

GM CUSTOMER CARE AND AFTERSALES
DCS4227
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 27, 2016

Subject: Sales Incentive Process for Vehicles in Dealer Inventory with Open or Pending Product Field Actions

To: All General Motors Dealers

The purpose of this message is to provide dealers with current information regarding the application of sales incentives to vehicles in dealer inventory with open or pending product field actions.

The attached document provides step-by-step instructions that dealers should follow to expedite sales incentive application. Note that incentives for new vehicle sales are blocked until all required safety, noncompliance and emission field action repairs have been completed.

If you have any questions about this information, please contact the GM Dealer Business Center.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Sales Incentive Process for Vehicles in Dealer Inventory with Open or Pending Product Field Actions

Incentive Look Up

1. The dealer checks the Vehicle Identification Number (VIN) on the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system to determine if the vehicle has any open or pending product field actions prior to any test drives or demonstration to the prospective customer.
2. The field action repair order/job card must be completed on or before the date the dealer is intending to sell the vehicle.
3. The Vehicle Incentive Lookup (VIL) Tool blocks visibility of new vehicle incentives until all open or pending safety, noncompliance and/or emission field action repairs have been completed.
 - a. If field action repairs have been completed but IVH still shows an open field action, dealers can contact the Dealer Business Center (DBC) Open Recall Line with the repair order/job card number and the DBC agent will provide the available incentive information and email the screenshot of the incentives available. ***Please note that the DBC agent cannot unblock the dealer's view in the VIL Tool.***

Delivery of Vehicle in Order Workbench (OWB)

1. It is GM policy that no vehicle is delivered to a customer with an open or pending product field action, however, if all required repairs have been completed, a delivery may be entered in OWB regardless of whether the field action has closed in IVH.
2. Incentive application can be performed once the field action has been closed in IVH.
3. The Pre-Delivery Inspection (PDI) allowance will NOT be debited as long as the field action repair order/job card is dated on or before the vehicle's delivery date.

Application of Incentives in OWB

1. Incentive application can be performed once the product field action has been closed in IVH with a paid warranty transaction.
 - a. Warranty transactions submitted, accepted and paid live via GWM or using a Dealer Management System (DMS) in "attended/interactive" mode prior to 4:59 PM EST will close the field action in IVH by 6:00 PM EST the same evening.
 - b. Warranty transactions submitted in "batch" mode and paid will close the field action in IVH by 8:00 AM EST the following morning.
2. Incentive application cannot be performed until the field action has been "closed" in IVH. **Please note that the DBC cannot unblock the incentive application for the dealer.**

Out of Service Process for Courtesy Transportation Program (CTP) Vehicles through OWB

1. The OUT function to remove a vehicle from courtesy transportation service is an incentive application and, therefore, cannot be performed until the product field action has been "closed" in IVH. **Please note that the DBC cannot unblock the OUT application for the dealer.**
2. It is a best practice to check CTP vehicles weekly to ensure all open field actions are completed as soon as possible in order to prevent an end-of-month situation where an OUT cannot be reported due to an open field action.

Application of Incentives for Product Field Actions Announced AFTER Vehicle Sale

1. If a product field action is announced after the sale of a vehicle and incentive application has not been made, the DBC can assist with applying for eligible incentives on the dealer's behalf.
2. Every attempt should be made to complete the field action and apply for incentives using the usual application process.
3. If the customer has moved out of the area or refuses to come in for the field action repair, the dealer can contact the DBC for instructions on required documentation. If the documentation supports the claim that the field action was announced after the vehicle sale, the DBC will apply for eligible incentives on behalf of the dealer.