

2027 Specialty Vehicle Manufacturer (SVM) Policies and Procedures Manual





Overview

This SVM Policies and Procedures Manual (the “Manual”) includes the policies and procedures applicable to the SVM Program, including the necessary internet reference material, contact listing, and useful forms. This Manual replaces any prior publication(s).

When referred to a web site, be sure to review all Terms and Conditions to ensure compliance.

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Contact Information

Group (SVM)	Name	Phone	Email/Website
Manager	Cindy Mattison	313-303-2580	cynthia.mattison@gm.com
Bus/Ambulance/RV/ Mobility/Personal Use	Bill Luke	734-589-4902	bill.luke@gm.com
Medium Duty / Commercial	Micha Wilken	586-201-3231	micha.wilken@gm.com
SVM Administration	GM Fleet Solution Center	800-353-3867	svm.mailbox@gm.com
International Fleet Sales	Kreg Kitchen	510-569-9024	kreg.kitchen@internationalfleetsales.com

Group (Help Desk)	Phone	Email/Website
GM Upfitter Integration		www.gmupfitter.com
Chassis for Export - Inquiries		www.internationalfleetsales.com
GM Mobility Assistance	800-323-9935	www.gmmobility.com
Chevrolet Customer Assistance	800-222-1020	
Chevrolet Roadside Assistance	800-243-8872	
GMC Roadside Assistance	800-462-8782	

Group (Help Desk)	Phone	Prompt #	Prompts
GM Fleet Solutions Center	800-353-3867	Prompt 1 Prompt 2 Prompt 3 Prompt 4 Prompt 5 Prompt 6 Prompt 7	If you know your party's extension Business Choice FAN Inquiries Order Management Fleet Service Commercial and Fleet Incentives Fleet Password Reset
Dealer Business Center	888-414-6322	Prompt 1 Prompt 2 Prompt 3 Prompt 4	Sales Incentives, Invoices, COV's Delivery Reporting Service trans-vehicle damage in transit claims, missing labels) Warranty Claims Vehicle Ordering / Shipping Status
GM Exchange Reports AND SIR Issues	888-337-1010	Prompt 1	Press prompt 1 again (Must advise to open ticket with: FSVM ASMS 11252 for system issues or missing reports

Incomplete Vehicle Sale Guidance

Please review this information and report deliveries pursuant to the applicable vocations listed below. Vehicle reporting should be in accordance with the Dealer Sales Allowance and Incentive Manual, U.S. Sales, Service and Marketing (SSM) guidelines. Please reference that manual for further details.

Bus/Ambulance:

The GM Dealer should report deliveries of incomplete vehicles originally ordered by Bus and Ambulance SVMs in GM's Order Workbench – Deliver Vehicle (OWB-DV) system at the time of incomplete vehicle sale. If the end user is not known, the GM Dealer will report the incomplete vehicle as a fleet sale (035) and add code XFE to the delivery to avoid SFE incentive charge backs and audits. Fleet deliveries to SVMs may use the SVM bailment FAN 858926. Once the end user is known, the unit will be re-delivered and OWB-DV will be updated with the correct information and delivery type.

Recreational Vehicles (RV):

Within ten days of the vehicle arriving at the SVM, the GM Dealer should report the incomplete vehicle sale in GM's OWB-DV system. Since the end user is not known, the GM Dealer must deliver the incomplete vehicle as a small business sale (018) to the applicable RV SVM. Delivery will always remain as a small business sale (018). No changes are to be made to the sales date or delivery code. These vehicles will be sold by RV distributors to RV retail customers.

Commercial:

If GM Dealers are flooring incomplete vehicles that have been re-invoiced to GM Dealers inventory by SVMs, GM Dealer has not transferred title nor received payment for the vehicles based on the General Motors Dealer Sales Allowance and Incentive Manual, then carrying the vehicles in GM Dealer inventory is acceptable. Delivery information including delivery type will be determined by the ultimate end user.

Mobility:

The GM Dealer should report deliveries of vehicles originally ordered by Mobility SVMs in GM's Order Workbench – Deliver Vehicle (OWB-DV) system at the time of vehicle sale. Since the end user is not known, the GM Dealer must deliver the incomplete vehicle as a small business sale (018) to the applicable Mobility SVM. Delivery will always remain as a small business sale (018). No changes are to be made to the sales date or delivery code. These vehicles will be sold by Mobility distributors to Mobility retail customers.

Medium Duty Assistance Program (MDAP)

The GM Dealer is required to report deliveries of incomplete vehicles originally ordered by MDAP Upfitters in GM's OWB-DV system at the time of incomplete vehicle sale. If the end user is not known, the GM Dealer will report the incomplete vehicle as a fleet sale (035) and add code XFE to the delivery to avoid SFE incentive charge backs and audits. Fleet deliveries to MDAP Upfitters will use the assigned MDAP GM Fleet Account Number (FAN). Once the end user is known, the MDAP Upfitter will notify the releasing Dealer and provide the necessary end-user information. It is GM's policy that ALL Medium Duty end users are required to establish a GM FAN regardless of company size. If the end user does not have a GM fleet account number, the Dealer will be required to apply for a GM FAN. It is the Dealer's responsibility to update ALL OWB-DV records by re-reporting the unit with the secondary GM FAN information. The record must maintain the original 035 fleet delivery type as well as the original delivery date. If required, a delayed warranty start can be submitted once the OWB-DV record has been updated. The secondary end-user information on the



revised OWB-DV record and the end-user information on the delayed warranty start information MUST match to be considered for processing.

Fleet Tools User ID/Password

As an SVM you must have access to GM Fleet Tools located at [Fleet Tools, Guides and Resources | GM Fleet](#)

For new users please click on the link below and complete the required fields. Email your completed form to your SVM Account Manager.



SVM ID Request
Form Protected.xlsx

GM security procedures require that each user obtain their own unique ID/password.

For all bailments, a monthly access fee will be charged. That fee is subject to change at any time by notice to the SVM.

CREATE COMPLEX PASSWORDS that are difficult to guess by not using common words, phrases, family member names or birthdates.

KEEP YOUR PASSWORDS AND LOGIN CREDENTIALS SECRET even to trusted co-workers and administrative assistants. Do not post your password near your computer.

For current users needing assistance with your SVM User ID/Password:

- Click “Forgot Password” and answer the security questions you created when you signed up.
- If you still require assistance, please contact your SVM Account Manager

IMPORTANT: Passwords expire after 60 days. Make sure you are logging in on a regular basis to eliminate the risk of being locked out.

SAMPLE OF ITEMS FOUND ON FLEET TOOLS

Order Workbench - System used by dealers to place vehicle orders; manage inventory; and report vehicle deliveries (sales).

Online Order Guide - Dealer Order Guide for standard equipment, packages, optional equipment, and technical information.

GM Pricing - Pricing for GM vehicles.

BARS Reprint Request - Allows reprinting of GM Billing and Accounts Receivable System.



Special Info Reporting (SIR) - System allows dealers the ability to submit requests for specific vehicles by model and model year. In turn the system allows SVMs the ability to invoice (via BARS) dealers for the requested vehicle.

GM Exchange Reports Mailbox - Allows users to view their GM reports (invoices, warranty, delivery confirmations, incentive memos, etc.). Primarily for use by business office and management teams.

SVM Forms

The form(s) are used to apply for and request daily business transactions with the SVM group. Form(s) should be completed and emailed to the SVM group at SVM.mailbox@gm.com. If you have any questions or concerns regarding the form(s), please contact the Fleet Solutions Center at 800.353.3867 or email SVM.mailbox@gm.com.

(Please complete the form(s) electronically. Faxed or hand-written form(s) will not be accepted.)

Click this link for the forms: [Specialty Vehicles | Fleet Customization | GM Fleet](#)

Forms	Descriptions
Fleet Release	Used prior to building on chassis. SVM can elect to remove or add certain codes like VQ, BID numbers, CAP codes, etc.
Non-Upfit Release	Used when releasing chassis to dealer without an upfit
Bus SVM Mobility Enrollment	Used for enrolling chassis into the SVM mobility program
SVM Demonstration Enrollment	Used to secure prior approval from GM before upfitting a unit to be placed into demo service (See demo program for details)
General Motors SVM Demonstration Dealer Operators Report	Used for each demonstration and retain in the deal jacket (Demo Enrollment must be completed, approved, and provided to dealer. See demo program for details)
Lender Approval to Pre-Build on SVM Pool Chassis	Used by SVM's lending institution approving pre-built chassis
Pre-Build Notification	Used to notify GM of the vehicle(s) being built on prior to release (Lender Approval to Pre-Build on SVM Pool Chassis must be approved prior to submitting this form)
Request for Credit Rebill	Used when moving units from a dealer back into SVM inventory. *Please note the dealer needs to write "VOID" on the COV and scan/email to the SVM mailbox.

SVM Scrapped, Lost or Stolen Vehicle	Used to notify GM of lost or stolen vehicles in SVM inventory
SVM Vehicle Movement Request	Used when requesting movement of unit by SVM or between SVMs
SVM Business Information Update	Used by SVM each calendar year to notify GM of any changes to their business (sample Appendix E)
Ship Through Application	Used by upfitter to request a ship through location

Several of the forms require electronic signature. Below is a step-by-step process on how to sign the form(s).

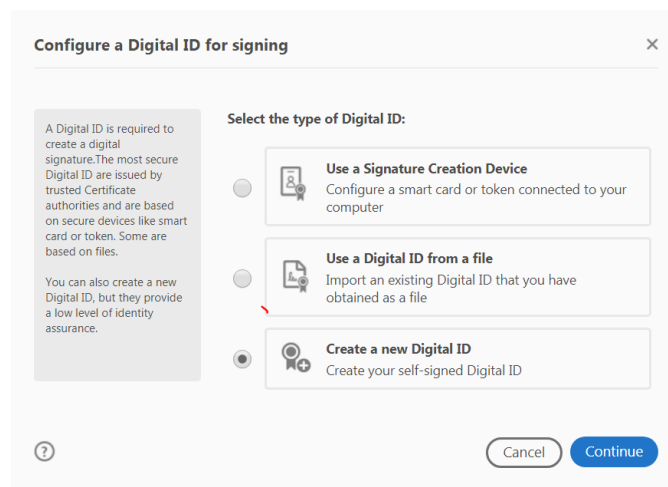
1. Click on the box next to the “X”

SVM SIGNATURE

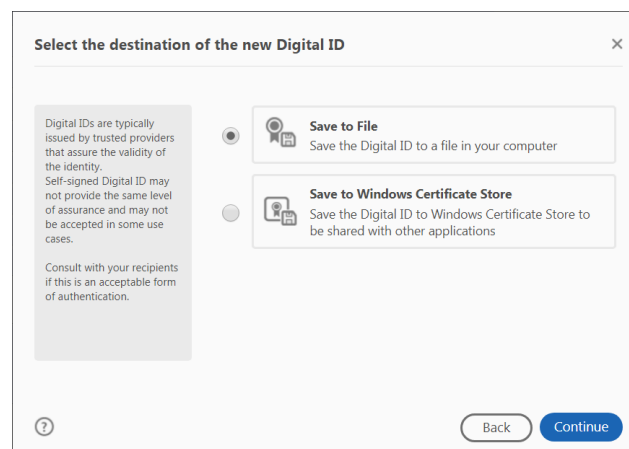
GM ACCOUNT MANAGER SIGNATURE



2. Select “Create a new Digital ID”



3. Select “Save to File”



4. Enter your name and email address

Enter the identity information to be used for creating the self-signed Digital ID.

Digital IDs that are self-signed by individuals do not provide the assurance that the identity information is valid. For this reason they may not be accepted in some use cases.

Name

Organizational Unit

Organization Name

Email Address

Country/Region

Key Algorithm

Use Digital ID for

?
Back
Continue

5. Enter a password

Apply a password to protect the Digital ID:

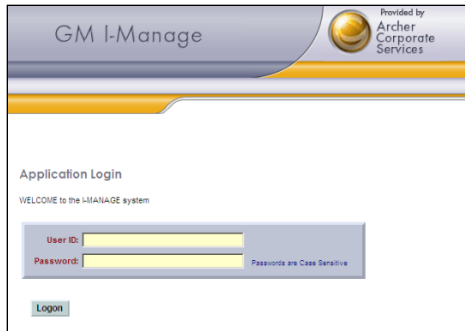
Confirm the password:

Back
Save

GM I-Manage

The GM I-Manage site houses important SVM reports. The reports will provide the SVM with sales and inventory data. Also, included is overage information along with dealer and customer data. Issues accessing the application contact your SVM Account Manager.

To enter the site, click on this link: [gmi-manage](#)



GM I-Manage

Provided by Archer Corporate Services

Application Login

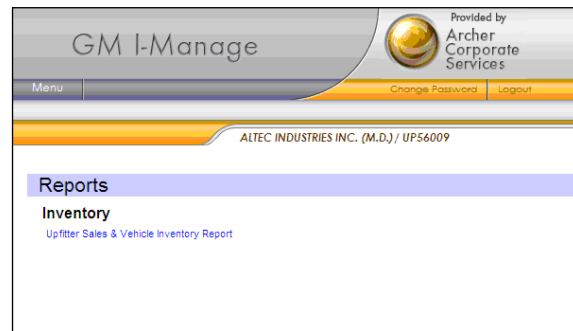
WELCOME to the I-MANAGE system

User ID:

Password: Passwords are Case Sensitive

Login

Sign-in Menu (you will enter your User ID "UP59*** or UP56*** and password)



GM I-Manage

Provided by Archer Corporate Services

Menu Change Password Logout

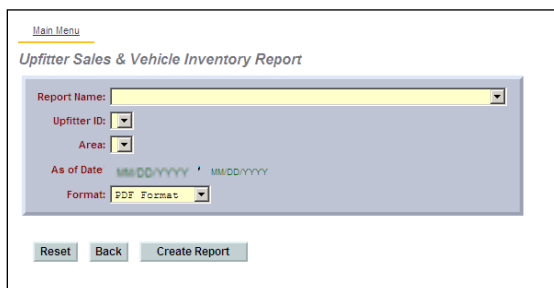
ALTEC INDUSTRIES INC. (M.D.) / UP56009

Reports

Inventory

Upfitter Sales & Vehicle Inventory Report

Select Upfitter Sales & Vehicle Inventory Report



Main Menu

Upfitter Sales & Vehicle Inventory Report

Report Name:

Upfitter ID:

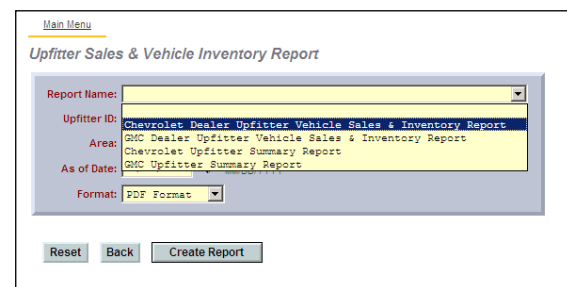
Area:

As of Date: MM/DD/YYYY MM/DD/YYYY

Format: PDF Format

Reset Back Create Report

Use "Report Name" drop down to select report desired.



Main Menu

Upfitter Sales & Vehicle Inventory Report

Report Name:

Upfitter ID: Chevrolet Dealer Upfitter Vehicle Sales & Inventory Report

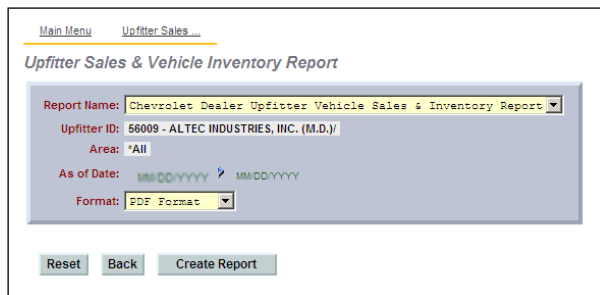
Area: GMC Dealer Upfitter Vehicle Sales & Inventory Report

As of Date: Chevrolet Upfitter Summary Report

Format: PDF Format

Reset Back Create Report

Drop down will list only four reports – choose from dropdown



Main Menu Upfitter Sales ...

Upfitter Sales & Vehicle Inventory Report

Report Name: Chevrolet Dealer Upfitter Vehicle Sales & Inventory Report

Upfitter ID: 56009 - ALTEC INDUSTRIES, INC. (M.D.)

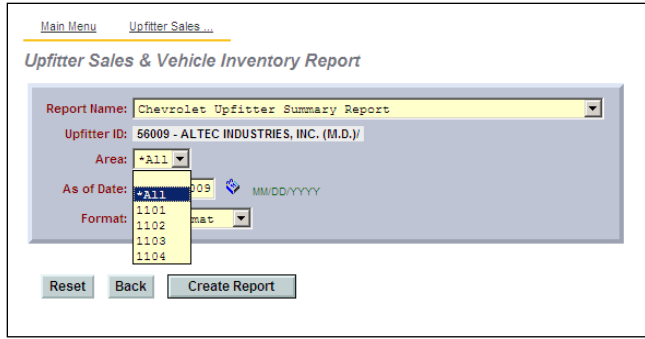
Area: *All

As of Date: MM/DD/YYYY MM/DD/YYYY

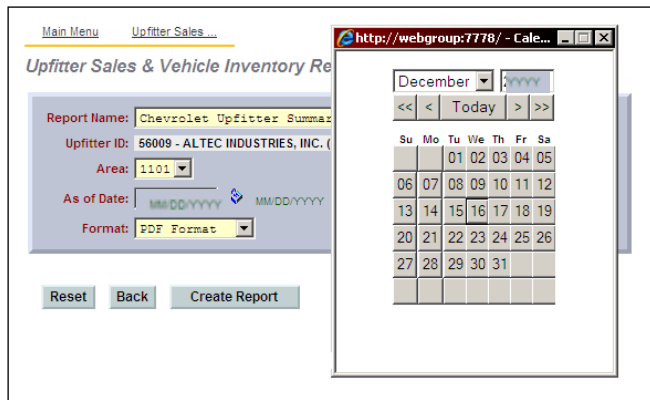
Format: PDF Format

Reset Back Create Report

After selection of report – upfitter ID and area fields may default. If not, use upfitter ID drop down box to select location.

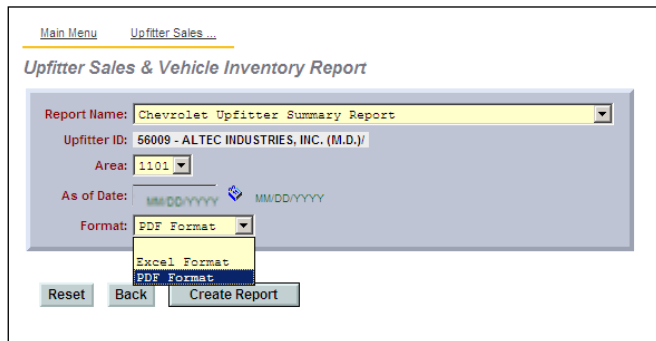


If the report selected offers options, the dropdowns will populate – (see area dropdown) Some select upfitters can report on other upfitters. Their upfitter ID field will not default but will force them to select what upfitter to report.



Select Date. Report data is provided monthly. The report will run the reports as they would look on that date.

Example: If a file is loaded on 8/5/2023 and another on 9/2/2023. If the user, enters 9/2 or later, user will see 9/2 data. If user enters a date between 8/5 and 9/1, user will see 8/5 data. If user enters 8/4 or earlier, the reports will be empty.



All reports come in either PDF or Excel.



Vehicle Ordering– Ambulance, Bus, Commercial, and Personal Use

As referenced in Article 3.1 of the Specialty Vehicle Manufacturer Converters Agreement (the “Agreement”). “SVM will submit orders to GM for Vehicles electronically or in such other manner as may be specified by GM.”

Please visit [Fleet Tools, Guides and Resources | GM Fleet](#) and select Order Workbench for ordering vehicles.

Order Types:

TSC – SVC Commercial

TSP – SVC Commercial Priority Stock

FRC – SVC Fleet Commercial (bona fide fleet orders, example, CAP/BID)

TSR – Personal Use Stock

TSD – Special Secondary Dealer Code Orders – Recreational Vehicles

Order vehicles using drop down boxes, selecting MY, Division, Distribution entity, etc.

Contact the Fleet Solutions Center or your Account Manager with questions.

Ordering Bailment Units with Ship-Thru

When ordering bailment units with ship-thru, select BAC 333632 as the final ship-to destination in the ordering system. This will place the units on hold and prevent them from shipping until you are ready to release them.

Once a unit has completed upfit and is ready for shipment to the dealer, update the final ship-to destination to the appropriate dealer code by submitting an **SVM Vehicle Movement Request Form** to SVM.mailbox@gm.com.



GM will close out trips for ship-thru units that remain at EV4300 without movement for more than 365 days.

Replacement of Damaged Vehicle Labels and Documents

As stated in part in Article 8.4 of the Agreement, “Even if not required by law, SVM will affix a properly located Information Label, consistent with Federal Motor Vehicle Safety Standards, to each End Product for either an altered or completed vehicle, according to the specifications established by the National Highway Traffic Safety Administration.” SVM is responsible for ensuring the compliance of each End Product with FMVSS and other applicable regulations as well as the requirements of the Federal Motor Vehicle Safety Act. SVM is responsible for certifying the compliance of such End Product with the FMVSS and other applicable laws and regulations, as necessary.

If a vehicle label is damaged and you need a replacement, you must:

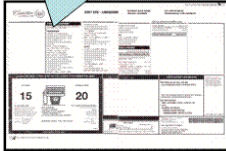
- 1 Send a request for replacement of the damaged vehicle label to the Upfitter Integration website, [Upfitter Integration](#).
- 2 Include the 17- digit VIN and the label name and your upfitter codes in the request.
(Upfitter codes: 13-59xxx, BAC xxxxxx or 48-56xxx, BAC xxxxxx)
- 3 E-mail a copy of your request confirmation to your SVM account manager with a picture of the damaged label.

Label Information Examples:

Altered Certification Label

GM Price Label Information

*****ALTERED VEHICLE***
Label for GM content only
See Dealer about non-GM content**



GM COMPLETE Label

1U1 1000477485 REPRINT

INFO BY GENERAL MOTORS CORP
DATE 01/06 GVWR 2200 KG 1267 KG 1053 KG
5202 LB 2792 LB 2410 LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
1G6KD57Y26U158236 TYPE: PASS CAR

SVM Label

THIS VEHICLE WAS ALTERED BY:

IN MD, YR _____
AND AS ALTERED IT CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS AFFECTED BY THE ALTERATION AND IN EFFECT IN:

MD, YR _____
COMPLETE BELOW IF GVWR, GAWR OR VEHICLE TYPE IS CHANGED OR ALTERED:

GAWR-FRONT: KG (_____) LBS (_____)
GAWR-INTERMEDIATE (1): KG (_____) LBS (_____)
GAWR-INTERMEDIATE (2): KG (_____) LBS (_____)
GAWR-REAR: KG (_____) LBS (_____)
VEHICLE TYPE: _____

SUITABLE TIRE-RIM CHOICE:

FRONT: RIMS, @ _____ TIRES, _____
PSI COLD _____
INTERMEDIATE (1): RIMS, @ _____ TIRES, _____
PSI COLD _____
INTERMEDIATE (2): RIMS, @ _____ TIRES, _____
PSI COLD _____
REAR: RIMS, @ _____ TIRES, _____
PSI COLD _____

Final Stage Certification Label

SVM Label

MFD BY: _____

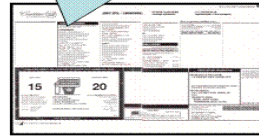
DATE OF MFR: MD, YR _____

GVWR: KG (_____) LBS (_____)
GAWR-FRONT: KG (_____) LBS (_____)
WITH: RIMS, @ _____ TIRES, _____
PSI COLD _____
GAWR-INTERMEDIATE (1): KG (_____) LBS (_____)
WITH: RIMS, @ _____ TIRES, _____
PSI COLD _____
GAWR-INTERMEDIATE (2): KG (_____) LBS (_____)
WITH: RIMS, @ _____ TIRES, _____
PSI COLD _____
GAWR-REAR: KG (_____) LBS (_____)
WITH: RIMS, @ _____ TIRES, _____
PSI COLD _____
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS, (AND BUMPER AND THEFT PREVENTION STANDARDS, IF APPLICABLE) IN EFFECT IN:

MD, YR _____
VEHICLE IDENTIFICATION NUMBER: _____
VEHICLE TYPE: _____

GM Price Label Information

*****INCOMPLETE VEHICLE***
Label for GM content only
See Dealer about non-GM content**



GM INCOMPLETE Label

ISP TEST LABEL

INCOMPLETE VEHICLE MANUFACTURED BY
GENERAL MOTORS CORP.
GVWR 2590KG (5715LB) GAWR FRT 1350KG (2983LB) GAWR RR 1237KG (2726LB)
1G6EH96Y96U550002 TYPE: INC VEH
MODEL: K089

TIRE AND LOADING INFORMATION

SEATING CAPACITY: TOTAL FRONT REAR

The combined weight of occupants and cargo should never exceed _____ Kg. or _____ Lbs.

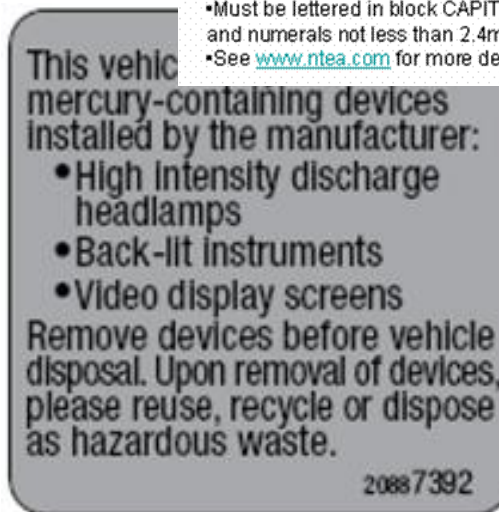
TIRE	SIZE	COLD TIRE PRESSURE	SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
FRONT			
REAR			
SPARE			

Notes:

- SVM installation required.
- Requires protective cover application.
- Must be lettered in block CAPITAL letters and numerals not less than 2.4mm high.
- See www.ntea.com for more details.

Notes:

- GVWR 10,000 lbs or less.
- Requires protective cover application.
- Must be lettered in block CAPITAL letters and numerals not less than 2.4mm high.
- See www.ntea.com for more details.



A Mercury Label must be installed on vehicles being sold in the following states:

- Vermont
- Maine
- Connecticut
- Maryland
- New York
- Rhode Island

- **Louisiana**
- **Massachusetts**
- **Minnesota**

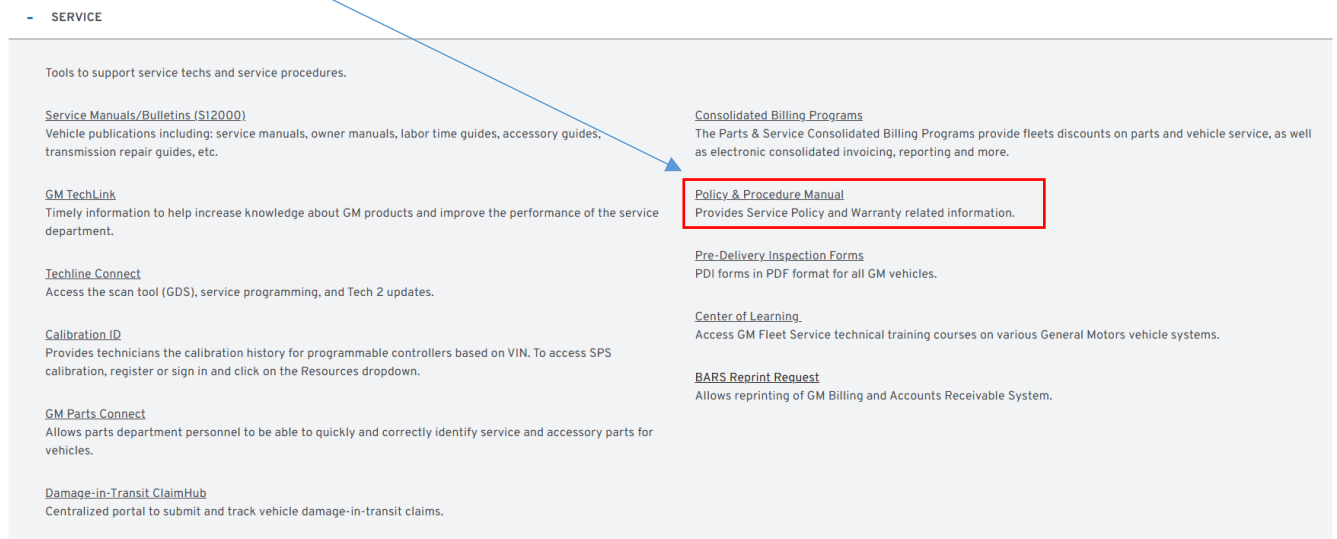
New Vehicle Alterations and Incomplete Vehicle Letter

The New Vehicle Alterations and Incomplete Vehicle Letter provides further information on SVM responsibility and requirements for certifying and labeling a new motor vehicle relative to its compliance with applicable FMVSS. This information is relevant to all new vehicles on which SVM will perform further work, or a new vehicle that the SVM “alters” (as defined in the Federal Motor Vehicle Safety Act and applicable regulations) between the time it is certified as a completed vehicle by GM, and the time that it is delivered to the first retail, fleet, or commercial customer.

The policy and letter can be found by following the steps below.

Click this link: [Fleet Tools, Guides and Resources | GM Fleet](#)

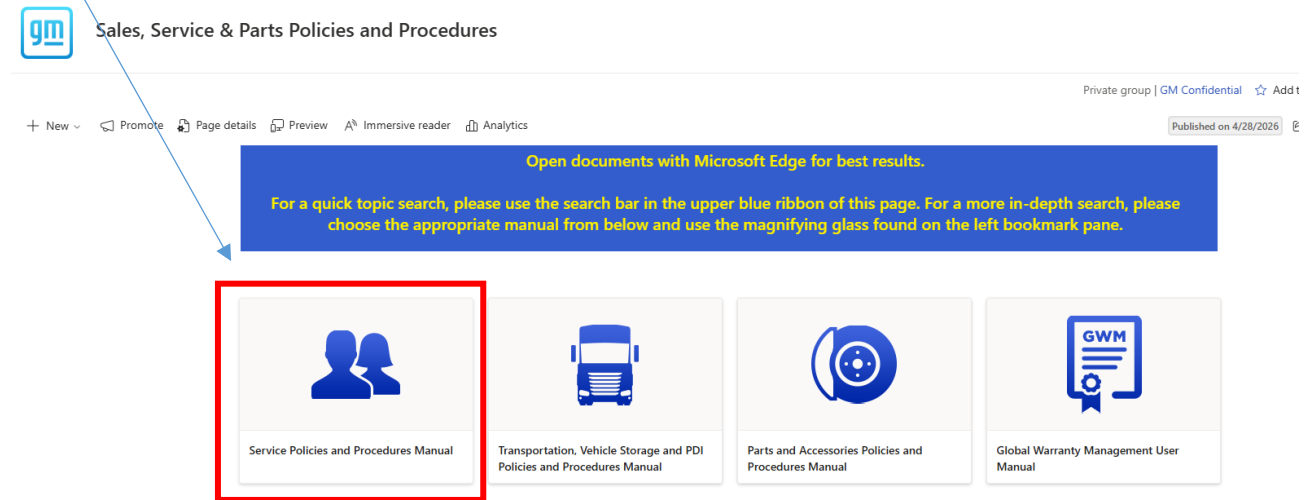
Once at the site: Click



The screenshot shows the 'SERVICE' section of the GM Fleet website. A blue arrow points from the text 'Once at the site: Click' to a red rectangular box that highlights the 'Policy & Procedure Manual' link. The page contains several other links and descriptions for service-related tools and resources.

Link	Description
Service Manuals/Bulletins (S12000)	Vehicle publications including: service manuals, owner manuals, labor time guides, accessory guides, transmission repair guides, etc.
GM TechLink	Timely information to help increase knowledge about GM products and improve the performance of the service department.
Techline Connect	Access the scan tool (GDS), service programming, and Tech 2 updates.
Calibration ID	Provides technicians the calibration history for programmable controllers based on VIN. To access SPS calibration, register or sign in and click on the Resources dropdown.
GM Parts Connect	Allows parts department personnel to be able to quickly and correctly identify service and accessory parts for vehicles.
Damage-in-Transit ClaimHub	Centralized portal to submit and track vehicle damage-in-transit claims.
Consolidated Billing Programs	The Parts & Service Consolidated Billing Programs provide fleets discounts on parts and vehicle service, as well as electronic consolidated invoicing, reporting and more.
Policy & Procedure Manual	Provides Service Policy and Warranty related information.
Pre-Delivery Inspection Forms	PDI forms in PDF format for all GM vehicles.
Center of Learning	Access GM Fleet Service technical training courses on various General Motors vehicle systems.
BARS Reprint Request	Allows reprinting of GM Billing and Accounts Receivable System.

Click



Select Table of Contents section:

1.1.2 - Non-General Motors Parts & Equipment and Original Equipment Alterations Policy Overview

Additional Information:

Incomplete Vehicles – Identified on the GM vehicle order by the primary RPO code VXT which will show on the GM Price Label as “INCOMPLETE VEHICLE”.

Complete / Altered Vehicles - Identified on the GM vehicle order by the primary RPO code “ALP” which will show on the GM Price Label stating a complete or “ALTERED VEHICLE”.

See the Service Policies and Procedure Manual for further details.

Coachbuilders Only - Eligible Vehicles and Conversion Limitations

As published with each Document for Incomplete Vehicle (IVD), stipulations regarding final chassis length, GVW limitations, and other technical information are noted and must be strictly adhered to.

Note: Option Code B05 (Armoring Package) is restricted to government orders only and is NOT available for dealer ordering. (Eliminate no armored XT5)

Other requirements/restrictions for the short stretch livery (W30), limousine (V4U) and hearse (B9Q) chassis include:

- No changes to A-pillar inclination/angle
- No changes to air bag locations

- No changes to suspension geometry
- Completed vehicle must be re-flashed due to wheelbase change; software available through your Cadillac dealer
- CMCs cannot export any vehicles outside of the U.S. or Puerto Rico. All export sales requests (excluding Canada) must be forwarded to International Fleet Sales (IFS). IFS will coordinate the GM review and, if approved by GM, CMCs will then sell their completed vehicle to IFS. IFS must be the exporter of record.

Delayed Warranty Start

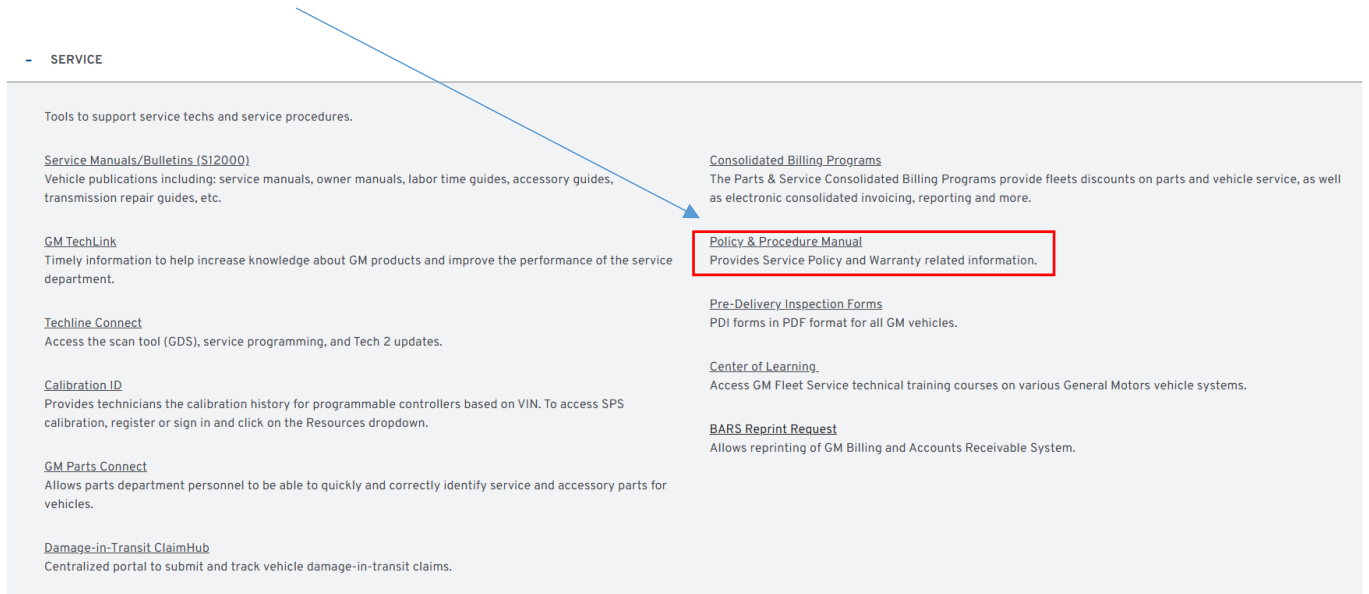
General Motors offers extensions to the start of the new vehicle limited warranty date and/or mileage in select scenarios. Service agents are to submit the Delayed Warranty Start Form to request this extension. See Appendix A for example.

The form must be submitted electronically to delayedwarrantystart@gm.com. Use of the form located in this section must be used by all requesting GM and non-GM entities with active Business Associate Codes (BAC). GM reserves the right to approve or reject any such request at its sole discretion.

For additional information on the delayed warranty process:

Click this link: [Fleet Tools, Guides and Resources | GM Fleet](#)

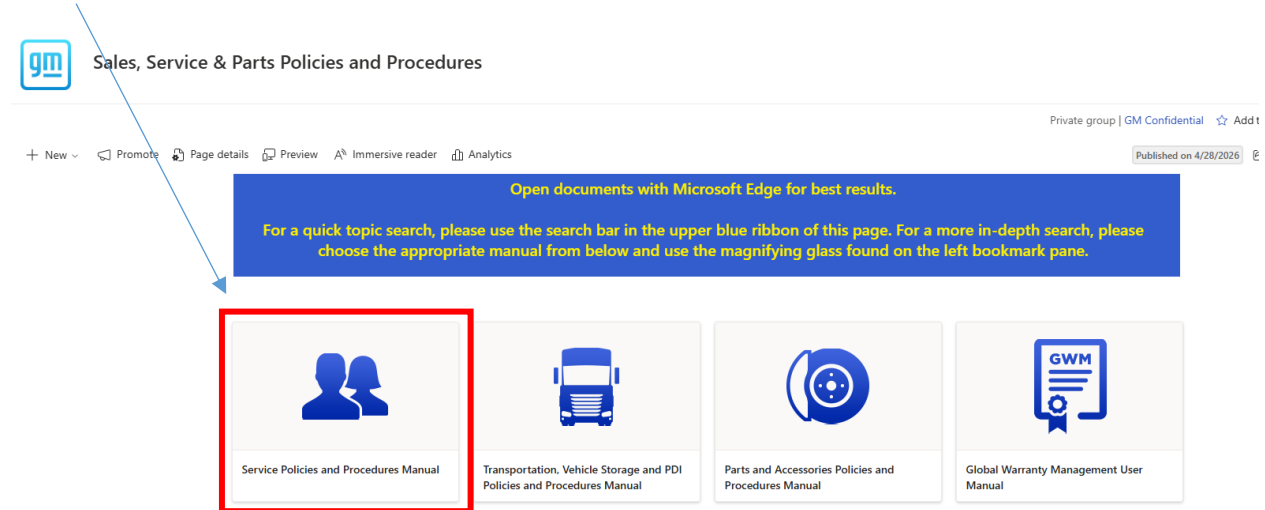
Once at the site: Click



The screenshot shows the 'SERVICE' section of the GM Fleet website. A blue arrow points from the text 'Once at the site: Click' to a red rectangular box that highlights the 'Policy & Procedure Manual' link. The page lists various tools and resources for service technicians.

Tool/Resource	Description
Service Manuals/Bulletins (S12000)	Vehicle publications including: service manuals, owner manuals, labor time guides, accessory guides, transmission repair guides, etc.
GM TechLink	Timely information to help increase knowledge about GM products and improve the performance of the service department.
Techline Connect	Access the scan tool (GDS), service programming, and Tech 2 updates.
Calibration ID	Provides technicians the calibration history for programmable controllers based on VIN. To access SPS calibration, register or sign in and click on the Resources dropdown.
GM Parts Connect	Allows parts department personnel to be able to quickly and correctly identify service and accessory parts for vehicles.
Damage-in-Transit ClaimHub	Centralized portal to submit and track vehicle damage-in-transit claims.
Consolidated Billing Programs	The Parts & Service Consolidated Billing Programs provide fleets discounts on parts and vehicle service, as well as electronic consolidated invoicing, reporting and more.
Policy & Procedure Manual	Provides Service Policy and Warranty related information.
Pre-Delivery Inspection Forms	PDI forms in PDF format for all GM vehicles.
Center of Learning	Access GM Fleet Service technical training courses on various General Motors vehicle systems.
BARS Reprint Request	Allows reprinting of GM Billing and Accounts Receivable System.

Click



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Service Policies and Procedures Manual

Transportation, Vehicle Storage and PDI Policies and Procedures Manual

Parts and Accessories Policies and Procedures Manual

Global Warranty Management User Manual

Select Table of Contents section:

4.1.1 - Notice of Delayed Warranty Start

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Disclosure of Vehicle Modification / Use or Sale of Non-GM Parts and Accessories and Sale of Non-GM Service Contracts

As a reminder, Article 8.5 of the Agreement provides that: "If a SVM modifies a new motor vehicle, or installs any equipment, accessory, recycled part or part not supplied by General Motors, SVM will disclose this fact on the purchase order and bill of sale, indicating that the modification, equipment, accessory or part is not warranted by General Motors or, in the case of a service contract, the coverage is not provided by General Motors or an affiliate." The SVM must comply with this requirement.

See below for an explanation of the process and copy of the customer acknowledgement form. (Excluding Cadillac Master Coachbuilders see Appendix E for customer acknowledgement form)

Click this link: [Fleet Tools, Guides and Resources | GM Fleet](#)

Once at the site: Click

SERVICE

Tools to support service techs and service procedures.

Service Manuals/Bulletins (S12000)
Vehicle publications including: service manuals, owner manuals, labor time guides, accessory guides, transmission repair guides, etc.

GM TechLink
Timely information to help increase knowledge about GM products and improve the performance of the service department.

Techline Connect
Access the scan tool (GDS), service programming, and Tech 2 updates.

Calibration ID
Provides technicians the calibration history for programmable controllers based on VIN. To access SPS calibration, register or sign in and click on the Resources dropdown.

GM Parts Connect
Allows parts department personnel to be able to quickly and correctly identify service and accessory parts for vehicles.

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Centralized portal to submit and track vehicle damage-in-transit claims.

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Parts and Accessories Policies and Procedures Manual

Global Warranty Management User Manual

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Publish/Effective Date: January 1, 2026

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Vehicle Release to Dealer

As referenced in Article 5.2 of the Agreement, SVM agrees not to perform any modifications or alterations to a Vehicle until issuance of the MSO to the dealer. Additionally, SVMs are not to release a vehicle more than 5 business days prior to the start of the upfit work.

Vehicle Delivery / Care of Vehicle and Storage

As referenced in Article 4.1 of the Agreement, “Upon receipt of Vehicles, SVM will inspect each Vehicle for damage or a shortage of parts and SVM will accept custody of, and execute an appropriate receipt for each Vehicle. SVM agrees to resolve any damage or warranty claims in accordance with the GM Service Policies and Procedures Manual. All repairs to any Vehicle must be performed by an authorized GM dealer.” The manual can be found at the link below.

Section 4.2 of the Agreement says in part, “SVM will keep and maintain each Vehicle delivered to it in safe storage (including, as appropriate, in a defined area enclosed by an adequate fence and protected by security personnel to the extent appropriate in that vicinity)”. The Section goes on to say, “SVM must ensure that Vehicles do not deteriorate from a like new condition in appearance or quality during the period of SVM's control, and GM retains the right to inspect SVM's storage areas upon reasonable notice.”

See Appendix C for examples of forms.

For additional information on the vehicle delivery and care of vehicle and storage:



Click the link: [Fleet Tools, Guides and Resources | GM Fleet](#)

Once at the site: Click

SERVICE

Tools to support service techs and service procedures.

Service Manuals/Bulletins (S12000)
Vehicle publications including: service manuals, owner manuals, labor time guides, accessory guides, transmission repair guides, etc.

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Service Policies and Procedures Manual

Transportation, Vehicle Storage and PDI Policies and Procedures Manual

Parts and Accessories Policies and Procedures Manual

Global Warranty Management User Manual

Field Product Reports

To report quality or other issues observed on your vehicles to the GM vehicle brand quality team, use the “Field Product Report” process. Instructions are available through gmfleet.com.

Click link: [Fleet Tools, Guides and Resources | GM Fleet](#)

Select:

- SERVICE

Tools to support service techs and service procedures.

Service Manuals/Bulletins (S12000)

Vehicle publications including: service manuals, owner manuals, labor time guides, accessory guides, transmission repair guides, etc.

Consolidated Billing Programs

The Parts & Service Consolidated Billing Programs provide fleets discounts on parts and vehicle service, as well as electronic consolidated invoicing, reporting and more.

Select Model Year, Make, and Model and click next

gm Service Information

To view a publication, enter a VIN or select year, make and model, then click 'Next'.

VIN: **Note: All VIN are 17 characters in length**
 Year: Make: Model:

Select other options:

-  [See the newest bulletins, campaigns and preliminary information in New Bulletins](#)
-  [Find a document by its ID, bulletin or campaign # in Number Search](#)
-  [Find bulletins, campaigns and preliminary information by Year Range + Model + Keyword](#)
-  [Select and view a Unit Repair, Specialty Publication, or Transmission Technical Guide](#)
-  [Select and view a User Guide](#)
-  [Send us your feedback/ Report a Problem](#)
-  [Help](#)

Select Service Manual/Bulletins Express, Savana Manual

gm Service Information

2023 Chevrolet Express

Select a vehicle publication to view:

Service Manual/Bulletins

[Express, Savana Service Manual \(16060824\)](#)

Accessories Manual

[Express, Savana Accessory Installation Manual](#)

Labor Time Guide

[G/H Van GLC](#)
[GM Warranty Job Aid](#)

Owner Manual

[Cadillac/Chevrolet/GMC Light Duty Truck Limited Warranty \(GMNA-Localizing-Puerto Rico-16451732\)](#)
[Chevrolet Cutaway Chassis Limited Warranty and Owner Assistance Information \(GMNA-Localizing-U.S.-16589935\)](#)
[Chevrolet Express Owner Manual \(GMNA-Localizing-U.S./Canada/Mexico-16547501\)](#)
[Chevrolet Limited Warranty and Owner Assistance Information \(GMNA-Localizing-U.S.-16451727\)](#)
[Chevrolet/Buick/GMC Canadian Limited Warranty and Owner Assistance Information \(GMNA-Localizing-Canada-16451730\)](#)
[Chevrolet/GMC Canadian Cutaway Chassis Limited Warranty and Owner Assistance Information \(GMNA-Localizing-Canada-16589937\)](#)
[Chevrolet/GMC Express/Savana Airbag Deployment Zones Supplement \(GMNA-Localizing-U.S./Canada/Israel/MidEast-16547525\)](#)
[General Motors Warranty Policy \(GMNA-Localizing-Central America/Caribbean-16322213\)](#)
[General Motors Warranty Policy \(GMNA-Localizing-Mexico-16356493\)](#)

Enter "Field Product Report" in the key word search box

Click: Information for Dealers/Technicians on When and How to Submit a Field Product *and/or Enhancing Field Product Reports with Digital Pictures*

Service Information

2023 Chevrolet Express | Express Savana Service Manual 16060824 | Search Results

Basic Search [Search By Phrase] Search titles matching all of these keywords: FIELD PRODUCT REPORT Search Reset

[Fastener Specifications](#) [RPO Code List](#) [Maintenance Items](#) [Master Electrical Component List](#) [Diagnostic Starting Point](#) [Symptom-Problem Code List](#) [Symptom List](#) [Control Module References](#)

[Collapse All](#) [Expand All](#)

1 of 1 Bulletins results displayed.

▼ **Bulletins, Campaigns and Preliminary Information (1 Result)**

[#02-00-89-002W: Information for Dealers/Technicians on When and How to Submit a Field Product Report \(FPR\) \(U.S. and Canada Dealers Only\) - \(Sep 26, 2023\)](#)

For Dealers/Technicians on When and How to Submit a **Field Product Report (FPR)** (U.S. and Canada Dealers Only) Models: 2024... 1, 2023 the **Product Information Report (PIR)** process in Canada has been renamed **Field Product Report (FPR)** to



GM Trademark Usage

Article 12 of the Agreement (Article 11 for Motor Home and Coachbuilder) contains Terms and Conditions with respect to GM Trademark Usage. See Article for specific Terms and Conditions. For your convenience only, GM is providing the information below to help you understand the proper usage of Marks.

- Approved Mark to be used by SVM



- Approved Mark to be used by Cadillac Coachbuilder



- Above Mark's may be used only in communications with GM Dealers
- The Mark's may not be used for End Product labeling or communication with end users
- Under no circumstances may the Mark's imply endorsement, approval, or authorization of End Product
- SVM may not use any other GM Marks
- SVM is not authorized to use any GM Marks, trade dress, website URLs, rights of publicity, and other intellectual property owned by GM

Appendix A (Example of Delayed Warranty Start Form)

****Save the file name as the VIN of the vehicle only.**



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 (VIN - 17 Characters):

Important: To be eligible, the vehicle must have less than 3,000 miles and the date must be within two (2) years of the original build date.

Requested:

Mileage:

☐ Miles ☐ Kilometers

Date:

Dealer Information (When the vehicle is sold by a GM Dealer)

Business Associate Code (BAC - 6 Digits):

Dealership Name:

Dealer Employee Requestor's Name:

Authorized Fleet/Retailer Information

Requestor's Name:

Requestor's Email:

Fleet/Retail Business Name:

Fleet Business Associate Code (BAC - 6 Digits):

Address:

Street, City, State, and Zip Code

****Save the file name as the VIN of the vehicle only.**

Appendix B (Receiving Hours Notification Form)

RECEIVING HOURS NOTIFICATION (FAX or E-mail)

TO - CARRIER TERMINAL
--

NAME _____
 ADDRESS _____
 CITY/STATE/PROVINCE _____
 POSTAL/ZIP CODE _____

FROM - RECEIVING LOCATION
--

DEALER CODE _____
 NAME _____
 ADDRESS _____
 CITY/STATE/PROVINCE _____
 POSTAL/ZIP CODE _____

CONTACT PERSON & _____
 AREA CODE/PHONE NUMBER _____

	INSPECTION HOURS		EXTENDED RECEIVING HOURS	
	FROM	TO	FROM	TO
MONDAY	_____	_____	_____	_____
TUESDAY	_____	_____	_____	_____
WEDNESDAY	_____	_____	_____	_____
THURSDAY	_____	_____	_____	_____
FRIDAY	_____	_____	_____	_____
SATURDAY	_____	_____	_____	_____

NON-WORKING HOURS

YES ☐

NO ☐

IF YES, PLEASE INDICATE THE "DROP BOX" LOCATION, WHERE THE VEHICLES ARE TO BE PARKED, AND ANY OTHER SPECIAL DELIVERY INSTRUCTIONS.

NON-ESTABLISHED HOLIDAYS

(PLEASE LIST THE MONTH AND DAY)

THE ABOVE HOLIDAYS DO NOT INCLUDE ESTABLISHED NATIONAL HOLIDAYS OR SATURDAYS/SUNDAYS.



Fleet

GENERAL MOTORS Company			TRANSPORTATION CLAIM LETTER OF NOTIFICATION	
DEALER CODE	DELIVERY AT DEALERSHIP	CARRIER CODE	VEHICLE IDENTIFICATION NUMBER -----	DELIVERY RECEIPT NO.
Reason for Letter of Notification			Delivery Conditions:	
☐ Concealed Damage	☐ Other (Specify) _____ _____		The Delivery Receipt was signed without exception?	Vehicle Delivered Subject to Inspection
☐ STI/Deferred inspection			☐ YES	☐ YES
☐ Insufficient or No copies of Delivery Receipt			☐ NO	☐ NO
Carrier Name _____			Dealership Name _____	
Address _____			Address _____	
City/State/Zip _____			City/State/Zip _____	
Phone Number _____			Phone Number _____	

DAMAGE EXCEPTION CODES

Figure 1 shows a 4x4 grid of 16 empty table templates. Each template is a rectangle divided into three or four columns. The first three columns are labeled 'AREA', 'TYPE', and 'SEVERITY' from left to right. The fourth column, when present, is labeled 'AREA'. The templates vary in the number of columns and the labels below them.

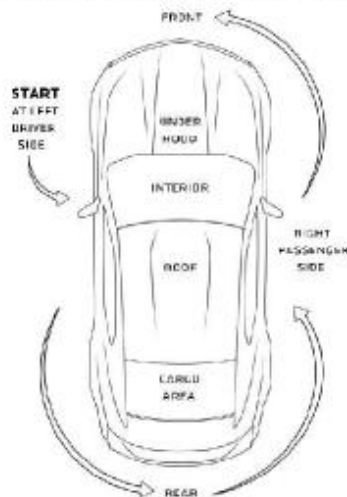
REMARKS

SERVICE AGENT REPRESENTATIVE IS TO ENSURE THAT ALL DAMAGES ARE NOTED CORRECTLY.
LETTER OF NOTIFICATION IS TO BE FAXED OR SENT VIA CERTIFIED MAIL WITH RETURN
RECEIPT REQUESTED THE NEXT BUSINESS DAY FOR AFTER HOURS DELIVERIES, OR WITHIN
3 BUSINESS DAYS OF DELIVERY FOR CONCEALED DAMAGE

Service Agent Signature	Delivery Date	Carrier Signature	Delivery Date
----------------------------	------------------	----------------------	------------------

LETTER OF NOTIFICATION

GM GENERAL MOTORS RECEIVING / INSPECTION CARD



(PLACE VEHICLE ON HOIST FOR UNDERCARRIAGE INSPECTION)

DAMAGE AREA CODES

Left / Driver Side

- 10 Door-Left Front
- 11 Door-Left Rear
- 14 Fender-Left Front
- 15 Quarter Panel/Pickup Box-Left
- 30 Mirror-Outside Left
- 35 Rocker Panel/Outer Sill-Left
- 38 Running Board/Step-Left
- 70 Center Post Left
- 72 Left Front Tire
- 73 Left Front Wheel/Rim
- 74 Left Rear Tire
- 75 Left Rear Wheel/Rim

Rear

- 04 Bumper/Cover/Ext-Rear
- 06 Bumper Guard/Strip-Rear
- 07 Door-Back Cargo, Right
- 08 Door-Back Cargo, Left
- 21 Glass Rear
- 45 Tail Light/Hardware
- 59 Wipers, all
- 64 Spoiler/Deflector-Rear
- 86 Parking Sonar System
- 89 Trailer Hitch, Wiring Harness, Tow Hooks

Trunk / Cargo

- 01 Antenna/Antenna Base
- 18 Front Floor Mats
- 19 Rear Floor Mats
- 23 Accessory bag/box
- 40 Spare Tire/Wheel
- 52 Deck Lid/Tailgate/Hatchback
- 55 Cargo Area/Other
- 57 Wheel Covers/Caps/Rings
- 84 Tools/Jack/Spare-Tire Mount+ Lock
- 92 License-Bracket

PickUp Box

- 15 Quarter Panel/Pickup Box-Left
- 17 Quarter Panel/Pickup Box-Right
- 61 PickUp Box-Interior
- 63 Rails, Truckbed/Lightbar
- 82 Fender (Dual wheel)-Rear Left
- 83 Fender (Dual wheel)-Rear Right

Right / Passenger Side

- 09 Door-Right Cargo
- 12 Door-Right Front
- 13 Door-Right Rear
- 16 Fender-Right Front
- 17 Quarter Panel/Pickup Box-Right
- 31 Mirror-Outside Right
- 36 Rocker Panel/Outer sill-Right
- 39 Running Board/Step-Right
- 69 Center Post Right
- 76 Right Rear Tire
- 77 Right Rear Wheel/Rim
- 78 Right Front Tire
- 79 Right Front Wheel/Rim

Front End

- 03 Bumper/Cover/Ext-Front
- 05 Bumper Guard/Strip-Front
- 20 Glass Windshield
- 22 Grille
- 24 Headlight/Cover/Turn Signal
- 25 Lamps-Fog/Driving/Spot
- 27 Hood
- 42 SplashPanel/spoiler-Front
- 59 Wipers, all
- 80 Cowl

Under Hood

- 02 Battery/Box
- 99 Engine Compartment-Other

Roof

- 01 Antenna/Antenna Base
- 37 Roof
- 53 Sunroof/T-Top
- 56 Vinyl/Convertible Top /Tonneau Cover
- 64 Spoiler/Deflector-Rear
- 65 Luggage Rack (Strips)/ Drip rail
- 71 Corner Post

Interior

- 23 Accessory Bag/Box
- 26 Headliner
- 28 Keys
- 29 Keyless Remote
- 33 Audio/Video Player
- 34 TV/ DVD Screen
- 48 Trim Panel-Front Left
- 49 CD/D Changer Separate Unit
- 50 Trim Panel-Front Right
- 58 Radio Speakers
- 66 Dash/Instrument Panel
- 67 Cigarette Lighter/Ashtay

Interior

- 68 Carpet-Front
- 85 Communication/GPS Unit
- 93 Steering Wheel/Airbag
- 94 Seat-Front Left
- 95 Seat-Front Right
- 96 Seat-Rear
- 97 Carpet-Rear
- 98 Interior Other

Undercarriage

- 44 Gas Tank
- 54 Undercarriage-Other
- 81 Gas Cap/Cover
- 90 Frame
- 91 Exhaust System

DAMAGE TYPE CODES

- 01 Bent
- 02 Broken(Except Glass)
- 03 Cut
- 04 Dented (Paint Broken)
- 05 Chipped (Except Glass)
- 06 Cracked (Except Glass)
- 07 Gouged
- 08 Missing
- 09 Scuffed
- 10 Interior Stained or Soiled
- 11 Punctured
- 12 Scratched (Except Glass)
- 13 Torn
- 14 Dented-Paint/Chrome Not Damaged
- 18 Molding/Emblem/Weatherstrip-Damaged
- 19 Molding/Emblem/Weatherstrip-Loose, Missing
- 20 Glass-Cracked
- 21 Glass-Broken
- 22 Glass-Chipped
- 23 Glass-Scratched
- 24 Marker Light-Damaged
- 25 Decal/Paint Stripe-Damaged
- 29 Contamination, Exterior
- 30 Fluid Spill-Exterior
- 34 Panel Edge-Chipped
- 37 Hardware, Exterior-Damaged
- 38 Hardware, Exterior-Loose-Missing

SEVERITY CODES

- 1 Damage up to 1 inch in length/diameter
- 2 Damage 1 - 3 inches in length/diameter
- 3 Over 3" and up to and including 6"
- 4 Over 6" and up to and including 12"
- 5 Over 12"
- 6 Missing

Appendix C (Insurance Certificate)


Save Open Form Help



CERTIFICATE OF LIABILITY INSURANCE
DATE (MM/DD/YYYY)
06/13/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER ABC Insurance Corp 123 Street Anytown, USA 48255	CONTACT John Doe PHONE 313-555-1122 FAX 313-555-1123 E-MAIL John@insuranceproducer.com ADDRESS:
---	--

INSURED SVM 123 Street Anytown, USA 48174	INSURER(S) AFFORDING COVERAGE <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>INSURER A</td> <td>CGL Insurance Company</td> <td>NAIC #</td> </tr> <tr> <td>INSURER B</td> <td>ATO Insurance Company</td> <td></td> </tr> <tr> <td>INSURER C</td> <td>UMB Insurance Company</td> <td></td> </tr> <tr> <td>INSURER D</td> <td>WC Insurance Company</td> <td></td> </tr> <tr> <td>INSURER E</td> <td>GK Insurance Company</td> <td></td> </tr> <tr> <td>INSURER F</td> <td></td> <td></td> </tr> </table>	INSURER A	CGL Insurance Company	NAIC #	INSURER B	ATO Insurance Company		INSURER C	UMB Insurance Company		INSURER D	WC Insurance Company		INSURER E	GK Insurance Company		INSURER F		
INSURER A	CGL Insurance Company	NAIC #																	
INSURER B	ATO Insurance Company																		
INSURER C	UMB Insurance Company																		
INSURER D	WC Insurance Company																		
INSURER E	GK Insurance Company																		
INSURER F																			

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

PER. LTR.	TYPE OF INSURANCE	ACC. FORM	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIM MADE ☒ OCCUR ☐ GEN'L AGGREGATE LIMIT APPLIES PER: POLICY ☐ ☐ LOC ☐ OTHER	☒	XPK12345	06/13/2019	06/13/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADJ INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPOD AGG \$ 2,000,000
	☒ CONTRACTUAL LIABILITY	☒				
B	☒ AUTOMOBILE LIABILITY ☐ ANY AUTO ☒ OWNED ☒ AUTO ONLY ☒ RENTED ☒ AUTOS ONLY ☐ SCHEDULED ☒ NON-OWNED ☒ AUTOS ONLY	☒	XYM678910	06/13/2019	06/13/2020	LIMITED STYLE LIMIT (Per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Comp/Collision \$ 1,000 ded. EACH OCCURRENCE \$ 9,000,000 AGGREGATE \$ 9,000,000
	☒ UMBRELLA LIAB ☐ EXCESS LIAB ☐ MED ☐ RESTRUCTURE	☒	XAE24662603	06/13/2019	06/13/2020	☒ PER STATUTE ☐ GEN'L AGG E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	WORKERS COMPENSATION AND EMPLOYER'S LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER/EXCLUDED (Mandatory in MI) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	XWC81039660	06/13/2019	06/13/2020	
E	Garage Keepers Legal Liability	☒	XXC80509002	06/13/2019	06/13/2020	(Equal to at least the highest value of vehicles in the Manufacturer's care/custody/control)

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101 Additional Remarks Schedule may be attached if more space is needed)

General Motors LLC is named as an Additional Insured with respect to the above captioned policies, except Workers Compensation and Employer's Liability. This insurance is primary to any other insurance available to General Motors LLC. The General Liability policy includes Contractual Liability. Umbrella Liability policy XAE24662603 sits in excess of Commercial General Liability policy XPK12345 and Auto Liability policy XYM678910. Certificate Holder will receive 30 Day Notice of Cancellation or modification of policy.

CERTIFICATE HOLDER

 GENERAL MOTORS LLC
 Attn: Special Vehicle Manufacturer Group
 100 Renaissance Center
 PO BOX 100
 MC: 482-A20-B98
 Detroit, MI 48243

CANCELLATION

 SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

 AUTHORIZED REPRESENTATIVE


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a* - If the Commercial General Liability/Products Comp/Ops amount is less than \$10,000,000 per occurrence, then the total per occurrence limit between Commercial General Liability and Excess/Umbrella Liability must at least equal \$10,000,000.

b* - If the Automobile Liability amount is less than \$5,000,000 per occurrence, then the total per occurrence limit between Automobile Liability and Excess/Umbrella Liability must at least equal \$5,000,000.

c* - Garage Keepers Legal Liability - Equal to at least the highest value of vehicles in the Manufacturer's care, custody and control at any one time.

Appendix D (SVM Business Information Form)

SVM BUSINESS INFORMATION UPDATE

EMAIL SVM.mailbox@gm.com

This SVM Business Information Update Form is submitted as part of the Specialty Vehicle Manufacturer (SVM) Converters Agreement and is current as of the dated signature block at the end of the form.

SVM BUSINESS PROFILE

SVM ENTITY LEGAL NAME

SVM DBA NAME (If Applicable)

☐

CORPORATION

STATE OF INCORPORATION

Select State

☐

LIMITED LIABILITY COMPANY (LLC)

OTHER (Specify)

NAMES OF OWNERS AND RESPECTIVE SHARES

NAME OF OWNERS (All individuals, beneficiaries of trusts or other entities owning an equity interest in SVM.)	TITLE	PERCENTAGE OF OWNERSHIP

SVM PRINCIPAL LEADERSHIP

NAME	TITLE	PHONE NO.	EMAIL ADDRESS

SVM BUSINESS INFORMATION UPDATE

EMAIL SVM.mailbox@gm.com

GENERAL MANAGEMENT CONTACT INFORMATION

NAME		CELL PHONE	
EMAIL ADDRESS		OFFICE PHONE	
STREET ADDRESS		FAX NO.	
CITY		STATE	
		ZIP	

ACCOUNTS PAYABLE CONTACT INFORMATION

NAME		CELL PHONE	
EMAIL ADDRESS		OFFICE PHONE	
STREET ADDRESS		FAX NO.	
CITY		STATE	
		ZIP	

KEY SVM CONTACTS

	CHASSIS COORDINATOR	SALES CONTACT	ENGINEERING CONTACT	WARRANTY- QUALITY CONTACT
CONTACT NAME				
EMAIL ADDRESS				
CELL PHONE NO.				
LAND LINE INCL. EXT.				
STREET ADDRESS				
CITY				
STATE				
ZIP				



SVM BUSINESS INFORMATION UPDATE

EMAIL **SVM.mailbox@gm.com**

"SHIP TO" LOCATION DETAIL

The location(s) listed below shall be the only location(s) authorized for GM to ship Vehicles (Ship to Location(s)). GM will only ship Vehicles directly to the location(s) listed below.

[illegible]

Any and All changes in the SVM's Authorized Locations listed above must be approved by GM pursuant to the GM SVM Converters Agreement. Any changes, additions or deletions agreed upon by GM and SVM must be reflected in writing in a substitute Exhibit A, executed by the SVM and GM.

SIGNATURE

The SVM Business Information Update Form has been completed as required by the SVM Converters Agreement, Article 14.1 (13.1 Motor Home).

MANUFACTURER NAME			
SIGNATURE			
PRINTED NAME			
TITLE		DATE	

Appendix E (Cadillac Master Coachbuilder Customer Acknowledgement form)



MASTER COACHBUILDER CMC DISCLOSURE OF NON-GM PRODUCTS CUSTOMER ACKNOWLEDGEMENT FORM

(A copy of this signed FORM must be kept in the Customer New Vehicle Sale or Customer Service file).

The consumer (buyer/lessee) acknowledges:

1. They are purchasing a completed vehicle by an end product manufacturer other than General Motors LLC ("GM"), and that the vehicle contains Non-GM Vehicle Options and Modifications, and that the vehicle has been completed from its original "chassis" build as produced by GM. Examples include, but not limited to:
 - a. Cadillac XT5 Limo (V4U Option)
 - b. Cadillac XT5 Funeral Hearse (B9Q Option)
2. This vehicle has been modified from its original "chassis" build as produced by GM by a third party Cadillac Master Coachbuilder (CMC) / Manufacturer and may contain non-GM components installed that will not be covered under the GM New Vehicle Limited Warranty.
3. It is the responsibility of the CMC/Manufacturer to certify their vehicle, not GM, and to ensure that any vehicle modifications or alterations are installed in compliance with any applicable federal, state or local laws.
4. The CMC/Manufacturer is solely responsible for all warranties on the body or equipment they install and any alterations (or any effect of the alterations) to any of the parts, components, systems, or assemblies installed by GM. A copy of the CMC/ Manufacturer's Third Party Warranty has been provided.
5. GM is not responsible for the safety or quality of design features, materials, or workmanship of any alterations by such CMC/Manufacturer.
6. GM takes no responsibility for these alterations or modifications, or for any impact these modifications may have on the safety, performance or durability of the vehicle. It is not GM's responsibility to provide any applicable warranty on these components.

CADILLAC MASTER COACHBUILDER COMPANY NAME: _____
 Vehicle Type: ____Limo (&V4U) ____Hearse (&B9Q) ____Short Stretch Livery (&W30)
 Vehicle VIN (17 digits) ____/____/____/____/____/____/____/____/____/____/____/____/____/____/____/____/____
 Sales Representative Signature _____
 Customer Signature _____
 Customer Printed Name _____ Date: _____