



Service Bulletin

Bulletin No.: 17-NA-073

Date: March, 2024

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Field Action Courtesy Transportation Policy (U.S. and Canada Only)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
All	GM Passenger Cars and Trucks	2024 and Prior		—	—	—	—

Involved Region or Country	United States and Canada
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Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Field Action Courtesy Transportation Policy

General Motors would like to clarify and ensure the understanding of our Courtesy Transportation policy in regard to customer eligibility with respect to Field Actions.

For Vehicles under Standard Warranty or the Limited Powertrain Warranty, Courtesy Transportation is available to be reimbursed by GM if one of the following conditions are met:

- The vehicle is within the Bumper-to-Bumper warranty (Canada Base Warranty coverage),
- OR**
- The involved component is currently covered under the terms of the Limited Powertrain Warranty.

For Vehicles beyond Standard Warranty or the Limited Powertrain Warranty, Courtesy transportation is available to be reimbursed by GM if:

- The Field Action Bulletin specifically includes provisions for courtesy transportation beyond the Warranty Coverage period (in this situation, the procedure in the applicable bulletin should be followed),
- OR**
- Dealers receive pre-approval via the Dealer Aftersales Empowerment portal in GlobalConnect, or in Canada, pre-approval via their District Service Manager (DSM). Approval is granted on a case-by-case basis under qualifying circumstances.

At any time, a dealer can within their own discretion provide courtesy transportation without reimbursement from GM.

Version Information

Version	5
Modified	<p>Released March 15, 2017</p> <p>Revised February 15, 2019 – Added Model Year 2019 vehicles and changed District Manager of Aftersales/District Manager Combined (DMA/DMC) to Field Warranty Manager.</p> <p>Revised September 18, 2019 – Added the 2020 Model Year and removed the statement: This policy is also applicable to Saab branded vehicles included in Field Actions administered by General Motors.</p> <p>Revised February 21, 2023 – Added U.S. and Canada Only to Subject, 2021–2023 Model Years, an Involved Region or Country table and updated the text in the last bulleted item.</p> <p>Revised March 01, 2024 – Added the 2024 Model Year.</p>

