

2021 Specialty Vehicle Manufacturer (SVM) Policies and Procedures Manual

GENERAL MOTORS FLEET
SPECIAL VEHICLE MANUFACTURER





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	Jim Connelly	313-319-4458	jim.connelly@gm.com
Commercial	Wendell Mitchem	313-319-2170	wendell.mitchem@gm.com
Bus/Ambulance/RV/ Mobility/Personal Use	Cynthia Mattison	313-303-2580	cynthia.mattison@gm.com
Medium Duty / Commercial	Bill Schlander	313-910-2527	bill.a.schlander@gm.com
SVM Administration	Fleet Action 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
Fleet Action Center	800-353-3867	Prompt 1 Prompt 2 Prompt 3 Prompt 4 Prompt 5 Prompt 6	If you know your party's extension Business Choice FAN Inquiries Order Management Fleet Service Commercial and Fleet Incentives
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 distributor's 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 <https://www.gmfleet.com/fleet-tools.html>.

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.

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 Action 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: [SVM Forms](#)

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



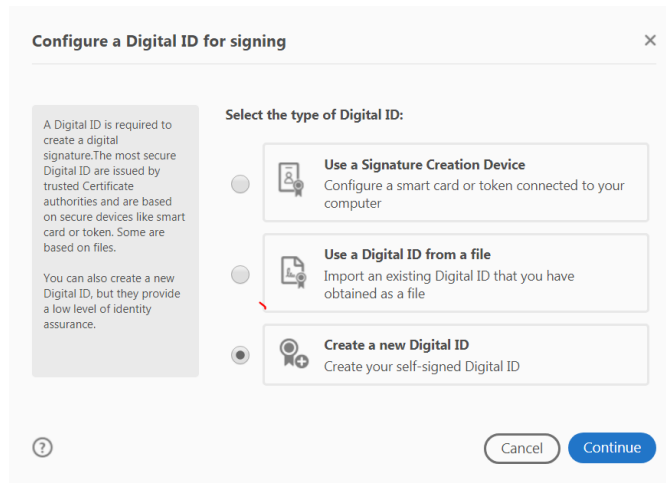
SVM Business Information Update	Used by SVM each calendar year to notify GM of any changes to their business (sample Appendix E)
Ship Through Application	Used by upfitter to request a ship through location

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

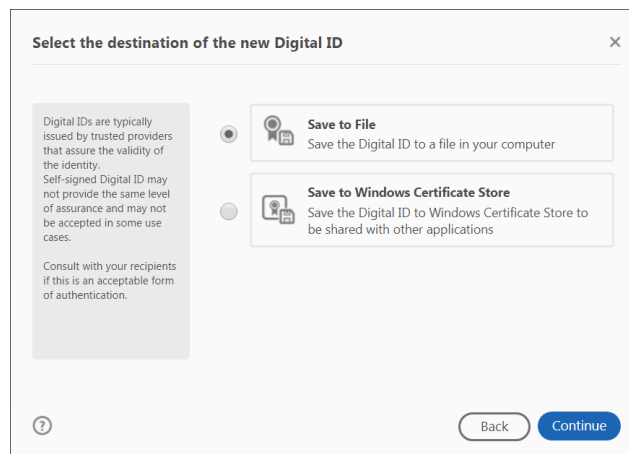
1. Click on the box next to the “X”



2. Select “Create a new Digital ID”



3. Select “Save to File”





4. Enter your name and email address

Create a self-signed Digital ID ✕

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:

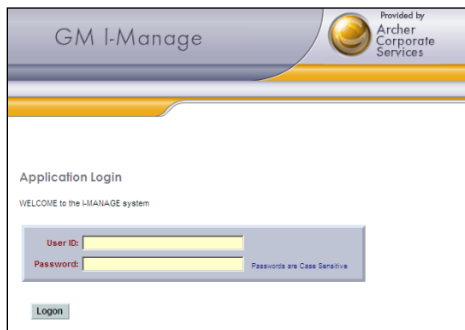
Confirm the password:

Back Save

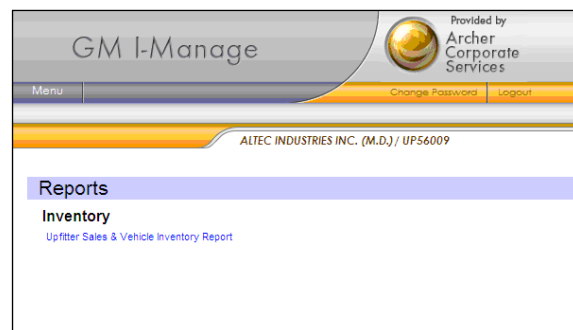
GM I-Manage

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](#)



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



Select Upfitter Sales & Vehicle Inventory
Report



Use “Report Name” drop down to select report desired.

Drop down will list only four reports – choose from dropdown

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 8/5/2019 and another on 9/2/2019. 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 [GM Fleet Tools](#) 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.

The screenshot shows the 'Quick Order' page in the GM Fleet Tools system. At the top, there is a navigation bar with 'ORDER Workbench' and a breadcrumb trail: 'Main > Order Vehicles > Quick Order'. Below this is a menu with tabs for 'PLAN & FORECAST', 'ORDER VEHICLES', 'MANAGE INVENTORY', 'LOCATE VEHICLES', 'DELIVER VEHICLES', and 'REPORTS & TOOLS'. The 'ORDER VEHICLES' tab is active.

The main content area is titled 'Quick Order' and contains a search bar with fields for 'Enter BAC', 'Select BAC...', and 'Enter BFC', along with a 'GO' button. Below the search bar, the current values are displayed: 'BAC: 268272', 'BFC: 1', and 'Name: AMERICAN EMERGENCY VEHICLES'.

A message states: 'This page will allow you to quickly create and submit a preliminary order, request for order or stored configuration.' Below this are links for 'Load Autobook Order' and 'Manage My Default Settings'.

The form includes several dropdown menus and input fields:

- Model Year*:** 2016
- Division*:** CHEVROLET ALL
- Distribution Entity*:** Select Distribution Entity
- Allocation Group*:** (empty)
- Order Type*:** (empty)
- Model*:** (empty)
- Charge To BAC*:** 268272
- Charge To BFC*:** 1
- Ship to BAC*:** 268272
- Ship to BFC*:** 1

 There is a '> Verify BAC' link next to the 'Ship to BFC*' field. A 'Quick Order Interactive mode:' section has 'ON' and 'OFF' radio buttons, with 'OFF' selected.

At the bottom right, there is a 'START QUICK ORDER' button. A 'RELATED LINKS' sidebar on the right contains:

- View My Preliminary Orders
- Request for Order List
- View Stored Configurations
- View My Allocation and Constraints
- US On-Line Order/Reference Guide

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

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.

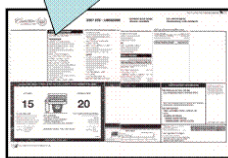
Label Information Examples:

Altered Certification Label

Final Stage Certification Label

GM Price Label Information

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



GM COMPLETE Label

10004785 1U1 1000477485 REPRINT

DATE	GVWR	GAWR FR	GAWR RR
0106	2360 KG	1267 KG	1093 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.
10GKD57Y26U150236 TYPE: PASS CAR

SVM Label

THIS VEHICLE WAS ALTERED BY:

PL NO. _____ 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:

MO. _____ YR _____
COMPLETE BELOW IF GVWR, GAWR OR VEHICLE TYPE IS CHANGED OR ALTERED SINCE:

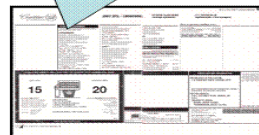
GAWR-FRONT: KG (_____ LB)
GAWR INTERMEDIATE (1): KG (_____ LB)
GAWR INTERMEDIATE (2): KG (_____ LB)
GAWR-REAR: KG (_____ LB)
VEHICLE TYPE: _____

DURABLE TIRE-REM CHOICE

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

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 10104
GENERAL MOTORS CORP.
GVWR 2600 KG (5716LB) GAWR FR 1300KG (2893LB) GAWR RR 1237KG (2729LB)
10GEEH96Y96U50002 TYPE: INC VEH
MODEL: A000

SVM Label

MFD BY: _____

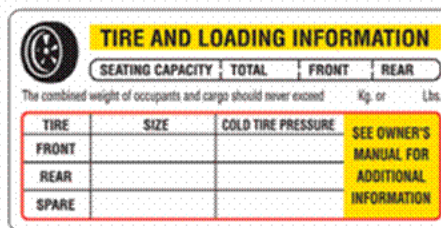
DATE OF MFR: MO. _____ YR. _____
GVWR: KG (_____ LB)
GAWR-FRONT: KG (_____ LB)
WITH _____ TIRES, @ _____ PSI COLD _____ KPA
GAWR-INTERMEDIATE (1): KG (_____ LB)
WITH _____ TIRES, @ _____ PSI COLD _____ KPA
GAWR-INTERMEDIATE (2): KG (_____ LB)
WITH _____ TIRES, @ _____ PSI COLD _____ KPA
GAWR-REAR: KG (_____ LB)
WITH _____ TIRES, @ _____ PSI COLD _____ KPA

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS, (AND BUMPER AND THEFT PREVENTION STANDARDS, IF APPLICABLE) IN EFFECT IN:

MO. _____ YR. _____
VEHICLE IDENTIFICATION NUMBER: _____
VEHICLE TYPE: _____

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**



How to View Recall and Field Actions

Order Workbench and the Vehicle Locator System will display all field actions and recall notices to SVM's for vehicles in stock. Once a recall / field action is known by an SVM, they are responsible to address the issue before moving the vehicle. If the vehicle is designated to go to a Dealer, the Dealer must close the action before being able to report the delivery.

Below will outline the process to view recall and field actions for units in SVM inventory.

In order to view Recalls / Field Action notifications in OWB, users must enter the OWB Main Page.

Order Workbench is a process-based website that supports vehicle ordering activities – everything from completing consensus to configuring vehicles to delivering vehicles. It is designed to give you quick access to the tools and information you need to make informed decisions and complete tasks – in other words, to make it easier to do business with GM.

OWB Main

PLAN & FORECAST	ORDER VEHICLES	MANAGE INVENTORY
<ul style="list-style-type: none"> → Plan & Forecast Main + → View Sales History + → View Sales Effectiveness + → View, Update, or Approve Consensus + → View Consensus Status + ↑ View and Approve Port Consensus + 	<ul style="list-style-type: none"> → Order Vehicles Main + → Configure a New Vehicle + → Quick Order + → Load AutoBook Order + → View Stored Configurations + → Manage GM Stored Configurations + → Run Pass One + → View My Allocation and Constraints + 	<ul style="list-style-type: none"> → Manage Inventory Main + → View Request for Order List + → View Orders: Preliminary + → View Orders: Placed + → View Orders: In System + → View Orders: In Transit + → View Orders: In Stock + → View Orders: All + → Go to Vehicle Order Inquiry + → View Stored Configurations + → Manage Trade Request +
LOCATE VEHICLES	DELIVER VEHICLES	REPORTS & TOOLS
<ul style="list-style-type: none"> → Locate Vehicles Main + ↑ Locate Vehicle + 	<ul style="list-style-type: none"> → Deliver Vehicles Main + → Report a Vehicle Delivery + → Change a Reported Delivery + → Search Delivery Transactions + → Report Demo Status + → Submit Incentives + → Transfer a Vehicle + → Maintain Sales Staff List → Maintain Lessor / Company Name List → Manage Queued Transactions 	<ul style="list-style-type: none"> → Reports & Tools Main + ⊗ Consensus Tracking Report + ⊗ National Constraints Report + ⊗ Upload National Constraints Report + ⊗ Dealer Constraints Distribution Report ⊗ Weekly Order Placement Report → Maintain Planned Send to OM Dates → Allocation Period Report → Corvette Museum Report ⊗ Create a Report + → View Delivery Transaction Hourly Report + → Edit Related Content

Once in OWB Main Page, click on the menu item titled “View Orders Preliminary” under the “Manage Inventory” module.



Once in the View My Preliminary Orders screen, select the appropriate “Model Criteria” to enable a search of all the vehicles in your BAC from Event 1100 to Event 5000

View My Preliminary Orders

Enter BAC or Select BAC..... and Enter BFC **GO**

BAC: 132015 BFC: 1 Name: SUPREME CORPORATION - INDIANA

To view your inventory, make selections from the model criteria below then click "Get Data". Use the tabs to view Preliminary Orders, and All. To view Order Details, Event History, and Change History, click on an order from the Order # column. Sort the inventory table arrows next to the column headings. To change the order of the columns, click "Customize This Table"

Select Model Criteria (* indicates required field) [Manage My Default Settings](#)

Year *: Division *: Distribution Entity *:

Allocation Group *: Order Type *:

And you may also specify up to 5 Order Numbers that match the model criteria above:

Order Number:

GET DATA

View My Preliminary Orders

Enter BAC or Select BAC..... and Enter BFC **GO**

BAC: 132015 BFC: 1 Name: SUPREME CORPORATION - INDIANA

To view your inventory, make selections from the model criteria below then click "Get Data". Use the tabs to view Preliminary Orders, Placed, In System, In Transit, In Stock and All. To view Order Details, Event History, and Change History, click on an order from the Order # column. Sort the inventory table columns by clicking the up or down arrows next to the column headings. To change the order of the columns, click "Customize This Table"

Select Model Criteria (* indicates required field) [Manage My Default Settings](#)

Year *: Division *: Distribution Entity *:

Allocation Group *: Order Type *:

And you may also specify up to 5 Order Numbers that match the model criteria above:

Order Number:

GET DATA

Notice: You have vehicles with open product recalls in Transit or In Stock.

Preliminary (0) 1100	Placed (0) 2000	In System (231) 2500 - 3799	In Transit (40) 3800 - 4999	In Stock (39) 5000 - 5999	All (310) 2000 - 5999
-------------------------	--------------------	--------------------------------	--------------------------------	------------------------------	--------------------------

[View National Constraints Report](#)
[Inventory Purification](#)
[Total Availability Report](#)

If there are vehicles in your inventory that have open Recalls / Field Actions, there will be a message at the top of the MI Grid

OWB will highlight Open Recalls for vehicles that are “In Transit” (Event 3800 – 4999) or “In Stock” (Event 5000 – 5999). The information is loaded nightly from the Global Warranty System.



If there are Recalls, a column will be present in the MI Grid titled "Field Actions". This column will not appear if there are No Recalls / Field Actions.

To view specific details of the Recall / Field Action and identify the vehicles impacted, click on the "In Transit" and/or "In Stock" tabs of the MI Grid.

Notice: You have vehicles with open product recalls In Transit or In Stock.

Preliminary (0) 1100	Placed (0) 2000	In System (397) 2500 - 3799	In Transit (9) 3800 - 4999	In Stock (58) 5000 - 5999	All (464) 2000 - 5999
-------------------------	--------------------	--------------------------------	-------------------------------	------------------------------	--------------------------

Legend: ↑ price subject to change

Current as of 07/23/2019 - 12:54 PM EDT

<< First | Previous | Viewing Page: 1 of 2 GOTO | Next > | Last >>

Row Num	Field Action	Order #	Assigned	GM Config ID	Stock No.	Order Type	VIN	MSRP w/DFC	DAN	Model	Age of Inventory	Primary Color	St Cr
1	!	WCSV3				TSC	1GB4KVCY3KF242344	\$53,315.00	DMX	CK36043	99	GAZ	
2		WMNGNB				TSC	1HTKJPVK1KH885194	\$58,361.64	60 16	CK56043	15	GAZ	
3		WHPZTV				TSC	1GB0GRFG5K1242823	\$34,500.00	CUT	CG33503	151	GAZ	
4		WJQ6B				TSC	1HTKHPVK2KH811147	\$58,971.64	84DRW	CC56043	115	GAZ	

An Explanation Point (!) will be present in the row of every vehicle with an open Recall / Field Action.

The Red Explanation Point (!) is for safety related Recalls / Field Actions.
The Blue Explanation Point (!) is for service related Recalls / Field Actions.

Clicking on the Explanation Point (!) will open a window with details explaining the Recall / Field Action

Recall Detail Information - Internet Explorer

https://www.autopartners.net/apps/naowb/naowb/jsp/ManageInventory/mi_02g.htm?data0=colorr^Type:%20Product%20Safety%20Rec

Field Action Detail Information

Number of Items: 1
 VIN: 1GB4KVCY3KF242344
 Type: **Product Safety Recall**
 Number: N182206310
 Original Number: N182206310
 Description: Diesel Engine Block Heater Cord
 Release Date: 04/26/2019
 Status: Open

OK

© 2008 General Motors. All Rights Reserved.

Row Num	Field Action	Order #
1	!	WCSV3
2		WMNGN
3		WHP2TV
4		WJTO8
5		WDBWM
6		WDBWM
7		WDBWM

View Data as Graph

Order Workbench: FAQs Site

This is an example of Red Explanation Point meaning a Product Safety Recall.

Recall Detail Information - Internet Explorer

https://www.autopartners.net/apps/naowb/naowb/jsp/ManageInventory/mi_02g.htm?data0=colorb^Type:%20Service%20Update%20Bu

Field Action Detail Information

Number of Items: 1
 VIN: 1HTKHPVK7KH811323
 Type: **Service Update Bulletins**
 Number: N192219160
 Original Number: N192219160
 Description: Rear Axle Housing Breather Not Properly Installed Exp W/ Base Warranty
 Release Date: 07/19/2019
 Status: Open

OK

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Row Num	Field Action	Order #
1	!	WM2
2		WPB

View Data as Graph

Order Workbench: FAQs

This is an example of Blue Explanation Point meaning a Service related Recall.



In order to view Field Action (Recall) notifications in Locator users must enter the OWB Main Page.

Order Workbench is a process-based website that supports vehicle ordering activities – everything from completing consensus to configuring vehicles to delivering vehicles. It is designed to give you quick access to the tools and information you need to make informed decisions and complete tasks – in other words, to make it easier to do business with GM.

OWB Main

PLAN & FORECAST	ORDER VEHICLES	MANAGE INVENTORY
<ul style="list-style-type: none"> → Plan & Forecast Main + → View Sales History + → View Sales Effectiveness + → View, Update, or Approve Consensus + → View Consensus Status + ↑ View and Approve Port Consensus + 	<ul style="list-style-type: none"> → Order Vehicles Main + → Configure a New Vehicle + → Quick Order + → Load AutoBook Order + → View Stored Configurations + → Manage GM Stored Configurations + → Run Pass One + → View My Allocation and Constraints + 	<ul style="list-style-type: none"> → Manage Inventory Main + → View Request for Order List + → View Orders: Preliminary + → View Orders: Placed + → View Orders: In System + → View Orders: In Transit + → View Orders: In Stock + → View Orders: All + → Go to Vehicle Order Inquiry + → View Stored Configurations + → Manage Trade Request +
LOCATE VEHICLES	DELIVER VEHICLES	REPORTS & TOOLS
<ul style="list-style-type: none"> → Locate Vehicles Main + ↑ Locate Vehicle + 	<ul style="list-style-type: none"> → Deliver Vehicles Main + → Report a Vehicle Delivery + → Change a Reported Delivery + → Search Delivery Transactions + → Report Demo Status + → Submit Incentives + → Transfer a Vehicle + → Maintain Sales Staff List → Maintain Lessor / Company Name List → Manage Queued Transactions 	<ul style="list-style-type: none"> → Reports & Tools Main + ⌘ Consensus Tracking Report + ⌘ National Constraints Report + ⌘ Upload National Constraints Report + ⌘ Dealer Constraints Distribution Report ⌘ Weekly Order Placement Report → Maintain Planned Send to OM Dates → Allocation Period Report → Corvette Museum Report ⌘ Create a Report + → View Delivery Transaction Hourly Report + → Edit Related Content

Once in OWB Main Page, click on the menu item titled “Locate Vehicles” under the “Locate Vehicles” module.

The Locate Vehicle functionality can also be accessed thru GlobalConnect.



Vehicles you have on the ground (Event 5000) will be displayed in the portion of the search results grid titled "My Inventory"

Search Criteria: Year: 2019, Make: Chevrolet, GMC, Body Type: Chipper Body, Combo Body, Contractor Body, Cutaway Van, Dovetail Landscape, Dry Freight, Dump Body, Empty Cargo Van

Select View: Dealer View

Quick Links: Trading Partners, Manage BAC, Manage Trade Packages, Manage Trade Requests

My Inventory - Upfit Vehicles

	VIN/Order	PEG	Primary Color	Trim	Engine	Trans	Owning Dealer	Event Code	Age (Days)	Stock #	Order Type	Vehicle Price	Other Information
Dovetail Landscape (1 Item)													
	KS803139	1WT	16U	HNF	L96	MYD	111153	5000	102	TR2301T19	SXN	\$58,300.00	[Info] [Recalls]
Dump Body (2 Items)													
	KF108697	1WT	GAZ	H2R	L5P	MW7	111153	5030	385	TR1241T19	TSP	\$54,623.00	[Info] [Recalls] [Blue Arrow]
	KF105571	1WT	GAZ	H2R	L5P	MW7	111153	5030	378	TR1306T19	TSP	\$54,623.00	[Info] [Recalls] [Blue Arrow]
Service Utility Van (2 Items)													
	K1294720	1WT	GAZ	93G	L96	MYD	111153	5000	91	TR2737T19	TSC	\$0.00	[Info] [Recalls] [Blue Arrow]
	K1291799	1WT	GAZ	93G	L96	MYD	111153	5000	91	TR2736T19	TSC	\$0.00	[Info] [Recalls] [Blue Arrow]

Along with the other information displayed on this screen, there are Red and Blue arrows for each vehicle. Clicking on the Red arrows will display the VIN details of a specific vehicle and safety and/or service related Recalls / Field Action together.

The Blue Arrows mean that the specific vehicle does not have any open Recalls / Field Actions and will display only the VIN details of a vehicle.



The area highlighted in **Yellow** represents Recalls / Field Actions that are Service related.

VIN Specifications - 1GB3KVCY8KF108697

VIN:	1GB3KVCY8KF108697		
Model Year:	2019	Event Code:	5030-Out of Service
Make:	Chevrolet	Event History:	Event History
Model:	3500HD Silverado CK36003-Reg Chassis-Cab, 4WD	Order #:	WCST8N
PEG:	1WT-1WT Work Truck Preferred Equipment Group	Total Price including Upfit:	\$54,623.00
Primary Color:	GAZ-Summit White	Order Type:	TSP-SVC Commercial Priority Stock
Trim:	H2R-Base Cloth, Jet Black / Dark Ash, Interior Trim	Age of Inventory:	385
Engine:	L5P-Engine: 6.6L V8 DuraMax Diesel, Turbo	Inventory Status:	Available
Transmission:	MW7-Allison, 6-Speed Automatic	Total Cash Allowance:	N/A

[Work Truck Solutions Vehicle Page](#)

Select View: Dealer View

Other Links

- [Online Order Guide](#)
- [Brand Site's You Tube Channel](#)
- [Print Invoice](#)
- [Look up Incentives by VIN](#)

Standard Payment Estimator

Final Price: \$ 54,623.00

Term: months

APR: %

Cash Down: \$

Payment:

CALCULATE

Disclaimer
Payments and other terms are estimates and are for example purposes only. Tax, title, license, dealer fees and optional equipment may not be included.

Open/Incomplete Field Action(s): 2

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N18219...	18366	Exhaust Gas Temperature Sensor - Expires with Base Warranty	2018-12-11	Open
Product Safety Recall	N18220...	N182...	Diesel Engine Block Heater Cord	2019-04-26	Open

Vehicle Options

All Options | Upfit Details

- 1WT: 1WT Work Truck Preferred Equipment Group
- 9E5: GVW Rating 13,200 LBS
- 9J4: Bumper: Rear Delete
- 9L7: Accessory Electrical Switches
- A31: Power Windows
- AE7: Seats: 40/20/40/ Split Front Bench
- AQQ: Keyless Remote Entry
- AU3: Power Door Locks

The area highlighted in **Red** represents Recalls / Field Actions that are Safety related.

Required Actions

Once a Recall / Field Action is known by an SVM, they are responsible to address the Recall / Field Action before moving the vehicle to another non-retail source.

If the vehicle is designated to go to a Dealer, the Dealer must close the Recall / Field Action before being able to report the delivery.

New Vehicle Alterations and Incomplete Vehicle Letter

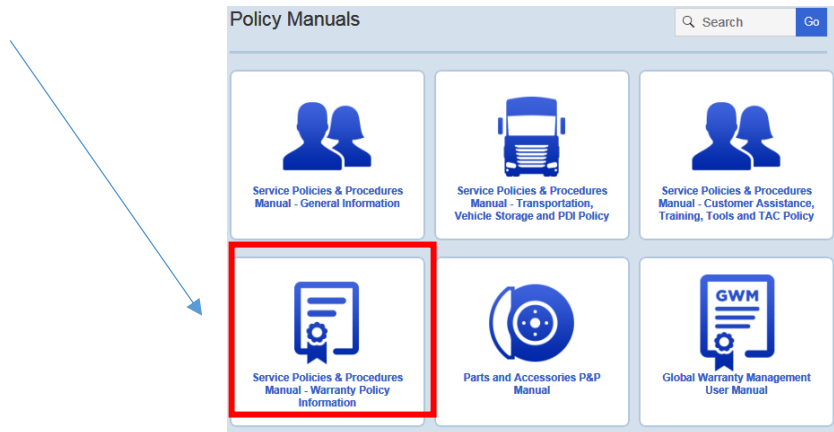
The New Vehicle Alterations and Incomplete Vehicle Letter provides further information on SVM responsibility and requirements for certifying and labeling a new motor vehicle relative to its compliance with applicable FMVSS. This information is relevant to all new vehicles on which SVM will perform further 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.

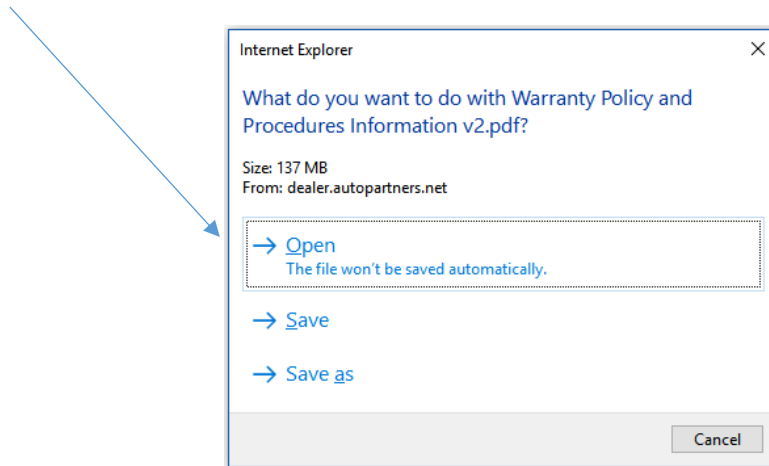
Click this link: [Service Policies & Procedures Manual](#)
Once at the site: Click



Click



Click (You may have to enter your name, BAC, and accept terms of use.)



Select Table of Contents section:

[1.2.1.7 - Non-General Motors Parts & Equipment and Original Equipment](#)

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 reflashed 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.

Follow this link to the Delayed Warranty site: [Delayed Warranty Start](#)

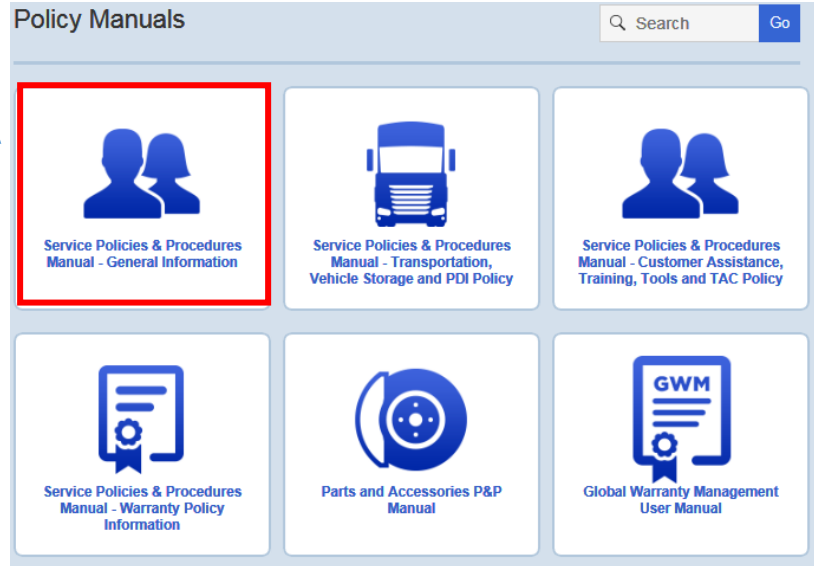
For additional information on the delayed warranty process:

Click this link: [Service Policies & Procedures Manual](#)

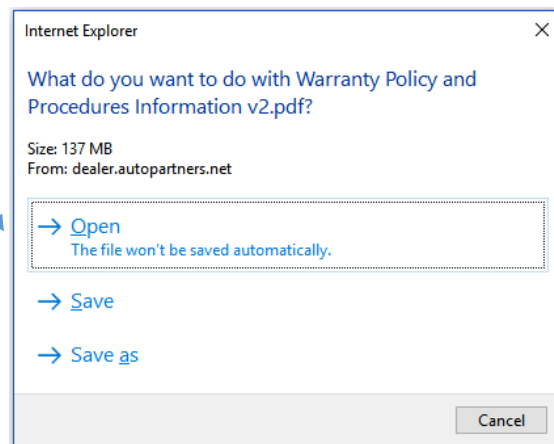
Once at the site: Click



Click



Click (You may have to enter your name, BAC, and accept terms of use.)





Click

Table of Contents

- [1 - Warranty Repairs, Special Coverage Adjustments and Courtesy Transportation](#)
- [1.1 - Warranty Repairs, Special Coverage Adjustments, Policies on Specific Vehicles, Components and Programs](#)
- [1.1.1 - Special Coverage Adjustment Program Beyond the Warranty Period - AMENDED ARTICLE - PUBLISHED FEBRUARY 12, 2019](#)
- [1.1.2 - Warranty Extensions](#)
- [1.1.3 - Allegations Involving Property Damage or Personal Injury](#)
- [1.1.4 - Service Agent Responsibility for Loss or Damage to Personal Property in Conjunction with Warranty Repairs](#)
- [1.1.5 - Discontinuance of and Change in Product](#)
- [1.1.6 - Special Body Installations \(Ambulance, Hearses, School Buses, Recreational Vehicles, etc.\)](#)
- [1.1.7 - Chassis Delivered to Body Builder](#)
- [1.1.8 - Notice of Delayed Warranty Start](#)

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.

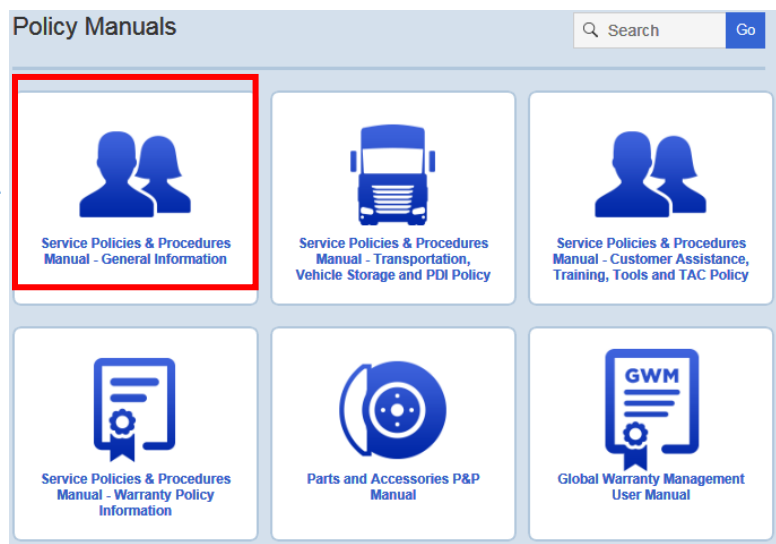
See below for an explanation of the process and copy of the customer acknowledgement form. (Excluding Cadillac Master Coachbuilders see Appendix E for customer acknowledgement form)

Click this link: [Service Policies & Procedures Manual](#)

Once at the site: Click

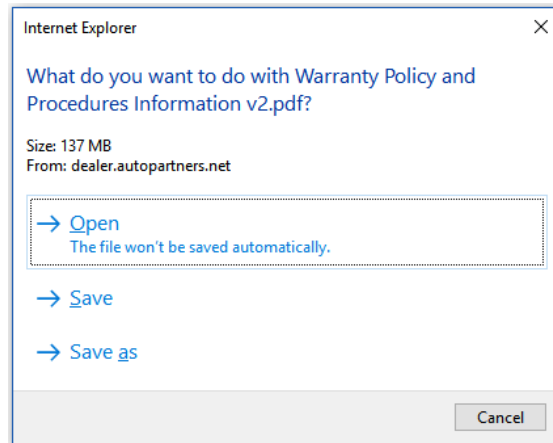
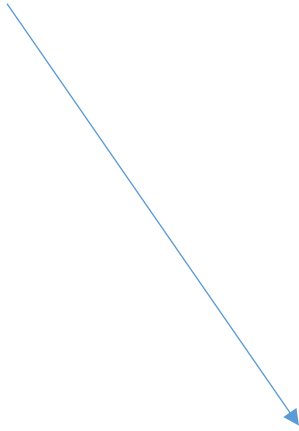


Click





Click (You may have to enter your name, BAC, and accept terms of use.)



Click

[5.3 - Disclosure](#)

[5.3.1 - Disclosure of Vehicle Modification, Use or Sale of Non-General Motors Parts and Accessories and Sale of Non-General Motors Service Contracts](#)

[5.3.2 - Disclosure of In-Transit Damage and Vehicle Theft](#)

[5.3.3 - Disclosure of Warranty Repairs Prior to Delivery](#)

[5.3.4 - Disclosure of Warranty Status to Purchasers of Service Agent Demonstrators, Special Event or Company-Used Vehicles](#)

[5.3.5 - Disclosure - Reacquired Vehicles](#)

[5.3.6 - Refurbished and Remanufactured Parts](#)

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.” 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.

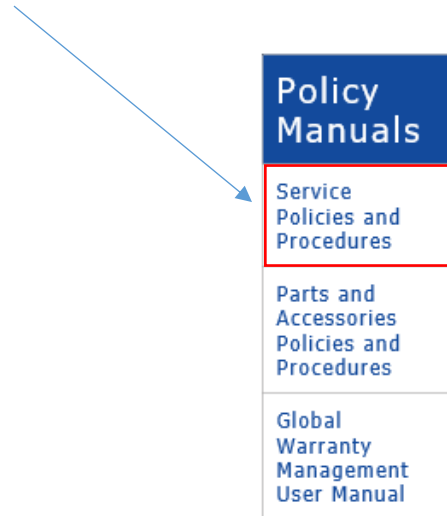
For additional information on the vehicle delivery and care of vehicle and storage:

Damage in Transit reference card link:

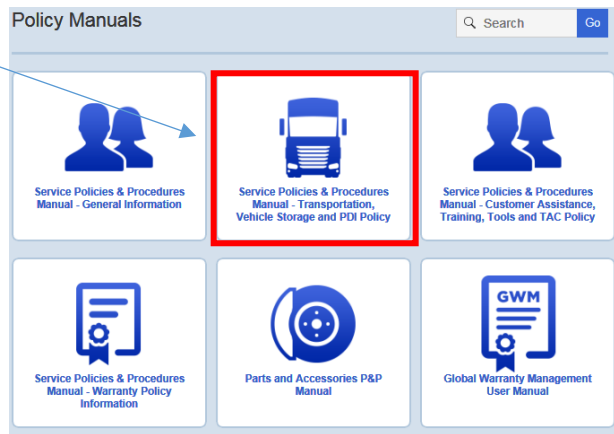
 [Damage in transit postcard 3 11.pdf](#)

Click the link: [Service Policies & Procedures Manual](#)

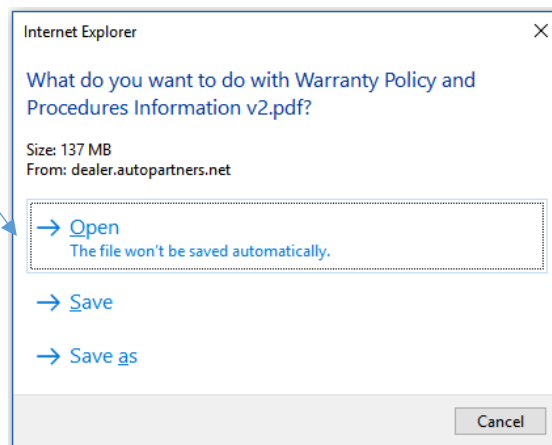
Once at the site: Click



Click



Click (You may have to enter your name, BAC, and accept terms of use.)





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: [GM Fleet Tools](#)

Select:

Service Manuals / Bulletins (S12000)

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

Select Model Year, Make, and Model and click next

 **Service Information**








Region: Language:

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](#)
-  [Help](#)

*****URGENT***:** Please click [here](#) to read about the keyword search anomaly.

Note: If entering a VIN does not produce a match to service publications, select the vehicle from the year, make, model dropdown menu.

[Click here to view TechLink.](#)



Select Service Manual/Bulletins Express, Savana Manual

GM Service Information

Select a vehicle publication to view:

- Service Manual/Bulletins**
[Express, Savana Service Manual \(8765455\)](#)
- Labor Time Guide**
[G/H Van GLC](#)
- Owner Manual**
 - [Buick/Chevrolet/GMC InTouch Infotainment System \(GMNA-Localizing-U.S./Canada-9234745\)](#)
 - [Canadian Limited Warranty and Owner Assistance Information \(GMNA-Localizing-Canada-8534042\)](#)
 - [Chevrolet Cutaway Chassis Limited Warranty and Owner Assistance Information \(GMNA-Localizing-U.S.-9234746\)](#)
 - [Chevrolet Express Owner Manual \(GMNA-Localizing-U.S./Canada/Mexico-9159230\)](#)
 - [Chevrolet Limited Warranty and Owner Assistance Information \(GMNA-Localizing-U.S.-9159214\)](#)
 - [Chevrolet Low Cab Forward Limited Warranty and Owner Assistance Information \(GMNA-Localizing-U.S.-11119865\)](#)
 - [Chevrolet/GMC Canadian Cutaway Chassis Limited Warranty and Owner Assistance Information \(GMNA-Localizing-Canada-9234757\)](#)
 - [Chevrolet/GMC Duramax Diesel Supplement \(GMNA-Localizing-U.S./Canada-9234763\)](#)
 - [Chevrolet/GMC Express/Savana CNG Compressed Natural Gas Supplement \(GMNA-Localizing-U.S./Canada-9159237\)](#)
 - [Chevrolet/GMC Express/Savana LPG Liquefied Petroleum Gas Supplement \(GMNA-Localizing-U.S./Canada-9159241\)](#)
 - [Chevrolet/GMC Savana/Express Airbag Deployment Zones Supplement \(GMNA-Localizing-U.S./Canada/Mexico-10365142\)](#)
 - [GMC Cutaway Chassis Limited Warranty and Owner Assistance Information \(GMNA-Localizing-U.S.-9234749\)](#)
- Pre-Delivery Inspection Form**
[2016 Express](#)

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

GM Service Information

2017 Chevrolet Express | Express, Savana Service Manual 9393410 | **Search Results**

Basic Search [Advanced Search](#)

Search matching of these keywords: Search Reset

[Maintenance Items](#) [Diagnostic Trouble Code List](#) [Symptom List](#) [Diagnostic Starting Point](#) [RPO Code List](#) [Fastener Specifications](#) [Control Module Re](#)

1 of 1 Bulletins, Campaigns and Preliminary Information results displayed.

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

[#02-00-89-0020: Information for Dealers/Technicians on When and How to Submit a Field Product Report \(FPR\) \(U.S. Dealers Only\) - \(Feb 16, 2017\)](#)
for Dealers/Technicians on When and How to Submit a **Field Product Report** (FPR) (U.S. Dealers Only) Models: 2018...that Low Cab Forward trucks should also have **Field product** reports submitted :

Search matching of these keywords: Search Reset

[Maintenance Items](#) [Diagnostic Trouble Code List](#) [Symptom List](#) [Diagnostic Starting Point](#) [RPO Code List](#) [Fastener Specifications](#) [Control Module References](#)

1 of 1 Bulletins, Campaigns and Preliminary Information results displayed.

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

[#07-00-89-0361: Enhancing Field Product Reports with Digital Pictures - \(Dec 4, 2017\)](#)
Subject: Enhancing Field Product Reports with **Digital Pictures** Models: 2018 and Prior GM Passenger...This bulletin is designed to assist you in providing **digital pictures** in a Field Product Report. This bulletin also applies



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

GENERAL MOTORS FLEET
SPECIAL VEHICLE MANUFACTURER



- 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)

GENERAL MOTORS VEHICLE INFORMATION				
Vehicle Identification Number:		(VIN MUST contain 17 characters)		
Vehicle Date:		Odometer Reading	<input type="checkbox"/> Kilometers	Vehicle Application LD - Light Duty
<ul style="list-style-type: none"> • 1. Date MUST be in (MM/DD/YYYY) • 2. (No tenths - check if Kilometers) • 3. Date - Odometer reading at first retail sale of upfitted (special body/equipment) recreational, political subdivisions or light duty -OR- Date - Odometer reading when vehicle is placed in service by a GM authorized fleet or political subdivision • 4. RV-Recreational Vehicle, PS-Political Subdivision, LD-Light Duty 				
DEALER/RETAILER INFORMATION				
BAC:				
Retail Outlet Business Name:				
Address:				
Street				
City		State	Zip	
Phone		Retailer's e-mail		
Dealer Contact Person				
E-Mail Request to: delayedwarrantystart@gm.com				
E-Mail address is required to notify retailer whether the request has been accepted or denied or there are any questions or issues that may need clarification				



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.



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:		
<input type="checkbox"/> Concealed Damage		<input type="checkbox"/> Other (Specify) _____		The Delivery Receipt was signed without exception?	Vehicle Delivered Subject to Inspection
<input type="checkbox"/> STI/Deferred Inspection		<input type="checkbox"/> YES		<input type="checkbox"/> YES	<input type="checkbox"/> NO
<input type="checkbox"/> Insufficient or No copies of Delivery Receipt		<input type="checkbox"/> NO		<input type="checkbox"/> NO	<input type="checkbox"/> NO
Carrier Name _____			Dealership Name _____		
Address _____			Address _____		
City/State/Zip _____			City/State/Zip _____		
Phone Number _____			Phone Number _____		

DAMAGE EXCEPTION CODES

AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY	AREA	TYPE	SEVERITY

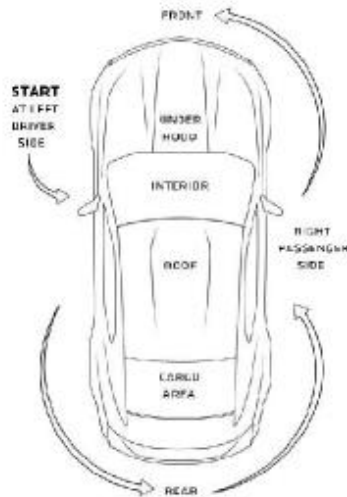
REMARKS

**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 CDd Changer Separate Unit
- 50 Trim Panel-Front Right
- 58 Radio Speakers
- 66 Dash/Instrument Panel
- 67 Cigarette Lighter/Ashtray

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)

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 (AAC, Int, Ext): 313-555-1122 FAX (AAC, Int): 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.

PERMITS	TYPE OF INSURANCE	COVERAGE	FORM	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIM MADE <input checked="" type="checkbox"/> OCCUR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	XPK12345	06/13/2019	06/13/2020	EACH OCCURRENCE: \$ 1,000,000 ← a*
	<input checked="" type="checkbox"/> Contractual Liability GENL. AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> <input type="checkbox"/> LOC OTHER:						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 OTHER: \$
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> RENTED AUTOS ONLY <input checked="" type="checkbox"/> AUTOS ONLY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	XMY678910	06/13/2019	06/13/2020	UNLIMITED DRIVABLE LIMIT (Per accident): \$ 1,000,000 ← b*
	<input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY						BODILY INJURY (Per person): \$ BODILY INJURY (Per accident): \$ PROPERTY DAMAGE (Per accident): \$ Comp/Collision : \$ 1,000 ded. ← a* b* EACH OCCURRENCE: \$ 9,000,000 AGGREGATE: \$ 9,000,000
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	XAE24662603	06/13/2019	06/13/2020	EACH OCCURRENCE: \$ 9,000,000 ← a* b* AGGREGATE: \$ 9,000,000
D	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYER'S LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Indemnify in full) If yes, describe under DESCRIPTION OF CORPORATIONS below	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	XWC81039660	06/13/2019	06/13/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> 90% E.L. EACH ACCIDENT: \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE: \$ 1,000,000 E.L. DISEASE - POLICY LIMIT: \$ 1,000,000
E	<input checked="" type="checkbox"/> Garage Keepers Legal Liability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	XXC80509002	06/13/2019	06/13/2020	[Equal to at least the highest value of vehicles in the Manufacturer's care, custody and control at any one time] ← c*

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 XMY678910. 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

LIMITED LIABILITY COMPANY (LLC)

OTHER (Specify)

NAMES OF OWNERS AND RESPECTIVE SHARES

NAME OF OWNERS <small>(All individuals, beneficiaries of trusts or other entities owning an equity interest in SVM.)</small>	TITLE	PERCENTAGE OF OWNERSHIP
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

SVM PRINCIPAL LEADERSHIP

NAME	TITLE	PHONE NO.	EMAIL ADDRESS
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



SVM BUSINESS INFORMATION UPDATE

EMAIL SVM.mailbox@gm.com

GENERAL MANAGEMENT CONTACT INFORMATION

NAME	<input style="width: 95%;" type="text"/>	CELL PHONE	<input style="width: 95%;" type="text"/>
EMAIL ADDRESS	<input style="width: 95%;" type="text"/>	OFFICE PHONE	<input style="width: 95%;" type="text"/>
STREET ADDRESS	<input style="width: 95%;" type="text"/>	FAX NO.	<input style="width: 95%;" type="text"/>
CITY	<input style="width: 30%;" type="text"/> STATE <input style="width: 5%;" type="text"/>	ZIP	<input style="width: 15%;" type="text"/>

ACCOUNTS PAYABLE CONTACT INFORMATION

NAME	<input style="width: 95%;" type="text"/>	CELL PHONE	<input style="width: 95%;" type="text"/>
EMAIL ADDRESS	<input style="width: 95%;" type="text"/>	OFFICE PHONE	<input style="width: 95%;" type="text"/>
STREET ADDRESS	<input style="width: 95%;" type="text"/>	FAX NO.	<input style="width: 95%;" type="text"/>
CITY	<input style="width: 30%;" type="text"/> STATE <input style="width: 5%;" type="text"/>	ZIP	<input style="width: 15%;" type="text"/>

KEY SVM CONTACTS

	CHASSIS COORDINATOR	SALES CONTACT	ENGINEERING CONTACT	WARRANTY- QUALITY CONTACT
CONTACT NAME	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
EMAIL ADDRESS	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
CELL PHONE NO.	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
LAND LINE INCL. EXT.	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
STREET ADDRESS	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
CITY	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
STATE	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
ZIP	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>



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.

<u>LIST THE FULL ADDRESS OF EACH LOCATION CURRENTLY USED BY THE SVM WHICH GM SHIPS TO:</u>	SHIP-TO (Y/N)	BILL-TO (Y/N)

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 of 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: _____