



# Service Bulletin

File in Section: 03 - Suspension

Bulletin No.: 01-03-10-003K

Date: September, 2013

## WARRANTY ADMINISTRATION

**Subject:** GM of Canada New Vehicle Limited Warranty Tire Program and Global Warranty Management (GWM) Submission Information

**Models:** 2006-2014 GM Cars and Light Duty Trucks

**Attention:** "U.S." and "IPC" dealers are not authorized to utilize this service bulletin. This service bulletin is applicable to "GM of Canada" dealers only. U.S. dealers should refer to the latest version of Corporate Bulletin Number 00-03-10-003.

This bulletin has been revised to add the 2014 model year and provide the new Global Labor Codes for each tire manufacturer. Please discard Corporate Bulletin Number 01-03-10-003J.

### The GM New Vehicle Tire Warranty

#### 2011-2014 Model Year Vehicles

The tires supplied with your vehicle are covered by General Motors against defects in material or workmanship under the New Vehicle Limited Warranty coverage. For vehicles within the new car New Vehicle Limited Warranty coverage, defective tires will be replaced on a pro-rata adjustment basis according to the following kilometre-based schedule:

- **0 - 20,000 kilometres:** 100% of the replacement tire value is covered by GM
- **20,001 - 60,000 kilometres:** A sliding scale system starting with 67% coverage at 20,001 kilometres, proportionately falling (1.18% per 1,000 kilometres rounded to the nearest tenths of a percent) up to 60,000 kilometres. (A chart is provided below to assist in computing the pro-rated value.)
- **60,001 - 80,000 kilometres:** Buick and Cadillac models only – continue beyond 60,000 kilometres with 20% coverage for the remainder of the 4 year/80,000 kilometre New Vehicle Limited Warranty.

This proration is based solely on kilometrage. Tread depth measurements are not required for transaction submission.

**Notice:** Regardless of accumulated kilometres, the GM tire warranty expires with the time limits of the new vehicle limited warranty. For Chevrolet and GMC models, coverage is 3 years/60,000 kilometres, or 4 years/80,000 kilometres for Buick and Cadillac models. After your New Vehicle Limited Warranty expires, you may still have pro-rated warranty coverage on your original equipment tires by the tire manufacturer. Contact your GM dealer or the tire manufacturer of the brand of tires on your vehicle for

more information. A list of current tire manufacturer's websites and toll-free customer assistance numbers appears at the end of this bulletin.

**Note:** The proration schedule below applies to the price of the tires only. GM will cover 100% of the cost to mount and balance the tires replaced under warranty for the full New Vehicle Limited Warranty period. This prorated amount of the tire only will be submitted as "Customer Participation" on the transaction submission screen of Global Warranty Management.

**Note:** The accumulated kilometres on the vehicle are recorded on the vehicle repair order. If the tire is not in stock and the vehicle is returned to the customer while the tire is being shipped, charges for additional accrued kilometres should not be charged to the customer.

**GM Tire Warranty Prorating Table**

Kilometres (km)	GM Covered Percentage of Tire Cost
0-20,000	100%
20,001 - 20,999	67%
21,000 - 21,999	65.8%
22,000 - 22,999	64.7%
23,000 - 23,999	63.5%
24,000 - 24,999	62.3%
25,000 - 25,999	61.1%
26,000 - 26,999	60.0%
27,000 - 27,999	58.8%
28,000 - 28,999	57.6%
29,000 - 29,999	56.4%
30,000 - 30,999	55.3%

**GM Tire Warranty Prorating Table (cont'd)**

Kilometres (km)	GM Covered Percentage of Tire Cost
31,000 - 31,999	54.1%
32,000 - 32,999	52.9%
33,000 - 33,999	51.7%
34,000 - 34,999	50.6%
35,000 - 35,999	49.4%
36,000 - 36,999	48.2%
37,000 - 37,999	47.0%
38,000 - 38,999	45.9%
39,000 - 39,999	44.7%
40,000 - 40,999	43.5%
41,000 - 41,999	42.3%
42,000 - 42,999	41.2%
43,000 - 43,999	40.0%
44,000 - 44,999	38.8%
45,000 - 45,999	37.6%
46,000 - 46,999	36.5%
47,000 - 47,999	35.3%
48,000 - 48,999	34.1%
49,000 - 49,999	32.9%
50,000 - 50,999	31.8%
51,000 - 51,999	30.6%
52,000 - 52,999	29.4%
53,000 - 53,999	28.2%
54,000 - 54,999	27.1%
55,000 - 55,999	25.9%
56,000 - 56,999	24.7%
57,000 - 57,999	23.5%
58,000 - 58,999	22.4%
59,000 - 60,000	21.2%
60001+ (Chevrolet, GMC)	0.0%
60,001 - 80,000 (Buick/Cadillac only)	20.0%
80,001+ (Buick/Cadillac only)	0.0%

**Using the above table you should be able to readily calculate the required customer contribution for each scenario. Here are a few examples:**

- A Chevrolet vehicle with 30,435 kilometres requires one tire be replaced. The full cost of the tire is \$156.20.  
In this example, GM will cover 55.3% of the tire replacement cost (\$86.38 of the \$156.20). The customer will be expected to pay \$69.82.

**Important:** No labour charges will ever be assessed to the customer for tire replacement under the terms of the new vehicle warranty.

- A Buick vehicle with 24,856 kilometres on it requires both front tires to be replaced due to a warrantable condition. The full cost of each tire is \$172.72.  
In this example GM will cover 62.3% of the tire replacement cost (\$215.21 of the 345.44 total cost). The customer will be expected to pay \$130.23.
- A Cadillac vehicle with 67,593 kilometres on it requires one rear tire to be replaced under warranty due to a warrantable condition. The full cost of the tire is \$215.46.  
In this example GM will cover 20% of the tire replacement cost (\$43.09 of the \$215.46 total cost). The customer will be expected to pay \$172.37.

**2010 and Prior Model Year Vehicles**

GM of Canada provides its customers with comprehensive coverage on OEM new vehicle tires. In many cases, this warranty exceeds the coverage provided by the tire manufacturers themselves. The GM of Canada New Vehicle Tire Warranty Program is designed to offer dealers the required amount of latitude to handle any type of tire concern and repair the customer's vehicle with a minimum of approvals. No changes exist to the 2010 and prior vehicle tire warranty coverages. The only change will be to the method by which claims are paid. All warranty transactions starting on April 12, 2010 must be submitted as outlined below under Global Warranty Management for Tire Warranty.

**Important:** Tire Proration DOES NOT apply to 2010 and prior models.

**All Model Years — Program Rules and Information**

The sections below detail what conditions are warrantable under the terms of the New Vehicle Warranty. (All tire warranty replacements made by a GM of Canada dealer for 2010 and prior vehicles are without a kilometre pro-rate charge.)

**What Is Covered**

Only Original Equipment (OE) tires are covered against defects in material and workmanship. OE tires will have a Tire Performance Criteria (TPC) number molded on the sidewall near the tire size. (Exceptions: Aveo, Optra, Wave and Vibe do not use TPC tires, but are still covered.) Any replaced tire will continue to be covered for the remaining portion of the New Vehicle Warranty.

**Important:** Tires purchased by consumers beyond the New Vehicle Limited Warranty coverage or even replaced during the New Vehicle Warranty coverage for wear out are warranted by the tire manufacturer (including tires purchased through the GM of Canada Aftermarket Tire Program). Contact the tire manufacturer for warranty processing instructions.

Following expiration of GM of Canada's coverage, tires may continue to be warranted, on a pro-rated basis, by the tire manufacturer. Review the tire manufacturer's booklet (included as part of the glove box material).

### Use of GM Tire Sealant

GM of Canada may recommend/endorse practices that differ from those of individual tire manufacturers. One example is that the temporary use of tire sealant (as supplied with a GM inflator kit) may not be endorsed by certain tire manufacturers, such as Pirelli or Bridgestone. General Motors has independently validated the temporary use of such sealant when used in accordance with the instructions provided in the vehicle Owner Manual.

When the instructions found in the Owner Manual have been followed correctly, GM of Canada will continue to cover the tire under the terms of the New Vehicle Warranty, whether or not the practice conflicts with the policies of the individual tire manufacturer. Due to this policy, it may be advantageous for a customer with Bridgestone or Pirelli tires to return their vehicle to a General Motors dealership for tire warranty issues if GM Tire Sealant has been used.

### GM Inflator Kits/Tire Pressure Monitor Sensors

ONLY use the tire sealant included with GM Inflator Kits for temporary repair of tire air leaks. General Motors has tested this sealant and its compatibility with on-wheel mounted tire pressure monitor sensors. After inflator kit use, the on-wheel mounted tire pressure sensor should be inspected for any damage, and replaced/cleaned as needed.

### What Is Not Covered

- Non-original equipment tires (those without a TPC number molded on the sidewall (except Aveo, Optra, Wave and Vibe) are not covered.
- Normal tire wear and wear out is not covered.

**Important:** Tire wear greatly varies by both the tire type installed and the driving habits of the owner. OEM tires installed on GM vehicles are evaluated for many different criteria and may have been selected to optimize handling, ride quality, load carrying or traction demands. Different types of tires will experience different rates of wear, resulting from all of the above factors. No warranty is offered on the usable tread life of the tires.

- Uneven wear from damaged, worn or mis-aligned suspension components is not covered unless the wear has resulted from a warrantable suspension condition. Tire replacements resulting from these allowable suspension conditions should be included on the same job card #. (If this is not possible the job card # for the tire replacement should reference the job card # the warrantable suspension component/condition is listed on, or be attached).
- Road hazard is not covered. This includes punctures, cuts, impact breaks, etc.

**Important:** Road hazard is covered by the tire manufacturer on self sealing and run flat tires.

- Damage resulting from driving with low tire pressures.
- Damage resulting from improper tire repairs.
- Damage resulting from extended driving on a flat tire (Except Run-Flat and Self-Sealing Tires).
- Damage due to misuse, negligence, lack of maintenance, alteration, racing and vandalism is not covered.

### Examples of Non-Warrantable Conditions

Tires are returned for evaluation to the original manufacturer of the tire. Tires returned to GM for non-warrantable conditions WILL BE CHARGED back to the claiming dealer.

By far the most frequent non-warrantable condition claimed is road damage, followed by improper wear. With the exception of run-flat or self-sealing tires, road damage is NOT a warrantable condition. The following are photos of actual returned tires that DO NOT have warrantable conditions.



1967355

The tire shown above has two non-warrantable conditions. This tire is both badly worn on the inside shoulder (over extended mileage) and has suffered air leakage from a screw still in the tread. Neither of these conditions are warranty related.





1967358

This tire was returned for air leakage. The source of the air leakage is a tire plug installed in a non-approved portion of the tire. This tire has been damaged by a road hazard and does NOT exhibit a warrantable condition.



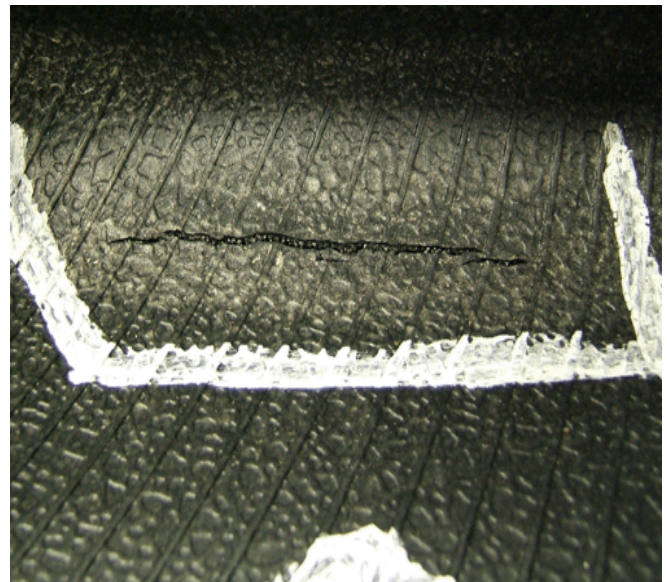
1967352

This tire was damaged by extended driving with little or no air just as the tire above it was. This photo shows the inside view. Shredding of the inside may not always be accompanied by obvious exterior damage. In either of these cases, this type of damage is the result of abuse and is NOT a warrantable condition.



1967361

The next sample tire shows both sidewall wear, and cuts in a circum-radial line extending completely around the tire. This damage is the result of extended driving on a tire that is completely flat. The extensive sidewall wear is from contact with the road at that point.



2034306

This final example of common road damage is called a "rim-pinch". The air leak is caused by the tire folding and contacting the rim. Frequently this type of damage will cause a sidewall bulge when the tire is inflated, due to internal cord breakage. It is common for this type of damage to only be visible from the inside of the tire. The pictured tire is properly marked and shows a typical tear in the cord. This type of damage is considered road hazard and is NOT warrantable.

**Important:** These are only a sampling of the conditions exhibited in warranty tire returns. GM of Canada is not responsible for, and WILL NOT replace tires sent in for conditions under the "What is Not Covered" section above.

## Tire Rotation and Care

Please advise customers the importance of regular tire rotations and maintaining suggested air pressure. Vehicle Owners Manuals contain tire rotation requirements. Placards located in the door jamb, glove box or under the trunk lids of GM vehicles state the recommended tire pressures for the vehicle.

## Global Warranty Management (GWM) for Tire Warranty

The tire warranty for 2014 and prior models will be handled through the GM Global Warranty Management system starting on April 12, 2010. This new transaction procedure will commonize tire warranty into the Global Warranty system you are already familiar with. This integration will eliminate separate processes, eliminate the need to go to an outside website, streamlining tire warranty submission, while minimizing any additional training required.

A Pre-Repair Authorization must be generated for all tire warranty transactions. To access New Pre-Repair Authorizations, go to the main Global Warranty Management (GWM) sitemap; click on Prepare & Submit Transactions and select Search/Create a Pre-Repair Authorization Document. Click on the NEW button at the bottom of the screen. At the New Pre-Repair Authorization Screen, enter the Business Unit from the dropdown (GM –Canada) then enter the Transaction Type from the dropdown (such as ZREG – Regular Vehicle Transaction) then select the Pre-Repair Type from the dropdown (Tire Replacement). Click on the GO button. You will be taken to a New Pre-Repair Authorization screen that has both a Pre-Repair Authorization tab as well as a Tire Authorization tab.

This prorated amount of the tire only will be submitted as "Customer Participation" on the transaction submission screen of Global Warranty Management.

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Click on the Pre-Repair Authorization tab and fill in the appropriate information as shown in the list below: Those items that are required will have an asterisk shown next to the heading.

- BAC\*
- Service Agent
- Contact Name
- Phone Number
- Fax Number
- Contact E-mail Address
- Job Card\*
- Job Card Date\*
- Reference Number (optional)
- VIN\*
- Vehicle Make
- Vehicle Model
- Odometer\*
- Transaction Flag
- Customer Complaint Category\*
- Complaint Code\*
- Description\* (for Complaint Code)
- Cause Code\*
- Description\* (for Cause Code)
- Correction Description\*
- Labour Operation\*
- Labour Time, including Supplemental Time and/or OLH Time
- Labour Rate
- Labour Total
- Parts Total
- Part Numbers
- Net Item Type and Amount
- Net Item Total
- Tax
- Deductible



- Total Before Taxes
- Auth Code
- Comment\*

Then click on the Tire Authorization tab and fill in the appropriate information as shown in the list below:

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Those items that are required will have an asterisk shown next to the heading:

- Tire Brand\*
- Tire Name\*
- Tire Position\*
- Sidewall Type\*
- Defect Location\*
- Removal Reason\*
- Tire Performance Criteria Number (TPC)\*
- Tire Size\*
- DOT Code\*

Select a YES/NO radio button to answer the question: Was there visible cracking, blistering, tread separation or other structural condition that was not caused by a road hazard on the tire?\* (Do not select "YES" if the condition was caused by a road hazard, or suspension misalignment, or for noise, vibration or tread wear conditions.)

**Note:** The purpose of this selection is to verify that in the servicing dealers judgement, the tire was replaced due to an inherent structural problem in the tire (not road hazard, customer enthusiasm, etc.).

Select a YES/NO radio button to answer the question: Did the tire issue cause damage to any other parts of the vehicle?\*

If there is more than one defective tire being replaced on the same vehicle, click on the NEXT TIRE SAME VEHICLE button and enter the appropriate information for the next tire.

When completed, click on the SAVE button or SAVE AND ADD ATTACHMENTS button.

## Required Tire Return and Shipping Instructions

Based on the information entered in GWM you may be required to return the tire replaced as a condition of the GM new vehicle warranty.

You WILL be required to ship the tire if:

- the vehicle has been damaged or the tire displays physical damage
- the vehicle odometer has less than 20,000 kilometres.

**If the tire requires shipping, the GWM system is able to create a tire return document. Print and attach that form with the tires to be shipped back to the appropriate manufacturer's inspection depot.**

The only tires that are not to be returned to their respective manufacturers at this time are Kumho, Maxxis and Pirelli tires. These brand tires should be scrapped in accordance with GM of Canada's policy stated in section 1.7.3 of the Policies and Procedures manual. Tires should be returned prepaid to the nearest tire manufacturer's inspection centres using the most economical carrier. Submit for the freight cost incurred along with your warranty claim (as a net item). Failure to return the tire(s) could result in a charge back to the dealer.

When returning tires, follow these steps:

- Use a tire crayon to mark the tire indicating the reason for replacement or location of the defect.
- A printed copy of the completed PRA and a copy of the dealership/retailer repair order must be placed in an envelope and securely taped to EACH tire.

If the Removal Reason is "Customer Enthusiasm", you will NOT be required to ship the tire(s) back to the tire manufacturer unless either of the two radio buttons were selected, indicating that YES, there was visible cracking, blistering, tread separation, or other structural condition that was not covered by a road hazard and/or YES, the tire issue caused damage to any other parts of the vehicle.

## Transaction Approval

Once the tire information is entered, and the PRA shows accepted you should create a new transaction, and based on the BAC code, labour operation and job card number the GWM system will associate the PRA to the transaction. At this point the transaction will be paid if all of the requirements of the transaction have been met.

### Example Transaction Submission - Scenario 1

The Service Agent can simply submit the tire transaction and the system-assigned Pre-Repair Authorization (PRA) number is maintained in the background of the transaction.

2424090

Date	Horodate	Code source	Approuvateur	Type de version	Version	Commentaire

2440478

### Transaction Submission - Scenario 2

The Service Agent can H-Route the tire transaction and the system-assigned Pre-Repair Authorization (PRA) number is maintained in the background of the transaction.

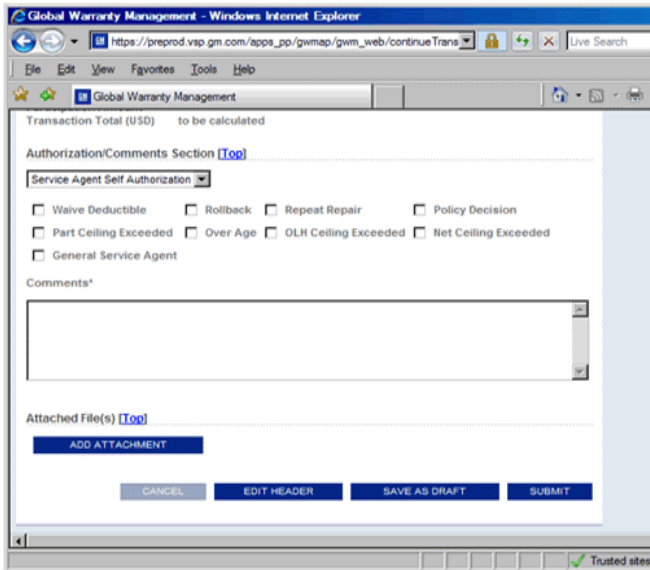
2424091

Date	Horodate	Code source	Approuvateur	Type de version	Version	Commentaire

2440485

### Transaction Submission - Scenario 3

The Service Agent can self-authorize the tire transaction and the system-assigned Pre-Repair Authorization (PRA) number is maintained in the background of the transaction.



2424092

Authorisation/Section commentaires [\[Haut\]](#)

Auto-autorisation de l'agent de service

Renoncer à la franchise  Baisse  Réparation répétée  Décision relative aux politiques

Plafond des pièces excédé  Âge limite  Plafond des autres heures de main-d'oeuvre excédé  Plafond net excédé

Agent de service General Motors

Commentaires\*

Date	Horodate	Code source	Approbateur	Type de version	Version	Commentaire

Fichier(s) joint(s) [\[Haut\]](#)

[AJOUTER UNE PIÈCE JOINTE](#)

[ANNULER](#) [MODIFIER UN EN-TÊTE](#) [TRANSMETTRE](#)

2440495



### Global Warranty Management (GWM) Sample Transaction Information

Transactions are submitted into GWM with the information as indicated below:

Repair Performed	Transaction Type	Labour Operation	Base Labour Time	Administrative Time	Part Number(s)	Net Item Types
Tire, Goodyear / Dunlop — Replace	ZREG	8060440	As Appropriate	0.2 hr	All Detailed Parts	As Appropriate

### Warranty Labour Codes and Times

OPERATION DESCRIPTION	*OE Tire Warranty Labour Operation Number	Labour Time
TIRE, GOODYEAR/DUNLOP— REPLACE	8060440	Use Published Labour Operation Time
TIRE, CONTINENTAL/GENERAL — REPLACE	8060460	
TIRE, MICHELIN, UNIROYAL, BF GOODRICH— REPLACE	8060480	
TIRE, BRIDGESTONE, FIRESTONE — REPLACE	8060540	
TIRE, KUMHO — REPLACE	8060580	
TIRE, HANKOOK — REPLACE	8060600	
TIRE, PIRELLI — REPLACE	8060620	
TIRE, MAXXIS — REPLACE	8060640	

### Transportation Claims

For any tire replaced because of transportation damage or incorrect parts, use labour code 0500110 and submit as a transportation transaction. Transportation transactions should not be submitted into the GWM website and do not require approval prior to submission. **DO NOT use the tire replace labour codes for any tire replaced due to transportation damage or incorrect parts.**

### Toll-Free Assistance

All replacement tires must be ordered through the GM National Account Tire Program.

### Tire Companies

Bridgestone Firestone Canada Inc., Integrated Client Service Dept., National Credit www.bridgestone-firestone.ca	Phone - 1-800-263-6138 (English or French) Fax - 1-866-602-4264
Continental General Tire Company www.generaltire.ca www.continentaltire.ca	Phone - 1-800-461-1776 (English) 1-800-461-9681 (French)
Goodyear Tire & Rubber Company www.goodyear.ca	Phone - 1-800-387-3288 (English or French)
Michelin Tire Company (Includes Uniroyal and Goodrich) www.michelin.ca	Phone - 1-800-461-8473 (English) Phone - 1-800-565-7638 (French) Fax - 1-800-567-7302

## Tire Companies (cont'd)

Kumho <a href="http://www.kumhotire.ca">www.kumhotire.ca</a>	<b>BRITISH COLUMBIA</b> Served by O.K. Tire Warehouse - Langley, BC Phone - 604-888-3000 (Local) Phone - 1-800-663-3769 (Toll Free) Fax - 604-888-3603
	<b>ALBERTA</b> Served by O.K. Tire Warehouses - Calgary/Edmonton, AB Phone - 403-279-2480 (Local) Phone - 1-800-661-1394 (Toll Free) Fax - 403-279-2932
	<b>SASKATCHEWAN/MANITOBA</b> Served by O.K. Tire Warehouses - Regina/Saskatoon, SK Phone - 306-525-0305 (Local) Phone - 1-800-667-8170 (Toll Free) Fax - 306-522-5751
	<b>ONTARIO</b> Served by O.K. Tire Warehouse - Mississauga, ON Phone - 905-564-5171 (Local) Phone - 1-800-465-0618 (Toll Free) Fax - 905-564-5175
	<b>QUEBEC/MARITIMES</b> Served by O.K. Tire Warehouse - Baie d'Urfé, QC Phone - 514-457-5275 (Local) Phone - 1-877-657-6387 (Toll Free) Fax - 514-457-2276

## Tire Companies (cont'd)

Hankook (Remington Distributor) <a href="http://www.hankooktire.ca">www.hankooktire.ca</a>	Phone - 1-800-843-7709 (English) Phone - 1-800-361-9366 (French)
Pirelli <a href="http://www.pirelli.ca">www.pirelli.ca</a>	Phone - 1-800-363-0583 (East) Phone - 1-800-663-0148 (West) Phone - 1-800-828-2585 (Ontario)
Maxxis <a href="http://www.maxxis.com">www.maxxis.com</a>	1-866-509-7067

