g., damaged wheel opening molding resulting from fender being dented next to molding)

19 Molding/Emblem/Weatherstrip Loose, Missing - Loosening of a molding, emblem or weather strip of a specific damage area resulting from impact to that part or an adjacent part. Also, molding, emblem or weatherstripping not present at time of delivery/ inspection. Not to be used to describe moldings, emblems or weatherstripping improperly installed during vehicle assembly.

20 Glass Cracked - Glass cracked as a result of impact. Both pieces remain together.

21 Glass Broken - Glass has been broken into pieces that do not remain together as a result of impact to the glass or surrounding panel or molding. Not to be used to describe cracked glass

22 Glass Chipped - A small fragment of glass removed as a result of impact

23 Glass Scratched - A narrow line-type exception to glass caused by an object moving over the surface.

24 Marker Light Damaged - Damage to the marker light lens or bezel mounted on specific part of the vehicle.

30 Fluid, Spillage, Exterior - Discoloration of an exterior surface by a fluid substance. Not to be used to describe interior damage.

37 Hardware Exterior – damaged - Type not described by other codes. Exterior hard ware items damages due to impact (e.g., door handles, key locks).

38 Hardware Exterior – loose, missing - Type not described by other codes. Exterior hardware item loose or missing (e.g. door handles, antenna).

NOTE: Part or Option Not as Invoiced (Not to be submitted as a Transportation claim) *see Article 1.1.17 (8) Part/Option Discrepancies noted during initial delivery from Carrier*

Vehicles delivered with Paint Mutilation Protection

For vehicles delivered with protective coatings (e.g. trans seal) on the vehicle body panels, Service Agent inspection personnel are to inspect the mutilation protection coating carefully. The coating should be checked for tears, rips, scratches and any other disturbances as these conditions may be a result of transportation damage. If there are disturbances in the protective coating, the Service Agent should remove the protective coating to perform a complete inspection of the area. The Service Agent is to document all transportation exceptions on the delivery receipt. Transportation companies are required to pay only the cost of repairs for damages that can be proven to be the result of their negligence or mishandling. When no disturbances are noted in the protective coating, it should remain intact. If, upon removal of non-disturbed protective coating damage is discovered, a warranty transaction would be filed.

NOTE: *These protective coatings are intended to remain on the vehicles until the vehicle is prepped for delivery, becomes a prominent display vehicle, or 6 months from production date whichever comes first.*

Vehicles delivered with Transportation Covers

Inspect and note any damage to the car cover. Note any correlating damage to the car cover and the vehicle using GM's 5 digit damage code system. If you have any questions regarding specific vehicle car cover procedures, refer to the applicable service bulletin.

ITEMS DESERVING SPECIAL ATTENTION (During the Walk-Around Inspection):

- If during the inspection, a completed Job Card (RO) is discovered in the glove box, the repair(s) noted on the RO were made In-transit. Disclosure policies apply to In-transit repairs. See Service Policies and Procedures Manual, Article 5 Disclosure.
- All identifiable incorrect parts/options and missing parts must be noted on the receipt at the time of inspection unless an STI (Subject to Inspection) has been granted for that area of the vehicle.
- When inspecting the cargo area, sealed containers do not have to be opened in the presence of the carrier. However, if the container has been opened, inspect contents and note any damaged or missing items on the delivery receipt while the carrier is present using the GM 5 digit damage codes system and a transportation claim submitted.
 - If sealed container(s) is present during inspection and is un-damaged & unopened and items are found to be missing or incorrect at the time of PDI, the Service Agent must file a Warranty Claim to replace the missing or incorrect items.
- Missing parts due to theft or vandalism, should be documented on the delivery receipt (Type Code 08) and filed as a transportation claim.
- Vehicles with missing/incorrect options (i.e., Heated Seats listed on invoice, no heated seats on vehicle, GMC Grille on Chevrolet) should not be submitted as a transportation claim. (See Part/Option Discrepancies section in Article 1.1.17.)

- When severe road grime, missing keys, broken hood latch etc. hinders the inspection, and the carrier is unable to wait, a deferred inspection (STI) of those areas should be requested.
- *If keys are missing the ordering Service Agent may obtain key codes from the factory invoice and cut new keys. Service Agents performing in-transit repairs refer to [Article 1.1.10](#).*

Secondary Inspection

A secondary inspection of vehicle is to be performed within 3 working days from delivery to identify any concealed damage, (see [Article 1.1.7](#)) for definition of concealed damage), incorrect part and/or invoice option, or option discrepancies. When the secondary inspection identifies an exception(s) that qualifies as concealed damage, complete a Letter of Notification (LON) and forward a copy to carrier within 3 working days after the date of receipt.

The LON should be sent by certified mail, e-mail, or fax retaining a certified mail receipt, e-mail delivery receipt, or fax acknowledgement.

NOTE: *The secondary inspection in no way supersedes the requirement to perform a thorough "Walk-Around" vehicle inspection at the time of delivery to identify any exceptions or unusual delivery conditions.*

In cases of major damage (where the vehicle is determined by GM as a total constructive loss) the Carrier notification timeframe will be 3 calendar days after the date of delivery excluding weekends or national holidays. Documented notification by Service Agent to GM within 3 calendar days after date of delivery will also be acceptable notification to file a claim with Carriers.

Deliveries to auction sites, second stage manufacturers, ports, rental car companies, GM fleet deliveries, etc. All non-GM retail Service Agent deliveries will fall under the "3 calendar days excluding weekends and national holidays" notification category. This will accommodate the high volume deliveries and the unique delivery agreements that are in place at these sites. Please note that a signature on the delivery receipt from the above mentioned delivery locations would be used as confirmation of receipt only, the three day notification of damage is still in effect.

Special Inspection Situations

Concealed Damage

Concealed Damage is damage that is not detectable (e.g. undercarriage, inner-sides of tires or wheels, transmission oil pan, wheel liners, etc.) during the initial inspection. When concealed damage is discovered the carrier must be notified within three calendar days from delivery of the vehicle. If the carrier is not notified within this time frame, the carrier cannot be held liable. Items such as exterior painted surfaces, outer rocker panels, body ground effects, etc. do not qualify for concealed damage and should be inspected on the initial walk around inspection.

The trunk or under hood can be claimed as concealed damage only if these areas could not be inspected at the time of delivery. This condition(s) must be noted on the Carrier's Delivery Receipt/e-POD during the initial "walk around" inspection to qualify as concealed. Lost or missing keys are to be replaced by the Service Agent, this does not justify replacing the lock cylinder (ref: key code bulletin #12-00-89-002).

When concealed damage is noted, the Service Agent must send to the carrier by fax, certified mail, or e-mail, with confirmation a Transportation Claim Letter of Notification. This letter should include the five-digit damage code and details of the damage noted during the concealed damage/secondary inspection.

A Secondary Inspection (concealed damage inspection) must be performed within 3 calendar days from the date on the delivery receipt/e-POD, excluding weekends and national holidays. If concealed damage is discovered, Service Agent is to notify carrier within the same time frame, by using a Letter of Notification.

NOTE: Service Agent is responsible for vehicle receiving and inspection. Transportation exceptions overlooked by the Service Agent during initial inspection, do NOT qualify as "Concealed Damage" and will not be collectable as a transportation claim.

Related Damage

Related Damage would be defined as extra repair or parts replacement needed as a result of damage noted on the delivery receipt that was not identifiable at the time of inspection and was not discovered until the vehicle was disassembled. Digital photographs of any related damaged area to support claim/repair is advisable.

If a receipt was noted with exception 22025 (grille, broken, over 12 inches), and during the repair the technician discovered that the radiator was punctured by the same impact that caused the grille damage, this would be regarded as related damage. While the radiator damage was not noted and the carrier was not notified, the radiator repair expense is to be calculated as part of the line for grille repair.

It is not uncommon for the carrier to challenge the additional repair expense on this type of claim. Ensure that the Job Card is written with a clear, concise explanation justifying the inclusion of the additional expense.

Hail and Flood Damaged Vehicles

GM has reviewed the guidelines for vehicles exposed to floods or hail storms and is making the following recommendation for the disposition of these vehicles:

Flood damage in transit

GM has determined that in some cases, even minor interior damage may be cause to classify the vehicle as a total loss. Some vehicles are designed with electrical components mounted on the interior floor or in the trunk. When exposed to flood water these components may not always function as designed. Since water can enter the wiring harnesses as well as the component itself, replacement of the component will not guarantee long term system operation. For this reason when components such as fuse/relay/wiring centers, airbag DERM/SISM, BCM, yaw/lateral accelerometer sensors, seat adjusters/memory modules, OnStar interface units, etc. are exposed to flood water the vehicle should be classified as a total loss.

GM also recommends Service Agents follow these same guidelines for vehicles damaged by flood water while in their inventory. It is also recommended these guidelines be reviewed with your insurance carrier to assure your coverage comprehends this type of damage. GM will not provide assistance for Service Agent owned damaged inventory nor will warranty coverage be provided for vehicles that should have been declared a total loss. Service Agents should also comply with state and federal disclosure laws when disposing of damaged vehicles.

Hail damage in transit

Most hail damage is considered cosmetic in nature and can be repaired without conventional paint & body techniques (i.e. Paintless dent repair bulletin 99-08-51-001). In severe cases, panel replacement or conventional paint & body repairs may be necessary, however, GM Service Agents must receive prior approval from GM DBC New Vehicle Damage Group (1-888-414-6322) prior to performing conventional paint & body repairs. GM Service Agents should contact GM DBC/Canadian Logistics to report severe hail damage on new vehicles received from carriers.

SIGNIFICANT/EXTENSIVE DAMAGE

General Motors may offer to repurchase a passenger car or truck which sustains significant or extensive in-transit damage, excluding damaged vehicles with "bolt-on" or replacement parts not requiring welding (i.e., wheels, tires, radios, batteries, glass, windshields, trim, chrome bumpers, etc.)

If a Service Agent believes a vehicle has severe damage, follow the walk-around inspection process outlined in the "Vehicle Inspection" section of this manual ([Article 1.1.6](#)) and notify Service Agent's Management to engage them in the inspection process. After the vehicle has been inspected, and the damage exceptions notated on the delivery receipt/e-POD, contact GM Dealer Business Center at 888 414 6322, and follow the prompts for Service (3), and T-claims (2), or Canadian Logistics for Canadian Dealers 905-644-6249.

When a vehicle is received with severe transportation damage, such as roof, quarter panel, corner/center post, frame, any damage requiring welding, or substantial frame or body damage, the **Service Agent cannot refuse delivery**, but is required to:

- Accept all vehicles delivered, regardless of the nature or extent of the damage.
- Properly complete the Carrier's Delivery Receipt and document all damage exceptions.

When the time does not permit a complete inspection while the carrier's representative is present, Service Agent is to request an STI inspection and note the reason for the deferred inspection on the Carrier's Delivery Receipt/e-POD.

Any Vehicle that is initially perceived to have significant/extensive damage (damage to welded in panel(s) in excess of 8.0 hours and/or frame damage in excess of 1.0 hour) should be handled in the following manner:

Note: Remarks such as "for storage only" are not acceptable, Service Agents are to use the 5-digit damage code system for recording transportation exceptions.

- Contact GM Dealer Business Center (DBC)/Canadian Logistics for Canadian Dealers after the new vehicle receiving inspection process is completed.
- Obtain an estimate of repair from body shop (using GM Labor Time Guide as the estimating source and the dealers approved warranty rate).

Damage Repair Self-Authorization Guide: Contact General Motors

	Yes	No
Welded in Panel/Unitized Body		
Repair will require metal repair time that exceeds Service Agent's self-authorization limit.	X	
Frame Repair		
Repair will require heat to repair	X	
Repair will require more than 1.0 hour	X	
Repair will require no heat/repair hours Less than 1.0		X
Damage codes that allow Straight time:		
01-Bent 02-Broken 03-Cut 04-Dented 06- Cracked		
07-Gouged 11-Punctured 13-Torn 14- Dented, Paint not Damaged		
Note: Severity code must reflect the actual size of the damage not the size of the repair area.		
Note: Damage type and location determine repair process/repair time.		

NOTE: Make no repairs to a vehicle that is suspected of having significant/extensive damage without obtaining prior approval from GM New Vehicle Damage (NVD) or Canadian Logistics. Neither the carriers nor any party other than GM can authorize repair of vehicle having damage to welded panels or frame in excess of the limits stated in this article. Any repairs made prior to authorization may not qualify for reimbursement.

NOTE: Repair in this article is defined as repairing the existing panel.

Vehicles received with significant/extensive damage to the corner/center post, frame assembly, quarter panel, or structural uni-body components are not to have the panel or component replaced, as Federal Motor Vehicle Safety Standards (FMVSS), which apply to new vehicles, may be compromised. For the purpose of this policy, "new vehicle" means vehicles that have not been sold, titled, registered, or placed in-use, or service. Any question as to whether a panel(s) can be replaced should be directed to the GM Dealer Business Center New Vehicle Damage Group or Canadian Logistics.

Using the estimate of the repair and delivery receipt, determine if the damage exceeds 8.0 hours of repair time to any welded panel or frame rail repair time exceeding 1.0 hour. Vehicle(s) with an estimate of repair meeting or exceeding 8.0 hours to any welded panel and/or 1.0 hour to repair frame rails may be considered significant/excessive damage. Service Agent is to contact GM DBC at 888-414-6322 and follow the prompts for Service (3), and T-claims (2) or Canadian Logistics for Canadian Dealers 905-644-6249.

GM will request a copy of the Carrier's Delivery Receipt, repair estimate, digital photographs and, when appropriate, the Transportation Claim Letter of Notification (LON) for all significantly/extensively-damaged vehicles. GM will review the dealers copy of the delivery receipt and the repair estimate where appropriate, the LON as well as photographs of the damage to make a decision whether the vehicle will be repaired.

Note: Some vehicles with Significant/extensive damage will be repairable and others will not, the decision to repair or not to repair resides with GM

If after analysis of the estimate and other related materials (e.g. pictures, inspection report, etc.) GM determines vehicle is significantly/extensively damaged and is not repairable to a standard such that it will meet FMVSS. GM will repurchase vehicle and arrange for disposal.

GM will make every attempt to have the vehicle removed within 45 days or less. The Service Agent should re-contact GM if the vehicle has not been removed within 45 days.

If a vehicle does not qualify for significant/extensive damage, GM will advise Service Agent how to handle vehicle repairs.

Service Agent is responsible to insure that these procedures are followed.

Vehicles Requiring Repairs While In-Transit

Periodically, GM vehicles may require repairs to be performed prior to delivery to the final destination. This is referred to as an in-transit repair.

When a GM vehicle has transportation damage, or warranty failure that requires repair prior to shipment, a Letter of Notification (LON) is required, and is to be sent to the carrier during the same day the vehicle is received at the In-Transit Service Agent Facility. Whenever only warranty failures are found, no LON is required. Roundtrip tow to in-transit Service Agent is required.

Vehicle(s) will be diverted to an in-transit repairing Service Agent for correction of the following conditions:

- Inoperative
- Safety compromised
- Movement of vehicle would cause additional damage

Service Agents asked to perform in-transit repairs, are to follow policies listed below.

- In-Transit Service Agent must perform a complete walk-around inspection prior to removal of vehicle from carrier's possession. (Note all damages per [Article 1.1.6.](#))
- Service Agents should assist Carriers with towing to and from (round trip towing) the Carriers' facilities when an in-transit repair is required. This pickup / delivery should take place during normal business hours. This process must be in place to prevent disputes between Carrier and Dealer for additional damage liability.
- In-Transit Service Agent is not to accept or repair vehicle until a complete inspection has been performed, and damage exceptions noted on a Letter of Notification supplied to the Carrier.
- If significant/extensive damage is suspected contact DBC/Canadian Logistics ([Article 1.1.9](#)).

- A vehicle inspection must take place even if vehicle is to be repaired on Carrier's premises.
- When a vehicle is presented for In-Transit repair and that repair will require a replacement body panel, body panel repair with paint, paint repairs, interior damage requiring electrical repairs, extensive warranty repairs, etc., contact GM DBC 888-414-6322 New Vehicle Damage/Canadian Logistics 905-644-6249 prior to proceeding with repairs.
- All repairs made in-transit must be completed in accordance with GM policies and procedures. Service Agents are to be compensated by submitting a warranty/transportation transaction electronically to GM. Direct payment by Carrier to Service Agents is not permitted.
- Temporary repairs are not permitted.
- Once an In-transit repair is completed (this includes warranty repairs), the repairing Service Agent Facility is required to place a copy of the job card in the glove box or console of the vehicle before returning the vehicle to the Carrier for shipping. Refer to the Service Policies and Procedures Manual Article 5.3.2 - Disclosure.
- When repairs are complete, the job card and all other supporting documents must be retained in the In-Transit Service Agent's file.

Note: When dealers submit a claim for repair of transportation damage while the vehicle is in-transit, the Carrier code is "IT", the delivery receipt number is "ITR", and the delivery receipt date is the date of the towing bill.

A. Loss of keys/starting device while in-transit

To physically replace the key/starting device, the in-transit repairing Service Agent will obtain the key code by contacting General Motors (DBC) / Canadian Logistics. The vehicle may also need to be towed to the dealership to perform key/transmitter reprogramming. Damage code 28086 should be used when replacing lost key/ key fob's and keyless starting devices, damage code 29086 should be used when replacing the keyless remote. Reimbursement for this service is accomplished by submission of a transportation transaction.

B. Batteries

Battery is to be diagnosed using GM Battery Charge and Testing Procedure. Service Policies and Procedures Manual, Article 2.8.1).

Batteries that fail the GM Battery Charge and Test Procedures, and require replacement, are to be submitted as a warranty transaction.

Batteries which have had transportation impact damage or are missing due to theft or vandalism are to be replaced with batteries of the same brand and size, replacement expenses are to be submitted as transportation transactions.

C. Second Stage Manufacturer (SSM)

- SSM performs standard vehicle inspection as outlined in the GM Policies and Procedures Manual.
- Damages are coded using the 5 digit damage code system on the Carrier's delivery receipt.
- If the damages are severe, the New Vehicle Damage Group must be contacted for direction, regarding repair or disposition of the vehicle. SSM should contact GM DBC at 888-414-6322 and follow the prompts for, Service T Claims. Canadian Dealers Canadian Logistics 905-644-6249.
- If the vehicle has minor transit damages i.e. minor dents, scratches etc. which do "not" interfere with the SSM installation, or will not require the removal and reinstallation of the SSM parts to initiate the proper repair at the destination Service Agent, the damages should be documented, the SSM parts installed, and the vehicle shipped on as is.
- If the vehicle has minor transit damages i.e. minor dents, scratches etc. which do (yes) interfere with the SSM installation, or will require the removal and reinstallation of the SSM parts to initiate the proper repair at the destination Service Agent, the damages should be repaired prior to the SSM installation. (The unit would be sent to the locally assigned in-transit repair Service Agent for this function).
- When problems are identified to be an assembly center misbuild, the SSM is to alert the GM Assembly Center Contact immediately. The GM Quality Manager is to designate the contact for disposition and charge back. When the GM Assembly Center is located in close proximity to the SSM, the SSM makes arrangements to have the vehicle shipped back to the GM Assembly Center for the necessary repair. When the GM Assembly Center is not located in close proximity to the SSM, the vehicle will be shipped to the approved Service Agent for repair. Labor and material charge back is handled between the GM Assembly Center and the Service Agent Facility.

- When the damage is caused by the SSM, (and the SSM can repair at their facility) the damage will be repaired. Arrangements for parts will be made through the GM Assembly Center. When the damage is caused by the SSM, (and the SSM can (not) repair at their facility) the vehicle will be shipped to the approved Service Agent for repair. Labor and material charge back is handled directly between the SSM and the Service Agent Facility.
- **Repair of Transportation Damage**

Following the vehicle(s) inspection, the Service Agent is to repair those vehicles which incurred transportation damage.

Refer to the GM Service Agent Sales and Service Agreement, Article 7.2.3

- Transportation damage repairs requiring more than 8.0 metal repair hours or in excess of 1.0 hour of frame repair time can only be authorized by General Motors. Service Agents should contact GM Dealer Business Center New Vehicle Damage/Canadian Dealerships Canadian Logistics prior to proceeding with repairs.
- Carrier, Carrier's insurance agent, or third party inspection company representatives CANNOT authorize or approve transportation repairs. Conversations with these representatives in no way should be construed as authorization to repair or scrap a vehicle. All transportation transaction inquiries and authorization requests should be directed to GM Dealer Business Center New Vehicle Damage/Canadian Dealerships Canadian Logistics.
- Contact GM Dealer Business Center New Vehicle Damage/Canadian Help Desk for transportation claim assistance.
- GM Dealers should not accept payment from a Carrier, insurance company or third-party for damaged in-transit (DIT) repairs. GM Dealers must submit a transportation claim in the GM Global Warranty Management System for payment of damaged in-transit claims. In the event a GM Dealer accepts payment from a Carrier, insurance company or third party for DIT repairs, GM is not responsible for vehicle buyback or any related legal issues

Body Repairs: Service Agent agrees to provide quality body repair service for motor vehicles. Service Agent can provide this service through its own body shop, or by arrangement with an alternate repair establishment approved by GM.

All repairs are to be made with genuine GM parts obtained from GM CCA. In situations where the parts are not available, contact GM Dealer Business Center New Vehicle Damage/Canadian Help Desk.

NOTE: General Motors will not agree to a reduction of Service Agent's net price of a vehicle for any reason.

GM will not reimburse the Service Agent for sublet administrative time when an alternate repair facility is used for transportation damage repairs. However, GM will reimburse the Service Agent for administrative and handling expenses only if the repair meets GM's approved sublet coverage code as found in the GM Labor time guide (Coverage Code Table Document ID number 2748655 as found in Service Information 2000, in GM Global Connect).

In addition to standard repair practices the following policies apply.

A. Tires

Tires which require replacement due to theft/vandalism or damage during transportation are to be filed as transportation transaction.

- Damaged tires are not to be repaired. Damaged tires should be replaced with the required brand, size, and type. Refer to the Service Policies and Procedures Manual, Article 2.10 -Tires.
- Service Agents are to use labor operation 0500110 when submitting transportation transactions for the replacement of a tire which was found to be damaged in transit.
- If a tire is found to be of an incorrect size or mismatched brands and do not match the invoice, Service Agents should replace the tire with the required brand, size, and type, refer to the Service Policies and Procedures Manual, Article 2.10 - Tires. Reimbursement for the replacement of incorrect tire or wheels will be accomplished by submission of a warranty transaction.

- If more than one tire/wheel is found to be of an incorrect size or mismatched brand, document this on the Delivery Receipt/e-POD using the 5 Digit Damage Code and contact GM DBC or Canadian Logistics.

B. Battery Failures

Battery is to be diagnosed using GM Battery Charge and Testing Procedure. (Service Policies and Procedures Manual, Article 2.8.1).

Batteries that fail the GM Battery Charge and Test Procedures, and require replacement, are to be submitted as a warranty transaction.

Batteries which have had transportation impact damage, or have been stolen during transportation, are to be replaced with appropriate ACDelco battery.

Reimbursement for parts & labor will be accomplished by submitting Transportation claim transaction.

C. Sublet Repairs

- Sublet repairs will be reimbursed at Service Agent's actual cost less any discounts. Refer to the Service Policies and Procedures Manual, Article 3.2.16 sublet repairs for additional information.
- Service Agents are to supply the sublet facility with parts that are used in the performance of sublet repair. Service Agents are eligible for the appropriate parts handling allowance.
- Sublet repairs must not be shown on the transportation transaction as if Service Agent performed the actual repair.

NOTE: See the Service Policies and Procedures Manual, Article 2.5 and 2.7 for details on sublet items and administrative allowance. Also, refer to the Service Policies and Procedures Manual, Article 3.3 for details on required Service Agent records

Handling of Damaged Parts

1. Damaged parts

Policies and Procedures for replacement of transportation damaged parts are handled the same way as warranty replaced parts except:

- GM may instruct the Service Agent to hold certain parts longer than the established 15 days retention period upon request of Plant or Carrier.
- Service Agent may be contacted by the Carrier and asked to ship certain parts (freight collect) that were replaced as part of the Transportation damage transaction.
- In the case where the part has a core charge, (other than those listed below) Carriers should be informed of the core value and asked to reconfirm their request for the part to be returned. Parts with a core charge should be made available for inspection at the dealership by the Carrier when possible. In cases where the request for parts inspection happens after the core part has been returned to GM, Service Agents must advise the Carrier accordingly.

The following are not to be released to the Carrier:

- Brake hoses
- SIR Module/Assembly
- Gas Tanks
- Tires
- Glass
- Wheel rims or other items which have Core charges
- Warning Devices
- Seat belt assemblies
- Lamps, Lights & Reflective device
- Unless otherwise instructed, Service Agents are to scrap damaged parts in accordance with the Service Policies and Procedures Manual, Article 4.1.3 Disposition of Defective Material.

2. Obvious Missing Items

Parts that are obviously missing items, e.g. loose shipped items bag/box, headphones, spare tire, radio, tools/jack, seats, keys and starting devices, etc., are to be noted on the delivery receipt with a damage type code of '08 - Missing' and damage severity code of '6'. Service Agents are to install the missing items and submit a transportation

transaction immediately after the job card is closed. Transactions for obvious missing items, e.g. loose shipped items, headphones, spare tire, radio, wheel covers, tools/jack, seats, keys and starting devices, etc., noticed after the Carrier has left are uncollectible unless the vehicle was subject to an STI inspection. See Article 1.1.7 for policies regarding STI inspections.

Reimbursement for Transportation Transactions

General Motors will reimburse the Service Agent under the guidelines of the Service Policies and Procedures Manual, Article 2.1 - Payment by General Motors to Service Agents.

Note: Transportation transactions will be subject to debit if the claimed exception is not noted on the Carrier's copy of the delivery receipt/e-POD or, when appropriate, on a Letter of Notification.

This policy applies to all new GM vehicles delivered to a Service Agent including courtesy deliveries and drop ship vehicles. The Service Agent is responsible to ensure their personnel and agents (e.g. up-fitters, conversion companies, fleet operation, etc.) comply with all GM policies.

a. Submission

Policies relating to transportation transactions preparation and submission are in the Global Warranty Management (GWM) System User Manual, however the following policies deserve special attention:

- Any Service Agent submitting a transaction for a non-Service Agent location (e.g. rental agency, up-fitter) has the responsibility to verify the documentation provided complies with GM and carrier requirements.
- GM Parts and Accessories (including glass) will be credited at Service Agent price plus the appropriate handling allowance.
- Glass must be purchased through GMCCA, refer to GM Bulletins.
- Installation of missing parts that are covered under PDI do not qualify for labor (e.g. Floor mats, antenna mast, wheel covers, etc.) do not qualify for labor
- All transportation repairs and transportation transactions must be completed, processed and paid through Global Claims (GWM) within 60 days of vehicle receipt by Service Agent to avoid a transaction reject for overage. All transportation transactions must be completed, processed and paid in GWM before they reach 180 days from vehicle receipt date, allowing General Motors sufficient time to establish carrier liability and file for reimbursement.
- Service Agents will be credited for missing owner's manuals and glove box literature portfolios at the net amount paid by Service Agent less any discounts or allowances applicable. The parts handling allowance does not apply for glove box literature claims. Submit these transactions with damage code noted on the delivery receipt/e-POD, and labor operation 0500070.
- Service Agents will be credited for missing navigation disks at cost plus parts handling allowance.
- There are certain damage type codes, e.g. 12 (Scratched), 09 (Scuffed), and 05 and 34 (Chipped) which do not allow "other hours" (OLH). Contact GM Dealer Business Center/Canadian Help Desk and follow the prompts for t-claims when clarification is needed.
- All transportation transactions for replacement tires or wheels are to be submitted with labor operation 0500110.
- Service Agents are not allowed to charge a markup on sublet bills. See the Service Policies and Procedures Manual, Article 2.5 - Sublet Repairs for details.

b. Resolution of rejected Transportation Transactions

When a Transportation Transaction is returned, review the Return Reason(s) on the Transaction Summary Report (Credit/Claim Memo) and make any required corrections and resubmit.

If you are unable to resolve the problem, contact GM Dealer Business Center/Canadian Help Desk for assistance on Transportation Transactions.

c. Resolution of Debited Transportation Transactions

If a Transportation Transaction is debited the Service Agent should immediately review the transaction and:

- Obtain the 2 character Debit Reason Code from the Transaction Summary Report (Credit/Claim Memo)
- Service Agent should refer Appendix E of the Claims Processing Manual of the Global Warranty Management System to find the definition of the debit reason code
- Review the original Delivery receipt, repair order and where appropriate the Letter of Notification to be sure the claim is in compliance with GM policy and that the debit reason is valid.
- If the Service Agent believes the transaction was unjustly debited after the above review, discuss the circumstances with the GM DBC/Canadian Help Desk.

Note: The carrier's copy of the delivery receipt (or, if applicable, the carrier's copy of the Letter of Notification) is the final arbitrating document in a transportation transaction.

- If the GM DBC/Canadian Help Desk agrees that the documentation appears to support the transaction, the Service Agent will be advised to fax or e-mail the key documentation.

New Vehicle Storage

Service Agents are responsible for the storage, care and proper conditioning of new vehicles held in Service Agent inventory. Damage or deterioration resulting from improper vehicle storage to items, such as paint (except for chemical paint spotting from atmospheric fallout), trim, seals, chrome and batteries are not covered by the New Vehicle Limited Warranty. In cases where proper vehicle protection is neglected, Service Agent is responsible for labor and/or parts replacement or refinishing.

New vehicles in your inventory, including carrier deliveries, requiring paint repair due to chemical spotting/etching (acid rain) should be repaired prior to sale as a warranty transaction. (Atmospheric fallout -acid rain -is defined as transit particle deposition from an unidentifiable source.) Of course, frequent vehicle washing continues to be one of the best preventative measures to minimize the risk of fallout damage. We urge you to continue this practice.

Storage Location

Vehicles should be stored in a clean, dry, closed or roofed area, if possible. When outdoor storage is used, the following locations should be avoided:

- Low areas where flood waters can damage vehicles.
- Areas adjacent to factories emitting exhaust air which is corrosive or laden with dirt of any kind.
- Areas near body-shop operations.
- Storage under trees, where damage to finishes may result from tree sap and/or droppings from birds.
- Areas near active railroad tracks.

Steps to Be Taken After Vehicle Is Inspected for Shipping Damage and Any Necessary Repairs Have Been Made

It is important that each new vehicle be delivered in its highest state of quality.

To protect against appearance and component deterioration during storage, the following recommendations are made:

a. Appearance Care

Rinse-wash the vehicle to remove dirt accumulated in shipping. Rinse-washing should be followed by wiping of horizontal surfaces to remove any droplets of water. When outside storage is used, rinse-wash and wipe, horizontal surfaces of vehicle at least once per week, to remove dirt which settles out of the air and from precipitation. If you are located in an area affected by airborne pollutants, more frequent cleaning is necessary to protect the finish. In cold climates, during winter months, rinse-wash (without wiping) to remove accumulated snow, particularly in industrial areas.

Note: Protective coatings (E.G. Trans seal) is durable enough to withstand normal washing process and should remain on the vehicles until vehicle is prepped for delivery, for prominent display. Protective coatings should be removed when then vehicle reaches an age equal to six months from production date.

Do not use chalk or crayon to write stock numbers or other identification on glass or paint surfaces. Such applications may cause impressions or scratches that are impossible to remove.

b. Battery Care

Vehicles that are not used for an extended period of time are subject to battery discharge due to parasitic drains. Discharged batteries can freeze at temperatures as high as 32° F, causing permanent damage. Other permanent damage may result from allowing batteries to stand discharged for extended periods.

NOTE: Battery recharging, swapping or replacement due to damage or lack of maintenance is not covered by the vehicle warranty during the period of Service Agent inventory storage.

To alleviate this condition, the negative battery cable should be disconnected on vehicles which are not going to be in service within a 20 day period, beginning from the time the vehicle is shipped. If this is not possible, batteries should be recharged periodically, every 20-45 days using the EL-50313 Midtronics GR8 Battery Tester/Charger in PDI charge mode. Document the PDI charge by attaching the print out to the vehicle file.

Immediately prior to delivery, the battery must again be charged using the PDI charge mode. Again, document this PDI charge by attaching the print out to the vehicle file.

NOTE: The PDI Charge Mode should only be used on vehicles that are not demonstrating discharged battery symptoms. If they do, the full diagnostic charge routine must be performed.

Disconnected batteries will slowly discharge, especially with higher temperatures; therefore, even disconnected batteries should receive a PDI charge every four months.

NOTE: The ignition switch must be off when connecting battery cables or chargers. Failure to do so may overload or damage the PCM or other electronic components.

Transaction Instruction:

New Car In Stock / Demo

(Less than 30 days)

In the case a battery is determined defective while in your Service Agent Stock or while in Demo service less than 30 days, the 8 digit code indicating the battery needed replacement must be entered on the same line into the Diagnostic Code Screen of the warranty claim in the "Code/Reading" field. Enter "BAT" in the "Sys ID" field.

(Greater than 30 days)

In the case a battery is determined defective while in your Service Agent Stock or while in Demo service greater than 30 days, all of the prior print outs (port, PDI, and your maintenance) as well as the complete warranty code generated by the EL-50313 Midtronics GR8 Battery Tester/Charger indicating the battery needed replacement must be entered on the same line into the GWM system.

Copies of the PDI charge mode print outs substantiating Service Agent maintenance must be faxed to the PQC upon request.

In the case of Service Agent trades, it is the receiving Service Agent's responsibility to ensure the test codes are available for entry on the transaction.

Note: See Bulletin 03-06-03-004 for complete detail.

c. Engine Care

Before parking the vehicle, run engine until completely warmed up, before shutting off. This reduces possible spark plug fouling and excessive moisture build-up in the exhaust system generated from short engine cycles during transportation.

d. Tire Care

Vehicles that are not driven for extended periods of time tend to develop flat spots on the tires. To attempt to minimize this concern, we recommend that tires be inflated to 300 kPA (44 psi) for longer term storage in inventory. Vehicles should be moved every 30 days. If allowed to sit for more than 30 days at a time, a more noticeable or objectionable tire vibration may be noted upon driving the vehicle. At the time of delivery, vehicle tire pressures must be reset to the values as outlined on the Tire Pressure Placard in order to provide the customer with the proper ride and handling characteristics designed into the vehicle.

Important: If any tire vibration is noted during the PDI process before measuring tires on equipment such as the Hunter GSP 9700, the vehicle MUST be driven a minimum of 16 km (10 mi) to ensure removal of any flat spotting (the tendency to "flat spot" is less likely as the tire accumulates mileage).

e. Additional Storage Recommendations

The following items further protect against vehicle deterioration and damage during storage:

- Minimize key-to-door key-to-trunk handling, use key fobs as often as possible to eliminate minor clear coat scratches.
- Make sure all windows are closed.
- Vehicles should be parked on level surface or with the front of the vehicle higher than the rear if level surfaces are not available.
- When parking the vehicle, shift the automatic transmission to "P" (Park) or the manual transmission to "R" (Reverse).
- Leave parking brake in "OFF" position when parked on a relatively level surface.
- All storage sites should be level and well drained with a hard or paved surface.
- Vehicles should not be stored under trees, power wires, or light poles to minimize damage caused by sap, insect, or bird droppings.
- Avoid open storage areas prone to a sea breeze or airborne fallout (iron particles, smoke, cement dust from construction sites, paint over-spray from body shop or nearby construction, etc.).
- If storage location is in an exposed coastal area where salt spray corrosion is prevalent without indoor storage, the vehicle exterior as well as undercarriage and engine compartment require a fresh water rinse to prevent development of corrosion.
- Avoid parking vehicles near high power security lights. These lights tend to attract insects. Insect droppings and body fluids are highly acidic and may cause severe paint etching.
- Sites should be well maintained and kept free of debris, weeds, pot-holes, and standing water.
- Storage sites should be suitably fenced and security maintained.
- Be sure drains are cleared after a storm and anything blown onto the lot is removed immediately to prevent vehicle damage.
- Do not allow vehicles to stand in water or mud especially if it contacts the wheel rim or deeper.
- In storage, vehicles can experience damage to paint, body, trim, interior, and battery drain, due to fall-out, mishandling, storage facility conditions, and lack of maintenance.
- If this occurs, vehicles could require expensive repairs and sometimes repainting.
- Assure vehicles are stored and maintained in a manner that will minimize the potential for damage.

f. Storage Lots

- Storage, in this section, refers to those vehicles that are in inventory but not in the view of customers (back lots or off-site storage lots).
- It is recommended to have existing dirt or gravel lots paved.
- Drive vehicles slowly until lots are paved.
- Benefit of a paved lot is the ability to paint stripes for parking, and reducing the chance of stone chips.
- If possible, parking stall spacing should be striped a minimum of 12 feet apart to allow doors to open fully without contacting adjacent cars or objects.
- Maintain adequate space between vehicles to minimize the potential for lot damage (A 30" distance between the side of the vehicle and other objects, and 8" space for the bumpers is suggested as minimums.)
- In addition to following the minimum spacing, allow full opening of door without contacting other vehicles.
- If PDI is conducted upon arrival and the vehicle placed in storage, do not remove the mutilation protection such as door edge guards and clear or white paint protection.
- Mutilation protection will provide protection for 6 months from the date of manufacture, while the vehicle is in storage.
- Make it a habit to park all vehicles the same way to assure consistent, ample spacing between vehicles to minimize vehicle damage.
- For example, park with all left tires on the left parking stall stripe.

g. Display Lots

- Storage, in this section, refers to those vehicles that are displayed inventory (in the view of customers).

- While lot lines are not suggested in display areas (to allow for flexibility in creating an attractive display), it is even more important to pay attention to spacing minimums, and to use common sense in distance between vehicles and obstacles (such as light poles and fences).
- Provide a minimum of 30 inches of spacing between vehicle doors and 8 inches between bumpers, when parking.
- This will minimize scratches and dents caused by workers and customers walking or squeezing around the vehicles and opening doors.
- In addition to following the minimum spacing, allow full opening of door without contacting other vehicles.

Pre-Delivery Service on Vehicles Shipped to Specialty Vehicle Manufacturer Agreement Holders

- Dealer is responsible for insuring pre-delivery service is completed on special body vehicles originally shipped to specialty vehicle manufacturer agreement holders. The following policies apply:
- Pre-delivery service may be performed by the ship-to or selling Dealer. It is the responsibility of the ordering Dealer (SVM) to learn where and by whom the pre-delivery service will be performed. If there is any question, contact your service contact representative.
- Pre-delivery inspection service is to be performed in accordance with the PDI policies outlined in Articles 3.1.1 through 3.1.3.

Exhibit 1 Special note regarding dual rear wheel cutaways from Wentzville:

When cutaway chassis are received with outer rear wheels strapped to the vehicle frame:

- Document condition on delivery receipt with appropriate codes
- Have GM dealer re-install and index rear wheels
- Have GM dealer submit invoices (VIN specific) to apayableemail@jackcooper.com
- For other trucking companies: Get directions for reimbursement from
Transportation Claims
Kathryn.Moynihan@gm.com
586-246-4918

APPENDIX B

Disclosure

Service Policies and Procedures Manual

<http://www.gmfleet.com/fleet-tools.html>

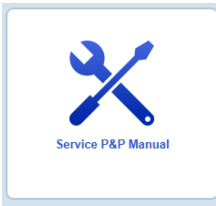
In the Service box, select *Policies & Procedures Manual*

Policies, Procedures & Guides
Please click on the title to link to the appropriate manual.

Service Policies and Procedures Manual

Link directly to this website <http://gmdealerdocs.com/login/1df3450aacc02c0950b38d87685a0b41>

Service Policies and Procedures Manual



Disclosure of Vehicle Modification, Use or Sale of Non-General Motors Parts and Accessories and Sale of Non-General Motors Service Contracts

Dealer Sales and Service Agreement Reference, Article 5. 1.1

"If dealer modifies or sells a modified new motor vehicle, or installs any equipment, accessory, recycled part or part not supplied by General Motors, or sells any non-General Motors service contract for a motor vehicle, dealer will disclose this fact on the purchase order and bill of sale, indicating that the modification, equipment, accessory or part is not warranted by General Motors or, in the case of a service contract, the coverage is not provided by General Motors or an affiliate."

Service Agent is to indicate to the customer any modifications made, or parts and/or accessories installed on the vehicle that are not marketed by, or authorized by, GM, in writing.

a. Purpose of Disclosure Requirements

It is the intent of the Service Agent Sales and Service Agreement provisions to ensure that customers who purchase the following are fully informed when any or all are not supplied, authorized, marketed or warranted by GM:

- Vehicle Options and Modifications
- Parts and Accessories used in Servicing
- Over-the-Counter Parts and Accessories
- Service Contracts

To comply with these obligations, Service Agent can reproduce locally the form provided in this section, or one of their own design, to properly disclose any of the above situations. The disclosure should be kept in the customer file.

NOTE - Non GM sheet metals do not need to be disclosed on the form, but must still be identified as non-GM parts on the Job Card.

In those cases where the vehicle modifications and non-GM parts and accessories are warranted by the installer or manufacturer, it is recommended that a copy of the warranty be presented to the customer with the invoice or Job Card.

Refer to Article 1.3.5 of the Parts & Accessories Policies and Procedures Manual for additional information on use of non-GM Parts in making warranty repairs.

Disclosure of In-Transit Damage and Vehicle Theft

When a vehicle is damaged in-transit to the Service Agent's designated delivery point, the Service Agent's sales personnel must inform customers of the damage sustained and repairs performed on the vehicle they are proposing to purchase. Also, when a vehicle is stolen from Service Agent facility and subsequently recovered, the Service Agent's sales personnel must inform customers of the vehicle's status as a recovered stolen vehicle. This would include but is not limited to such repairs as body and paint repairs (except perhaps insignificant scratches and dents), sheet metal, trim replacements and other types of damage repairs. Apart from the fact that good customer relations could suffer if the prior theft or the repaired damage was later to become an issue, laws explicitly mandate such disclosure. In addition, general consumer deception statutes may be construed to require disclosure.

Some form of written acknowledgment from the customer is the best means of ensuring against future disagreements concerning the fact or scope of disclosure. An example form for Service Agents in the State of New York and a form for Service Agents in other states is shown at the end of this section.

Because of the variance in disclosure requirements among state laws, legal advice should be obtained concerning those requirements, the proper form of disclosure (if necessary) for the area, and when the use of an acknowledgment form is desirable.

Disclosure of Warranty Repairs Prior to Delivery

Some state laws may require disclosure of repairs performed prior to delivery. Therefore, some form of written acknowledgment from the customer is a good means of ensuring against future disputes concerning repairs performed prior to delivery. Because state laws vary, you should seek legal advice regarding any applicable disclosure requirements in your area, including when such disclosure is required, the appropriate manner of any required disclosure, and when it is advisable to use an acknowledgment form. (Refer to [Article 3.1.1](#) of the Transportation, Vehicle Storage and PDI Policy Manual for details on warranty repairs prior to delivery.)

Disclosure of warranty repairs also applies to dealer trades, copies of job cards should accompany vehicles during the dealer trade process. Also dealerships should use Global Connect to IVH or the dashboard in Service Workbench to check for prior repairs.

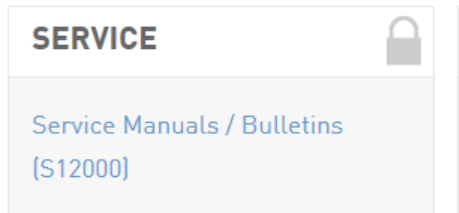
Disclosure of Warranty Status to Purchasers of Service Agent Demonstrators, Special Event or Company-Used Vehicles

GM requires Service Agent to disclose to purchasers of Service Agent demonstrator, special event and GM previously used company vehicles the remaining unused portion of the New Vehicle Limited Warranty. The most effective means for disclosing is to clearly write on the sales invoice the amount of remaining warranty time and mileage.

APPENDIX C FIELD PRODUCT REPORTS

To report quality or other issues observed on your vehicles to the GM VAN Brand Quality team, use the “Field Product Report” process. Instructions are available through gmfleet.com, Service Manuals/Bulletins (SI2000).

<http://www.gmfleet.com/fleet-tools.html>



Select Model Year, Make, and Model – Select Next










To view a publication, enter a VIN or select year, make and model, then click 'Next'.

VIN: Note: All VIN are 17 characters in length

Year: 2015 Make: Chevrolet Model: Express Next>> Reset

Select other options:

-  [See the newest bulletins, campaigns and preliminary information in New Bulletins](#)
-  [Find a document by its ID, bulletin or campaign # in Number Search](#)
-  [Find bulletins, campaigns and preliminary information by Year Range + Model + Keyword](#)
-  [Select and view a Unit Repair, Specialty Publication, or Transmission Technical Guide](#)
-  [Select and view a User Guide](#)
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-  [Help](#)

*****URGENT***:** Please click [here](#) to read about the keyword search anomaly.

Note: If entering a VIN does not produce a match to service publications, select the vehicle from the year, make, model dropdown menu.

Click [here](#) to view TechLink.

Select Service Manual/Bulletins

GM Service Information

Select a vehicle publication to view:

Service Manual/Bulletins

[Express, Savana Service Manual \(7526563\)](#)

Labor Time Guide

[G/H Van GLC](#)

Owner Manual

- [Canadian Cutaway Chassis Limited Warranty and Owner Assistance Information \(GMNA-Localizing-Canada-7707499\)](#)
- [Canadian Limited Warranty and Owner Assistance Information \(GMNA-Localizing-Canada-7639766\)](#)
- [Chevrolet Cutaway Chassis Limited Warranty and Owner Assistance Information \(GMNA Localizing-U.S.-7707497\)](#)
- [Chevrolet Express Owner Manual \(GMNA-Localizing-U.S./Canada/Mexico-7707481\)](#)
- [Chevrolet Limited Warranty and Owner Assistance Information \(GMNA-Localizing-U.S.-7639767\)](#)
- [Chevrolet/GMC Duramax Diesel Supplement \(GMNA Localizing-U.S./Canada-7132827\)](#)
- [Chevrolet/GMC Express/Savana Navigation System \(GMNA-Localizing-U.S./Canada-7639741\)](#)
- [Chevrolet/GMC Passenger Car Limited Warranty \(GMNA-Localizing-Puerto Rico-7639755\)](#)
- [Express Navigation System \(GMNA-Localizing-Mexico-8018345\)](#)
- [Express/Savana CNG Compressed Natural Gas Supplement \(GMNA-Localizing-U.S./Canada-7707479\)](#)
- [Express/Savana LPG Liquefied Petroleum Gas Supplement \(GMNA-Localizing-U.S./Canada-7707480\)](#)

Pre-Delivery Inspection Form

[2015 Express](#)

Search –

You can use drop down boxes to narrow search and an advance search is available.

GM Service Information

2015 Chevrolet Express | Express, Savana Service Manual 7526563

Basic Search [Advanced Search](#)

Search titles matching all of these keywords : product report

[RPO Code List](#) [Maintenance Items](#) [Diagnostic Starting Point](#) [Diagnostic Trouble Code List](#) [Symptom List](#)

Select a Service Category Type:

GM Service Information

2015 Chevrolet Express | Express, Savana Service Manual 7526563 | Search Results

Basic Search [Advanced Search](#)

Search titles matching all of these keywords : PRODUCT REPORT

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Bulletins, Campaigns or Preliminary Information

- [#02-00-89-0020: Information for Dealers/Technicians on When and How to Submit a Field Product Report \(FPR\) \(U.S. Dealers Only\) - \(Jun 22, 2015\)](#)
- [#07-00-89-036G: Enhancing Field Product Reports with Digital Pictures - \(Sep 17, 2014\)](#)
- [#10-00-89-006E: Information for Dealers on How to Submit a Product Information Report \(PIR\) \(Canada Only\) - \(Sep 16, 2014\)](#)



#02-00-89-002O: Information for Dealers/Technicians on When and How to Submit a Field Product Report (FPR) (U.S. Dealers Only) - (Jun 22, 2015)

Subject: Information for Dealers/Technicians on When and How to Submit a Field Product Report (FPR) (U.S. Dealers Only)

Models: 2016 and Prior GM Passenger Cars and Trucks

Attention: Canadian dealers should refer to the latest version of Corporate Bulletin Number 10-00-89-006.



This Bulletin has been revised to add the 2016 Model Year. Please discard Corporate Bulletin Number 02-00-89-002N.

Dealers/Technicians play a key role in reporting product issues via Field Product Reporting. The timeliness and detailed information in these reports proves to be extremely important to the product problem resolution process. This bulletin will offer information on when and how to submit a Field Product Report.

[Submitting a Product Report](#)

Field Product Reports are an important tool that help us collectively identify and quickly address emerging issues on our vehicles, particularly during the launch of new programs.

A good rule of thumb when considering when to submit a report is whether it meets the “3 Critical Points” below:

Use the “Critical Points” listed below (as a guide) of when to submit a report:

Critical Product Concern: Safety, no start, walk-home condition.

Critical Timing: Safety Concern; Vehicle in dealership; Concerning plant build condition.

Critical Information: Safety concerns, vehicle currently at dealership with issue present, assembly plant build issues.

In addition to the examples of critical conditions noted above, field product reports can also be helpful for communicating:

- Wire harness routing causing damage (Critical information communicated with photos)
- Emerging conditions that have required repetitive repairs with no apparent service bulletin or PI (Critical Product Concern)
- Significant issues not typically submitted as a warranty claim (Critical Product Concern or Critical Information)
 - Vehicle operating normally but condition unacceptable to the customer
 - Critical issues found during PDI or with GM Accessories

Service Information (SI) Feedback, *not* Field Product Reports, should be submitted for the following:

- Issues with Service Information (SI) repair information
- Issues with the Technical Service or Preliminary Information Bulletin

- Issues with the Labor Time Guide

Important: Be clear, accurate, professional and as descriptive as necessary to help others fully understand the issue.

[New Field Product Report app](#)

GM is now providing a New Field Product Reporting app titled “GM Field Product Reporter” that makes creating and submitting reports easier and faster.

This new app is free and available for use on Apple® and Android™ operating devices. Although optimized for phone use, the app can be used on tablets as well. The new app can be found and downloaded from the Google Play™ Store (Android) and App Store (Apple). Please note that with the large variety of phones and operating systems, not all functionality will appear/operate the same on all devices.

To utilize the new app:

1. Download the app on your device.
2. Open the app.
3. Login to the app by using your global connect ID and password.
4. Enter the user profile information (Note: You will only be asked for the user profile information upon initial log-in. User profile information can be changed at any time by going to the user profile screen available from the main menu).
5. You are now ready to being using the app.

Other tips and notes:

- You can take up to 6 photos and up to 30 seconds of video (includes audio).
- Fields highlighted on the app with a red asterisk are required.
- The Full VIN or last 8 of the VIN can be used (VIN confirmation and/or lookup from last 8 will occur on final step prior to submission of report).
 - Once you select “Review/Email,” you will be given a vehicle choice if last 8 digits of VIN were given and if more than 1 vehicle shares the last 8 VIN digits.
- After selecting “Review/Email” you will be presented with a choice as to which mail function to utilize to send the report (i.e. GMAIL) You must make a selection from the choices.
 - Once you have made a selection, you will be taken to a screen that shows a preview of the report. From this window, you *must* select the send icon from the screen (i.e. do not use your phone’s menu, back button, etc. as this will not send the report). The only way to send the report is to use the send icon from the touch screen. Note: This icon will vary depending on the type of phone (i.e. it may be an arrow, a mail icon with an arrow underneath, etc).
- When sending, a report, all photos and videos will be deleted from the device. If you wish to save a copy of your report or send to additional addresses, these addresses can be added at the “TO:” line on the top of the review screen.

Steps to complete Field Product Report:

1. Dealership employee sees an issue with a GM product and would like to submit a Product Report.
2. Employee opens the application and logs in using their Global Connect ID.

3. Employee enters the last 8 digits of VIN (or full VIN), Odometer, and Condition (as mandatory fields).
Note: VIN confirmation and/or lookup from last 8 will occur on final step prior to submission of report.
4. Has the ability to enter additional information (Cause, Correction, RO#, TAC Case#, Part#).
5. Has the ability to add photo(s) or a video to help describe the issue.
6. Employee then taps “Review/Email” to send information to *electronicproductreport@gm.com*.
7. Employee sees confirmation of successful submission.

PRODUCT REPORT

- VIN (last 8 lookup or full VIN - mandatory)
- Odometer (numbers - mandatory)
- Condition (text field - mandatory)
- Cause (text field)
- Correction (text field)

More Information expanded section

- Job Card # (text field)
- TAC Case # (text field)
- Part # (numbers - provide scan here)
- Photo (max number = 6)
- Video (max duration = 30 Seconds)
- Review/Email (send to email with confirmation; potentially also copy sender’s email)
- Clear (clear current Product Report with confirmation)

Even though we are providing a new method to submit field product reports, they can still be submitted electronically via email.

E-mail Field Product Report

- Fill out the form located on GM GlobalConnect – Service Workbench – Service Forms.
- E-mail the form to electronicproductreport@gm.com. Include any photos, videos or sound files.
- For photo advice, please refer to the latest version of Corporate Bulletin Number 07-00-89-036.

Field Product Report – Form (U.S.)

Field product reports should be e-mailed with following information. The form is also available on the GlobalConnect, Service Tab, Service Forms page.

Field Product Report

VIN (All 17 Digits)

Mileage:

Condition:

Cause:

Correction:

Dealer BAC Code:

Dealer Name:

Dealer Address:

Dealer Contact Name:

Dealer E-mail Address:

Repair Order Number:

If Available — TAC Case#:

If Available — Part Number:

Digital Photos Available: _____ Yes _____ No

Parts Available: _____ Yes _____ No

E-mail All Product Reports to: *electronicproductreport@gm.com*

**** Include Photos, Videos or Sound if Applicable ****

It is recommended that dealers make copies of the form above and supply all the information before submitting the report.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job



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properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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