



Service Bulletin

Bulletin No.: 16-NA-119

Date: May, 2019

WARRANTY ADMINISTRATION

Subject: Servicing Vehicles from Canada (U.S. Dealers Only)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Trucks	2019 and Prior					
Cadillac							
Chevrolet							
GMC							

This bulletin will cover GM's policy on performing GM covered vehicle services and maintenance on vehicles originating/sold in Canada. These policies do not negate the policies established by GM regarding the sale, resale and import/export of GM vehicles, including those listed in the Dealer Sales and Service Agreement.

When servicing GM vehicles built for and sold in Canada, Service Agents first must determine if an effective repair can be performed following the Service Agent requirements listed in Article 1.2 of the GM Service Policies and Procedures Manual.

Service Agents must also verify the vehicle is eligible for the services to be performed by reviewing VIN information in Investigate Vehicle History (IVH). The Vehicle Summary Page will display any active warranties, open Recalls/Field Actions and Special Coverages applicable to that vehicle. Verify that there are no Branded Titles or Warranty Blocks that may restrict you from performing the requested service. If there is evidence that the odometer has been disconnected or altered, or the correct mileage cannot be determined, the warranty on the vehicle may be blocked. Report any instances of odometer tampering to the Dealer Business Center. Vehicles that display evidence of being salvaged/rebuilt that are not branded in IVH should be reported to the Dealer Business Center or your Field Warranty Manager.

Canadian Customers Touring the U.S. Requiring Vehicle Repairs

For the safety and convenience of our GM customers, Service Agents are permitted to perform vehicle warranty repairs for Canadian customers touring in the United States. Service Agents must follow all guidelines listed in the Service Policies and Procedures Manual / General Information section (Article 1.2).

In addition to the IVH requirements set forth above, Service Agents should verify eligibility to service a touring customer's vehicle by verifying the customer's residency and proof of ownership (driver's license and vehicle registration). This information must be attached to the job card. It is also important to check previous odometer readings and vehicle delivery information on IVH to ensure the customer is a tourist and did not relocate across the border.

Canadian Vehicles Operating in the U.S.

Service Agents are permitted to perform vehicle warranty repairs and covered maintenance on non-touring GM vehicles that originated in Canada only after the following requirements are met:

- **The odometer display must first be converted from Kilometers (KM) to Miles (MI).** Many vehicles are built with the technology to automatically convert from KM to MI display at the touch of a button. If a vehicle's technology does not permit this conversion, the vehicle's equipment must be converted prior to servicing. Service Agents converting speedometers on customer owned or dealer owned inventory must use an authorized Electronic Service Center (ESC) to convert the component. Please refer to the GM Service Policies and Procedures Manual for a list of authorized ESC locations. No portion of this service (parts/labor/other) may be submitted to GM by the dealer for reimbursement. Any warranty/maintenance transaction submitted by a Service Agent for a vehicle that originated from Canada that has not had the odometer converted will be rejected.

- **Investigate Vehicle History (IVH) must be updated to convert Applicable Warranties and future Transaction History from KM to MI.** Authorized Electronic Service Centers (ESCs) who convert a GM vehicle speedometer from KM to MI will provide the appropriate information to GM to update IVH. When servicing a vehicle where IVH has not been updated but the odometer has been converted (ie: vehicles that allow for automatic conversion), Service Agents must submit a ZSET transaction as outlined below to update IVH. This transaction must be submitted prior to or at the time of the first service.
- **Service Agent Pre-Owned Inventory:** Per Article 3.2.4 in the Service Policies and Procedures Manual / General Information section, proper Service Management authorization is required prior to repair on a Service-Agent owned vehicle. Speedometer conversion must be performed and IVH must be updated as outlined in this bulletin.
- **Note:** Any reconfigurations that are required (i.e. French OnStar to English) or vehicle conversions that are required to meet Federal or local motor vehicle standards will be the at the customer’s expense.

The above requirements apply to warranty repairs and covered maintenance. **Required Field Actions (Recalls)** may be performed regardless of vehicle speedometer and IVH conversion. Service Agents should offer and encourage speedometer conversions, however, completion of a Required Field Action must not be denied if the customer is unwilling or unable to have this service performed. Transactions for Required Field Actions completed on vehicles that have not been converted to miles should be submitted in the kilometers displayed.

Updating Investigate Vehicle History (IVH) to Display Converted Odometer Reading in “Miles”

When servicing a vehicle that has had the speedometer converted from KM to MI, but IVH has not been updated to display Applicable Warranties in miles (MI), Service Agents must submit a transaction as outlined below prior to or at the time of the first service. Subsequent transactions will not be accepted if IVH has not been updated.

Transaction Type	Labor Operation	Odometer	Parts, Net, Labor	Complaint Code / Cause Code	Foreign Tourist VIN Indicator
ZSET	0620018	Current Miles (MI)	N/A (\$0)	Leave blank. Not required fields.	DO NOT select this indicator*

**Although the Foreign Tourist indicator should not be selected for this ZSET transaction, it must be selected for any other warranty transaction (see below section for “Submitting transactions on vehicles originating in Canada”).*

If you are unable to successfully process the IVH conversion by submitting the ZSET transaction, please contact the Dealer Business Center at 1-888-414-6322 for assistance.

Changing KM to MI displays on IVH does not change the Applicable Warranties nor the terms of the warranties.

Below is an example of the Applicable Warranties section of IVH where a VIN was converted, now displaying the Effective Odometer and End Odometer readings in miles (MI). As you can see, the Canada 2yr Scheduled LOF Maintenance warranty still applies and U.S. Service Agents may provide remaining maintenance services covered under this program. See below for more details regarding New Vehicle Maintenance Program Services.

Applicable Warranties						
Valid warranties are highlighted						
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	02/26/2016	05/22/2015	10 MI	05/22/2021	100,010 MI
	Emission Select Component Ltd Wty	02/26/2016	05/22/2015	10 MI	05/22/2023	80,010 MI
	Powertrain Limited Warranty	02/26/2016	05/22/2015	10 MI	05/22/2020	100,010 MI
	New Vehicle Limited Warranty	02/26/2016	05/22/2015	10 MI	05/22/2018	36,010 MI
	Canada 2yr Scheduled LOF Maintenance	02/26/2016	05/22/2015	10 MI	05/22/2017	24,010 MI

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Note: Speedometer conversion and IVH display conversion does not fully satisfy vehicle importation, certification and titling/registration requirements. Please refer to Federal and local regulations, including those set by the NHTSA and FMVSS, for further information.

New Vehicle Maintenance Program Service

Service Agents are permitted to perform maintenance services requested by the customer that are covered under the New Vehicle Maintenance programs after the above requirements are met.

If IVH displays an active Maintenance Program in the Applicable Warranties section, the vehicle is eligible to be serviced in the U.S. Follow all program rules applicable to the U.S. Maintenance Programs, submitting transactions for covered maintenance service(s) on eligible Canadian VINs as they normally would for a U.S. vehicle.

Important: Prior to performing the service, Service Agents should insure that the vehicle has not received the maximum number of maintenance events allowed per divisional program guidelines.

Submitting Transactions on Vehicles Originating in Canada

Service Agents must select the Foreign Tourist VIN indicator when submitting the transaction. This applies to ALL warranty repairs, recalls, special coverage and maintenance services regardless if the odometer has been converted or IVH has been converted.

Job Card Header * Required Fields

Transaction Type: *

Job Card Number: *

VIN: *

Odometer: *

Service Advisor Number: *

Job Card Open Date: *

Reference Number:

VIN not on File → Foreign Tourist VIN

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Support

For any questions regarding this policy, Service Agents in the United States should contact the Dealer Business Center (DBC) at 1-888-414-6322.

Version	4
Modified	<p>May 2, 2016 – Clarified policies applicable to servicing Canadian vehicles.</p> <p>August 12, 2016 – Clarified Foreign Tourist VIN Indicator.</p> <p>May 08, 2019 – Added the 2018-2019 Model Years, changed local GM representative to Field Warranty Manager in 3rd paragraph and updated information under Canadian Vehicles Operating in the U.S.</p>

