


## Instructions for Filling Out the Delayed Warranty Start Request Form

Effective December 13<sup>th</sup>, 2023, the Delayed Warranty Start Request Form has been updated. We are now requiring that this [Excel Form](#) is utilized for all requests. The form must be filled out electronically. Please see the instructions below for each form.

Note: Customer contact information is not required, please do not provide it.

### Excel 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.](#)

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#### 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.

Sale Date:  Mileage:   Miles  Kilometers

- At the time of first retail sale or when the vehicle was placed into service by a GM Authorized Fleet or Political Subdivision.

#### 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.

- **Eligibility Selection**
  - Please choose one of the corresponding boxes for the type of vehicle that Delayed Warranty Start is being requested for.
    - Commercial Truck Chassis – Incomplete or Upfitted Vehicle
    - Recreational Vehicle
      - (Ex. RV, Motorhome)
    - Upfitted Mobility Vehicle
      - (Ex. Ambulance)
    - Coach Vehicle
      - (Ex. Limousines, Flower Cars, and Hearses)
    - Political Subdivision Vehicles (approved by Bid Center)
      - (Ex. Police Vehicles)
- **Vehicle Information Section**
  - VIN is 17 characters
  - Date: This is the date that the customer/fleet/retailer takes possession of the vehicle for the provided VIN
  - Mileage: This should be the odometer reading on the vehicle when the customer takes possession of it.
    - 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.
  - Miles or Kilometers: US-based vehicles should use Miles while Canada-based vehicles should use Kilometers.
- **Dealer Information Section**
  - Enter the information for the associated GM Dealership from which the vehicle/chassis was purchased
    - If you do not have the required information, please contact the dealership.
      - BAC stands for Business Associate Code. It is a 6-digit identifier assigned to the dealership. The dealership BAC should be different than the Fleet BAC.
      - Dealership Name: The name of the dealership that the vehicle/chassis was purchased from
      - Dealer Employee Requestor's Name: The point of contact at the dealer that is either submitting the form or who assisted with the purchase of the vehicle/chassis.
- **Authorized Fleet/Retailer Information**
  - Requestor's Name: The name of the person sending the request form.
  - Requestor's Email: The email of the person sending in the request form.
  - Fleet/Retail Business Name:
    - The name of the company selling the vehicle to the customer  
OR
    - The name of the company the vehicles are being sold to.

- Ex: General RV, a funeral home, a city, an ambulance company, FedEx, Verizon, Comcast, etc.
  - Fleet Business Associate Code: This is a 6-digit code assigned to the Fleet by GM.
    - This could be the upfitter or a RV company.
      - Work with the dealership if a BAC is not available.
  - Address: Please include the full address of the Fleet/Retail business provided above.
- **Saving the Request Form**
  - **Use only the 17-character VIN as the file name.**
    - This can be copied from the VIN field instead of typing it out again.
  - Attach the now saved file in an email that is to be sent to [delayedwarrantystart@qm.com](mailto:delayedwarrantystart@qm.com).