

Instructions for filling out the

Delay Warranty Start Request Form

Effective May 5th, 2020, the Delay Warranty Start Form has been updated. We are now requiring that this Delay Warranty Request form should be submitted on this new form. We will only accept the file in Excel Format. We will NOT accept the file in PDF format. If we receive the file in PDF format, it will be returned. Please see the instructions for filling out this form below.

NOTE: Please do NOT enter any customer contact information on this form as it is not Required



General Motors Delayed Warranty Start Form

This form is to be used by U.S. General Motors dealerships and authorized Fleet personnel **after a titled retail delivery has been reported** to extend the start date and/or mileage of a New Vehicle Limited Warranty on eligible vehicles. Reference Service Policies and Procedures Manual Article 4.1.1 for complete details.

Eligibility

Select the eligible vehicle/situation that applies

- Commercial Truck Chassis - Incomplete or upfitted vehicle
- Recreational Vehicle (RV)
- Upfitted Mobility Vehicle
- Coach Vehicle (Limousines, Flower Cars and Hearses)
- Political Subdivision Vehicle (approved by Bid Center)

Vehicle Information

Vehicle Identification Number (17 Digit):

Date and Mileage at time of first retail sale or when vehicle was placed into service by a GM authorized fleet or political subdivision:

Important: In order to be eligible, the vehicle must have less than 3,000 miles, and the date must be within two years of the original Vehicle Build Date

Date (MM/DD/YYYY): Mileage: Miles Kilometers

Dealer Information (When vehicle is sold by GM dealer) - OPTIONAL

Business Associate Code (6 Digit BAC): Dealership Name:

Dealer Employee Requestor's Name: Requester's Email:

Authorized Fleet/Retailer Information

Requestor's Name: Requestor's Email:

Fleet/Retail Business Name:

Fleet Business Associate Code (6 Digit BAC):

Street Address:

City

State

Zip

Here are the instructions for filling out the form:

- 1- Eligibility Section: Please check the corresponding box(es) for the type of vehicle on the Delay Warranty Start Request form. See examples for reference.

Eligibility

Select the eligible vehicle/situation that applies

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- a. Commercial Truck Chassis – Incomplete or upfitted vehicle
- b. Recreation Vehicle
 - i. (Ex: RV, Motorhome)
- c. Upfitted Mobility Vehicle
 - i. (Ex: Ambulance)
- d. Coach Vehicle (Limousines, Flower Cars and Hearses)
- e. Political Subdivision Vehicle (approved by Bid Center)
 - i. (Ex: Police Vehicles)

- 2- Vehicle Information: Enter the vehicles VIN, Delay Warranty Start Request Date & Mileage of the vehicle at point of sale to the customer

Vehicle Information

Vehicle Identification Number (17 Digit):

Date and Mileage at time of first retail sale or when vehicle was placed into service by a GM authorized fleet or political subdivision:

Important: In order to be eligible, the vehicle must have less than 3,000 miles, and the date must be within two years of the original Vehicle Build Date

Date (MM/DD/YYYY): Mileage: Miles Kilometers

- a. VIN: This will be the 17 Characters for the vehicle on the Delay Warranty Start Request form.

- b. Date: This is the date the customer/fleet/retailer takes possession of the vehicle for the corresponding VIN.
 - i. Please be sure to enter in the date in the correct format shown above (MM/DD/YYYY) as this helps with processing the request in a timely manner.
- c. Mileage: This will be the current odometer reading on the vehicle when the customer takes possession of it.
- d. Miles/Kilometers: Choose Miles for US requests and Kilometers for Canada requests

- 3- Dealer Information (**OPTIONAL**): Enter information associated the GM dealership from which the vehicle/chassis was purchased.
- IF you do not have the GM Dealers Info, please contact them directly to get this information. Otherwise, simply leave this section blank because its optional.
 - See details below regarding what information should be filled in.

Dealer Information (When vehicle is sold by GM dealer) - OPTIONAL

Business Associate Code (6 Digit BAC):	<input type="text"/>	Dealership Name:	<input type="text"/>
Dealer Employee Requestor's Name:	<input type="text"/>	Requester's Email:	<input type="text"/>

- a. BAC (Business Associate Code): This is a 6 Digit number provided by General Motors, it's a Business Accounting Code. This code can also be used to fill in the BAC field under the Authorized Fleet/Retailer section of the form.
- b. Dealership Name: The Name of the GM related dealership from which the GM Chassis was purchased.
- c. Dealer Employee Requestor's Name: The Name of the contact person at the dealer, either the person submitting the form or the point of contact where the GM Chassis was purchased.
- d. Requestors Email Address: The email address for the Dealer Employee Requestor.

4- Authorized Fleet/Retailer Information (REQUIRED):

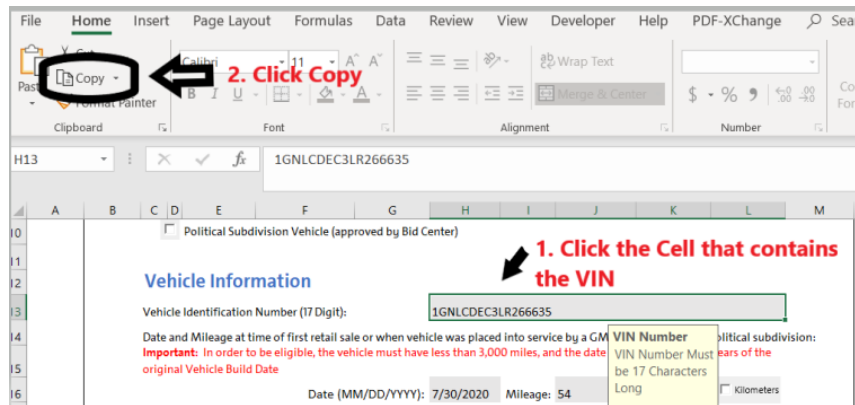
Authorized Fleet/Retailer Information

Requestor's Name:	<input type="text"/>	Requestor's Email:	<input type="text"/>
Fleet/Retail Business Name:	<input type="text"/>		
Fleet Business Associate Code (6 Digit BAC):	<input type="text"/>		
Street Address:	<input type="text"/>		
<input type="text"/>	<input type="text"/>	<input type="text"/>	
City	State	Zip	

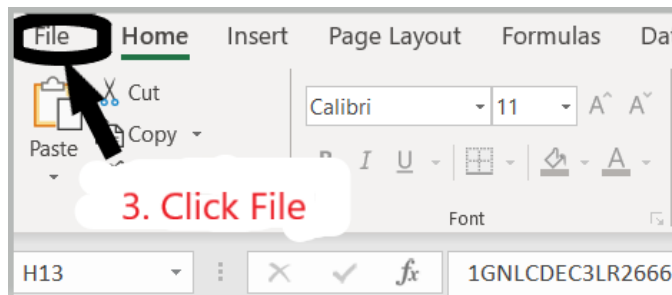
- a. Requestors Name: The Name of the person sending in the Delay Warranty Start Request form.
- b. Requestors Email: The email address of the person sending in the Delay Warranty Start Request form.
- c. Fleet/Retail Business Name: This would either be...
 - i. The name of the company selling the vehicle to the customer
 - ii. The name of the company the vehicles are being sold to...
 1. Examples: GeneralRV, a Funeral Home, a City, Ambulance Co., Verizon, Fedex, Comcast, etc.
- d. Fleet Business Associate Code (6 Digit BAC): This will be the 6 digit code of the GM Dealership from which the Chassis was purchased.
 - i. There are multiple scenarios associated with this BAC.
 1. The Dealer has the GM Chassis, sells it to an upfitter company who then sells it to the customer.
 - a. In this case, the Upfitter would use the 6 Digit BAC they would get from the GM Dealer
 2. The Dealer sells a Chassis to an Upfitter company and the Upfitter Co. sells the upfitted vehicle to an RV company to eventually sell to customer
 - a. In this case, the upfitter and/or RV center can borrow the BAC from the GM Dealer they work with all the time
- e. Street Address/City/State/Zip: The address information related to the Fleet/Retail Business Name related to the prior field of this section.

5- Saving the Request File

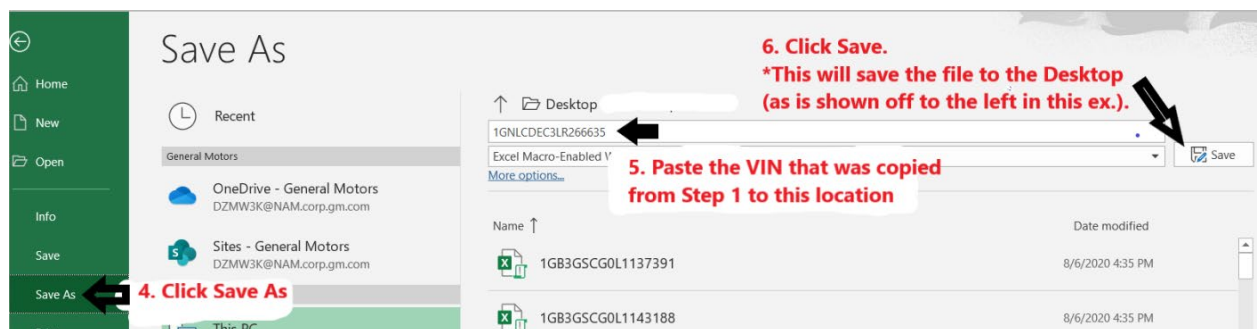
- Please be sure to save the file with the VIN in the file name.
- Also, make sure the file is in Microsoft Excel format.
 - o Follow the Steps 1 to 6 below to help with this process
- Copy the VIN from the Request form



- Save the File



- o This window will show up. Follow steps 3 – 6.



- 6- Create an email, attach the file to an email and send the email to this email address **delayedwarrantystart@gm.com**.