



Service Bulletin

WARRANTY ADMINISTRATION

Subject: Light and Medium Duty Truck Warranty, Crossline Warranty Eligibility and Guidelines for Chevrolet / GMC Dealers

Models: 2009 and Prior Chevrolet Light and Medium Duty (MD) Trucks
2009 and Prior GMC Light and Medium Duty (MD) Trucks

This Bulletin has been revised due to the Medium Duty Service Only agreement ending October 31, 2015. Please discard Corporate Bulletin Number 02-00-89-007B.

Important: This service bulletin is not applicable to 'GM of Canada' dealers. 'GM of Canada' dealers should refer to the most current Home Office Letter regarding crossline warranty policies.

Important: The servicing dealer must have the proper training, tools and equipment to perform service.

The purpose of this bulletin is to clarify vehicle and parts warranty eligibility including Recalls and guidelines for all light and medium duty trucks, including GMC TopKick and Chevrolet Kodiak trucks (C4500–8500).

If the dealer is eligible to provide crossline warranty, one of the following guidelines must apply:

- The customer is significantly inconvenienced and requires warranty service.
- The vehicle was sold used by the servicing dealer, regardless of the dealer's new vehicle franchise.
- Any commercial light duty truck may obtain warranty service at either a Chevrolet or GMC light duty commercial dealer.
- Any medium duty truck may obtain warranty service at either a Chevrolet or GMC dealer.

Crossline warranty can be provided between Chevrolet and GMC dealers who have the appropriate light and/or medium duty franchise.

Light duty only dealers can now perform crossline warranty on medium duty 2009 and prior, C4500-C8500 and T-Series.

Important: The primary crossline rule for both Chevrolet and GMC light has changed since there are no longer any Medium Duty Service Only Authorized Providers. All Chevrolet and GMC dealers can perform warranty, parts warranties and recalls if they have the proper facilities, tools and training.

The following summarizes the crossline warranty eligibility on GMC and Chevrolet truck dealers by product.

Chevrolet Light Duty Dealer	All Chevrolet/GMC personal and commercial light duty trucks, Chevrolet/GMC C3500 HD and Chevrolet/GMC C4500–C8500 Kodiak and TopKick vehicles.
Chevrolet Light and Medium Duty Dealer	All Chevrolet/GMC personal and commercial light duty trucks, Chevrolet/GMC C3500 HD and Chevrolet/GMC C4500–C8500 Kodiak/TopKick T-Series vehicles.
GMC Light Duty Dealer	All Chevrolet/GMC personal and commercial light duty trucks, Chevrolet/GMC C3500 HD and Chevrolet/GMC C4500–C8500 Kodiak and TopKick vehicles.

GMC Light and Medium Duty Dealer	All Chevrolet/GMC personal and commercial light duty trucks, Chevrolet/GMC C3500 HD and Chevrolet/GMC C4500–C8500 Kodiak and TopKick and T-Series vehicles.
GMC Medium Duty ONLY Dealer	GMC/Chevrolet C3500 HD, Chevrolet C4500–8500 TopKick vehicles, GMC/Chevrolet T-Series.

Unique Warranty Coverage for Select Components on Light and Medium Duty Vehicles

CAT® (Caterpillar®) Engines	Covered directly by Caterpillar®.
Allison® Automatic Transmissions	The 1000 Series transmission can be serviced by both Chevrolet and GMC light duty dealers when installed in a HD 2500 or 3500. Crossline repairs are also allowed on these vehicles. The 1000–3000 series transmissions installed in C4500–8500 trucks can only be serviced by franchised Allison® transmission dealers. Without the Allison® franchise, neither light or medium duty dealers can perform warranty repairs on these transmissions in the C4500–8500 series.
Duramax™ Diesel Engines	Light duty Chevrolet and GMC dealers can perform warranty repairs on the 6.6L diesel installed in any light duty vehicle and the C4500-C5500 model series.
GM Gasoline Fueled Engines	Light duty dealers can provide warranty repairs on all gas engines installed in light duty vehicles and the C4500-C8500 model series. Medium duty Chevrolet and GMC dealers can provide warranty repairs on all gas engines installed in C4500-C8500 series vehicles.
Isuzu Engines (6H)	Covered directly by Isuzu.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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