



Service Bulletin

Bulletin No.: 15-00-89-002B

Date: July, 2020

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Transportation Claim Submission Requirements

Models: 2020 and Prior GM Passenger Cars and Trucks (includes Medium Duty)

This bulletin has been revised to add the 2020 Model Year, remove Condition/Concern title and update wording of transportation damage repair claim. Please discard Corporate Bulletin Number 15-00-89-002A.

All transportation damage repair claims with a repair cost of **\$500.00** or greater are required to be submitted to Global Warranty (GWM) with the accounting copy of the job card or sublet repair order and the supporting photographs listed below.

This is in addition to the requirement of the Delivery Receipt and Letter of Notification (if applicable) being uploaded into Global Warranty at the time of submission. Following these requirements will improve the speed of claim payment to the Service Agent.

Note: Please reference the Transportation, Vehicle Storage and PDI Policy Manual for specific transportation damage information.

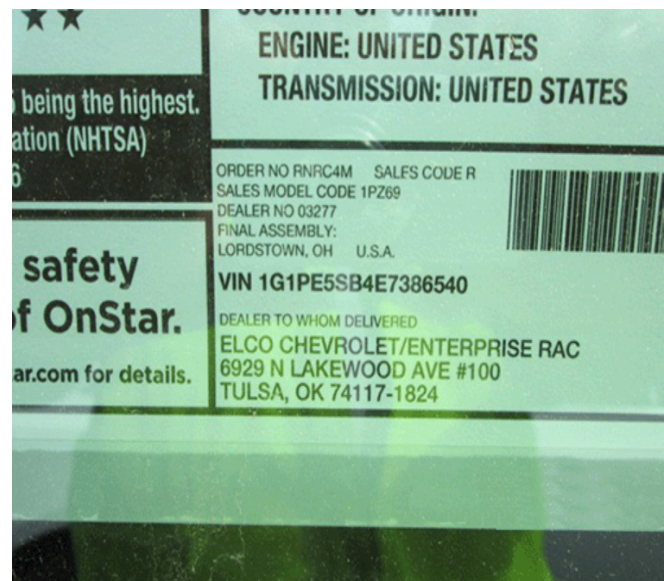
Instructions

Transaction Attachments Required in addition to Delivery Receipt and Letter of Notification (if applicable) for repairs \$500 or greater.

- A copy of the actual job card or sublet repair order.

Note: The job card/sublet bill must include all repair details and associated dollars involved with each repair (i.e. the accounting copy).

- Three supporting photographs



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1. Photo of VIN (Vehicle Identification Number) from window sticker or vehicle VIN tag.



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2. 3/4 shot (i.e. front to rear) to identify the vehicle and general damage location. Please submit only clear photos reflecting damages being claimed.



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3. Close-up shot of damage. Include a measurement device (ruler) in the photo to reference the size of the damage.

How to Upload Attachments in the Global Warranty System:



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1. At the bottom of the Transaction Detail page, click on "ADD ATTACHMENT" when submitting the transportation transaction.



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2. Click on "Browse" and locate the file from your hard drive that you wish to attach.

Note: Attachments must be less than 5 MB each.

3. Click on "SUBMIT" to add the attachment to the transaction.
4. Repeat the steps to add each attachment separately.

