

## **GM Accessories Warranty Administration: Overview**

In response to feedback received at the October 29, 2007 ADI Best Practices Meeting, the following information is being provided to clarify various aspects of warranty and material returns associated with Dealer or ADI-installed GM Accessories:

- **Material Return Claims:** If a GM Accessories product (purchased through an ADI) is found to be defective prior to or during installation, the Dealer should exchange the part for a new one through the ADI. The ADI has the ability to file a New Defective Material Return Claim. Further, reference *ADI Bulletin ADI05-036 (Enhancement to Material Return Process)*, which calls-out the ability for ADIs to file New Defective Material Returns associated with issues that are not evident without first installing the product. Examples include headrest DVD monitors found to be inoperative during the initial power-up or wheel vibrations identified immediately following installation.
- **Warranty Claims:** If a previously installed GM Accessory is being replaced (under warranty), the Dealer would perform the repair or sublet the repair to the ADI. The Dealer would then submit the Warranty Claim to General Motors – as ADIs do not have the ability to file a Warranty Claim.
- **Warranty Coverage:** All GM Accessories sold and permanently installed on a GM vehicle by a GM Dealer or GM-approved Accessory Distributor / Installer (ADI) prior to delivery will be covered under the applicable portion (Bumper to Bumper, Powertrain, etc) of the New Vehicle Limited Warranty. In the event GM Accessories are installed after vehicle delivery, or are replaced under the New Vehicle Limited Warranty, they will be covered (parts and labor) for the balance of the applicable portion of the New Vehicle Limited Warranty, but in no event less than 12 months / 12,000 miles. GM Accessories sold over-the-counter, or those not requiring installation, will continue to receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase (parts only).
- **Warranty Claim Types:** No claim type designation is required when Dealers file warranty claims under the New Vehicle Limited Warranty. However, Claim Type “B” should be used for warranty claims filed under the GM Dealer Parts Warranty. NOTE: Claim Type “C” (Lifetime Service Guarantee) and Claim Type “N” (Extended Warranty) should not be used when filing warranty claims against GM Accessories. These claims are reserved specifically for GM service parts.
- **Labor Operation Codes:** Dealers should reference *Service Bulletin 02-00-89-014 (Dealer-Installed GM Accessories Labor Operation Codes)* when filing warranty claims against GM Accessories.
- **Dealer Analysis Reports:** Warranty claims filed against GM Accessories are not excluded from dealership Dealer Analysis (DA) warranty reports, regardless if the claim filed is against a Dealer-Installed GM Accessories labor operation code (such as R9395 – Wheels / Wheel Covers / Locks) or a platform-related labor operation code (such as E0420 – Wheel).