

#03-00-89-003A: GM Goodwrench Limited Lifetime Service Guarantee - (Jun 24, 2008)

Subject: GM Goodwrench Limited Lifetime Service Guarantee

Models: 2009 and Prior Passenger Car and Light Duty Trucks
2009 HUMMER H2, H3



This bulletin is being revised to add models, model years and additional information. Please discard Corporate Bulletin Number 03-00-89-003 (Section 00 - General Information).

Important: "GM of Canada" and Export dealers are not authorized to utilize this service bulletin.

Dealer Eligibility

In the past, the Limited Lifetime Service Guarantee (LSG) was only offered by participating GM Goodwrench Service Plus dealers. Effective January 1, 2003, the GM Goodwrench Service Plus program was discontinued. All GM dealers now have the opportunity to offer their customers a Limited Lifetime Service Guarantee on eligible parts by signing a GM Goodwrench Limited Lifetime Service Guarantee dealer agreement.

Important: Dealers who were enrolled in the GM Goodwrench Service Plus program at any time should remember that all obligations remain in effect as it regards the Limited Lifetime Service Guarantee during their window of participation in GM Goodwrench Service Plus.

Customer Eligibility

The LSG brochure explicitly states the provisions of the LSG:

"General Motors warrants to the ORIGINAL retail purchaser of a GM Goodwrench paid repair that the original installing GM Goodwrench Limited Lifetime Service Guarantee Dealer will repair or replace any ELIGIBLE PART(S) shown on the IDENTIFIED REPAIR ORDER that fails or wears out in normal use and service. In such cases, repair or replacement of the covered part(s) by the Dealer will be made with a new or remanufactured genuine GM Part(s), free of charge to the original purchaser - General Motors will pay for replacement of the part, and the Dealer will pay for the cost of labor. This warranty remains in effect for as long as the original purchaser owns the GM passenger car or light truck (Series 10-30) on which the part(s) was originally installed.

The following GM brands are eligible for the Limited Lifetime Service Guarantee: Chevrolet, Oldsmobile, Cadillac, Pontiac, Buick, GMC and HUMMER (H2 and H3 only).

Claim Types

Claim Type C is used exclusively for GM Goodwrench Limited Lifetime Service Guarantee (LSG) claims on select dealer installed retail purchase parts. In most cases, the GM Goodwrench Limited Lifetime Service Guarantee provides reimbursement to the dealer for part(s) only.

LSG parts that fail for a warrantable reason within the 12 month/12,000 mile Dealer Parts and Accessory Warranty must be submitted as a Claim Type B.

When LSG Dealers use Claim Type C, WINS will verify that the part is an LSG part. Dealers who submit a Claim Type C on a non-LSG part will receive the following error message: GS - NOT A LIMITED LIFETIME SERVICE GUARANTEE PART NUMBER.

Eligible LSG Parts

- Air Conditioning Accumulators
- Air Conditioning Compressors
- Air Conditioning Condensers
- CV Joint/Boot Seal Kits*
- Diesel Injectors*
- EGR Valves*
- Fuel Injectors*
- Fuel Pumps
- Ignition Coils
- Ignition Modules
- Ignition Wire Sets
- Individual Ignition Wires*
- New/Remanufactured Generators
- New/Remanufactured Starter Motors
- Oxygen Sensors*
- Shock Absorbers/Struts
- Throttle Body Injectors*
- Water Pumps
- Wheel Bearing Hub Assemblies -- Added to the LSG Program effective with purchases on or after January 1, 2006.

*Parts removed from LSG program effective January 1, 2006. Purchases prior to January 1, 2006 are eligible for LSG.

LSG Part Identification Methods

GM Goodwrench Limited Lifetime Service Guarantee dealers, upon achieving LSG status, should modify their computer system so that Lifetime Service Guarantee parts will be flagged on repair orders and invoices. Instructions to modify the computer system are sent to all LSG dealers with their LSG point-of-sale kit. Dealer System Providers can also be called upon for assistance.

GMSP0 price tapes that are supplied monthly to Dealer System Providers have an LSG indicator of "*" in position "43". Also, the Dealer Parts & Accessories Price Schedule updated quarterly has an indicator of "W" in the "MISC CODE" column for Lifetime Warranty parts for LSG dealers.

LSG Special Circumstances

Although the GM Goodwrench Limited Lifetime Service Guarantee brochure explicitly states that only the original installing LSG dealer can honor the limited lifetime service guarantee, procedural enhancements have been established to accommodate the tourist down, terminated dealer, and the relocated LSG customer.

Tourist-Down

A GM Goodwrench Limited Lifetime Service Guarantee tourist-down customer is someone who had an LSG part installed on their vehicle and a subsequent failure occurs while they are temporarily more than 50 miles from their original installing dealer. Any GM dealer may assist a tourist-down customer.

IF THE VEHICLE HAS LESS THAN 12 MONTHS/12,000 MILES SINCE THE ORIGINAL LSG REPAIR, the customer may take the vehicle, repair order, and their LSG brochure to ANY GM dealer. The repairing dealer will repair the vehicle using GM Parts. The repairing dealer can submit a Claim Type B through WINS. The original installing LSG dealer does not need to be involved.

IF THE VEHICLE HAS MORE THAN 12 MONTHS/12,000 MILES SINCE THE ORIGINAL LSG REPAIR, the customer may take the vehicle, repair order and their LSG brochure to ANY GM dealer. The dealer should then perform the repair and get the customer back on the road - without any out-of-pocket expense.

- *LSG Dealers:* The repairing dealer submits a Claim Type C to WINS for reimbursement of part(s), part handling allowance, and labor. Any LSG claim that includes labor will require a dealer service management authorization code "G".
- *Non-LSG Dealers:* The repairing dealer follows the same process listed above, but must "H" route the claim to their Area Service Manager for credit approval. This is required because WINS will not allow payment of a Claim Type C to a non-LSG dealer without wholesale authorization.

Terminated Dealer

A terminated dealer is defined as either a buy/sell where the replacement dealer does not enroll in the LSG program, or a closed point.

Important: This does not include any former GSP or LSG dealers who are no longer participating in the program. These dealers retain the labor cost responsibility for any services performed for their customers during the period of time they were active GSP/LSG dealers. GM will continue to cover the cost of part(s) and part handling allowance.

LSG customer of a terminated dealer will be referred to their nearest LSG dealer when they call 1-800-GM USE US or utilize the "Dealer Search" feature on goodwrench.com.

The repairing LSG dealer will be reimbursed for part(s), part handling allowance, and labor for the first failure of the terminated dealer's customer's LSG repair. The repairing dealer follows the same procedure as described in Tourist-Down. For subsequent repairs, General Motors will continue to handle the cost of the part(s) and part handling allowance; the dealer will handle the cost of labor.

Relocated Customer

A relocated customer is someone who has moved from his/her principal residence and is no longer within 50 miles of their original installing LSG dealer.

Relocated customers will be referred to their nearest LSG dealer when they call 1-800-GM USE US or utilize the "Dealer Search" feature on goodwrench.com.

LSG dealers have agreed to provide relocated customer all the deliverables of the LSG process, including the labor portion of the GM Goodwrench Limited Lifetime Service Guarantee. GM will continue to handle, as a Claim Type C, the cost of the part(s) and part handling allowance.

Important: In all three above situations (tourist-down, terminated dealer, or relocated customer), in the interest of customer satisfaction, if there is not an LSG dealer within a 50 mile radius, a non-LSG dealer may be identified to assist the customer.

GMPP and Other Service Contract Providers

Customers are entitled to the LSG on covered parts that are replaced under the provisions of a service contract by an LSG dealer. Any subsequent failure of such LSG covered parts, beyond the standard GM Parts and Accessories Warranty (12 months/12,000 miles) may be submitted as an LSG claim using Claim Type C for reimbursement of part(s) and part handling allowance by the servicing LSG dealer. Any questions regarding labor reimbursement should be directed to the service contract provider.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.