

SERVICE

# IN SIGHTS

SUMMER 2023

*Service Repair News  
From Your Parts Supplier*



## THE FIRST-EVER BUICK ENVISTA



Buick Envista ST

Gold and Silver  
Brake Rotors

ACDelco Achieves  
Reaccreditation

Instructor Imparts  
Experience

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Preproduction model shown. Actual product may vary. Arriving summer 2023.



SERVICE

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Service Insights magazine is published quarterly by General Motors. Address all correspondence to *Insights* Magazine Editorial Offices, 3155 W. Big Beaver Rd., Suite 300, Troy, MI 48084.

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# A POSITIVE Atmosphere

*Service center uses my GM Partner Perks to promote a supportive environment*



my GM  
**partnerperks**  
MEMBER SPOTLIGHT

#### OWNERS:

Doug and  
Cherie Widhalm

#### LOCATION:

Yakima, Washington

**12** EMPLOYEES,  
including 6 technicians

#### PRO TIP:

Really study the benefits of the program and determine which offerings will make an impact on your business. There are several discounted services that can help your day-to-day business, in the shop and online.

#### FAVORITE BENEFITS:

Rewards points earned from parts purchases and the Technical Assistance Diagnostic Hotline, which offers expert assistance on difficult jobs

*Scan the QR Code*

to learn more about the  
my GM Partner Perks Program.



From the day they opened Auto Care Experts in July 2000, owners Doug and Cherie Widhalm have worked to provide their staff with all the resources needed to succeed – whether that means training, reference materials or quality parts to use on vehicles in the shop.

A service center based in Yakima, Washington, Auto Care Experts is dedicated to offering customers the best work possible while bringing a family atmosphere to its business. With a dozen employees, including six technicians, the owners keep a focus on teamwork and sharing knowledge.

“We want everyone out here to be working together and helping each other,” Cherie says. “There are no secrets, no competitions. Our business is run like a family, where we all care about each other and hope that everyone is successful.”

#### Loyalty Rewarded

One way to ensure that success, the Widhalm have found over the years, is through GM Parts loyalty programs. They’ve participated for years and enjoyed many rewards, as well as business tools, stemming from their brand dedication.

They’re currently Pro Perks ++ members in the my GM Partner Perks Program, which awards shops that purchase GM Genuine Parts and ACDelco parts with a wide range of benefits, including rewards and incentives, marketing support, repair resources, and programs that increase profitability and productivity.

The Widhalm make sure to take advantage of every benefit they can, from discounts on website assistance and social media customer relationship management (CRM) to rewards points redeemable on thousands of popular name-brand products, travel opportunities, new GM vehicles and more, as well as access to the ACDelco 1Store for branded staff apparel.

Doug says there’s really no comparison between the value of the my GM Partner Perks Program and competitors’ programs, many of which require parts purchase increases year over year for rewards.

“We didn’t start buying ACDelco products because of the program,” he says. “We started buying them because of their quality – and now the program has given us incentive to keep buying them.”

Continued on next page >



## A POSITIVE Atmosphere

(continued)

### Making a Difference

Some of the Widhalm's favorite perks are the discounted repair resources available through the program, including diagnostic support, Service Information (SI), and subscription services such as Techline Connect that provide comprehensive and accurate information for use in the shop. These resources include vehicle diagnostics and service repair manuals

as well as internet-based vehicle calibrations.

The Widhalm's also say their technicians often use the Technical Assistance Diagnostic Hotline for live phone access to the latest factory information when tackling more difficult repairs or challenges on every make and model vehicle.

### Added Benefits

Additional my GM Partner

Perks benefits they routinely use to give their business a boost include:

- ▶ ACDelco training for their technicians
- ▶ The Consumer Assurance Program, which offers nationwide limited labor compensation on GM Genuine Parts and ACDelco parts up to 24 months

- ▶ Roadside Assistance, which they can offer their customers for up to 12 months
- ▶ The National Website Locator Listing, which features my GM Partner Perks shops on the **gmparts.com** locator so customers can easily find them

And, while it was through a previous ACDelco loyalty program, the Widhalm's also highly recommend the ACDelco Image Enhancement Program, which they used in 2005 to design many elements of their shop, including the lobby. The enhancement program is still available

today through my GM Partner Perks.

“When you walk into our building, you can tell we’re an ACDelco shop, from out front to inside,” Cherie says. “We’re that brand-dedicated.”

They also love to share their positive experiences in the program with other service centers in their region when they meet every year.

“There’s no program that we feel as closely dedicated to as my GM Partner Perks,” Doug says. “It provides a lot of special perks without the strings attached, unlike other auto parts brands.” ■



## ALL THE DETAILS

*New my GM Partner Perks Program Guide available*

Whether you’re considering enrollment in my GM Partner Perks, or looking for specific information regarding program benefits and processes, an updated guide is now available for your reference on **mygmpartnerperks.com**, the ACDelco 1Store and **gmparts.com**.



### THE 2023 GUIDE OFFERS ...

a comprehensive overview of the program, with helpful information about the my GM Partner Perks portal and how to navigate it. In the portal, you’ll find:

- ▶ The ability to track reporting of purchases, reward earnings and goals
- ▶ Access to Business Management Tools
- ▶ Instructions for finding promotions or marketing specifics
- ▶ A breakdown of your purchases by category, and much more

The loyalty program’s four pillars – Rewards & Incentives, Marketing Support, Repair Resources and Profitability & Productivity – also are detailed, providing valuable information on how the program can benefit your business.

As you look through the guide, you’ll learn about discounted services, complimentary marketing pieces, access to product and service/repair resources, and programs to give your customers peace of mind.

You’ll also find what each level of the program offers as well as how to earn and redeem rewards points, reenroll and more. ■

### Earn Rebates on Your Parts Purchases



The GM Genuine Parts and ACDelco purchases you make at your facility not only ensure your customers a quality experience – they can also earn the shop valuable rebates.

This quarter, keep ACDelco Gold and Silver batteries top of mind as your customers come in needing a replacement. Your shop can earn a rebate of \$2 for every ACDelco Gold battery sold and \$1 for every ACDelco Silver battery sold.

See all the Q3 trade rebates available on the inside back cover of this issue to take advantage of the latest offerings. Remember, my GM Partner Perks members\* earn up to 4% bonus rewards on all purchases.

\*Not available to Fleet members. Rebate amount depends on membership level and average monthly purchases during program period.

ACDelco instructor-led courses, procedures recognized with ASE Reaccreditation

# Trained to SUCCEED

ACDelco provides a training curriculum designed to improve employees' knowledge and skills. This prepares personnel to strengthen their performance on the shop floor as well as for any industrywide certifications they might want to pursue.

The development of this coursework involves detailed processes starting with the establishment of the subject matter itself through the writing of the content and the presentation of the material by an experienced and well-versed instructor.

It's a comprehensive and successful undertaking recognized by others in the industry. In fact, the National Institute of Automotive Service Excellence (ASE), the independent, nonprofit organization dedicated

to improving the quality of vehicle repair, recently examined ACDelco's instructor-led courses and training procedures as part of its Accredited Training Provider program.

ACDelco completed its reaccreditation, which was facilitated by ASE's Training Managers Council (ATMC) for a five-year period. Among the areas that the ATMC looked at was how ACDelco develops subjects for training, how it puts together courses (from conception to release) and the entire scope of the curriculum. An application was then filled out that outlined all practices and educational resources as well as pertinent documentation.

### Special Guest

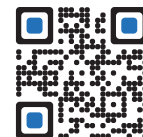
Once an application is submitted with ASE for accreditation or reaccreditation, an on-site

visit is generally scheduled with an Evaluation Team Leader, in which the training group will go through the accreditation application in great detail. There may also be a focused agenda based on content from advanced questions and requested information forwarded by the leader.

The final evaluation will take into consideration both the application and information gleaned from the on-site visit, and will be based on criteria in each of the six standards established by the ATMC. (See related sidebar below.) A scale from 0-4 will be employed for each of the standard's criterion – with "0" representing "does not meet standard" to "4" meaning "exceeds substantial compliance."

For ACDelco, the reaccreditation process took several months to complete, but earning the recognition of being an ASE-Accredited Training Provider will help it be accepted as a leader in producing a high-quality education for personnel across the country. ■

Scan the QR Code to view the course catalog online.



## Did you know?

ACDelco helps prepare personnel not only with a carefully crafted and thoroughly vetted curriculum, but through mock tests that simulate the type of questions they will encounter during the ASE Certification process. Those with an LMS profile can connect to ASE Test Prep through the ACDelco Training Course Catalog on the LMS and begin gauging their knowledge on a variety of subjects.



## STANDARDS IN PLACE

These are the six standards that form the basis of the ASE Accredited Training Provider program:

- 1 The provider shall have a written statement of its continuing automotive service education mission, formally approved by an appropriate authority.
- 2 The provider shall define and use specific procedures for identifying and analyzing the continuing automotive service education needs and interests of prospective participants.
- 3 The provider shall have explicit objectives for each accredited activity.
- 4 The provider shall design, when appropriate, and implement educational activities consistent in content and method with the stated objectives.
- 5 The provider shall evaluate the effectiveness of its overall continuing automotive service education program and of its component activities, and use this information in its planning.
- 6 The provider shall show evidence that management procedures and other necessary resources are available and used effectively to fulfill its continuing automotive service education mission.



Preproduction model shown. Actual product may vary. Arriving summer 2023.

REDEFINING THE SMALL SUV

# BUICK ENVISTA

*A Premium Crossover  
in an Approachable Package*

Following the popularity of the Encore and Encore GX, Buick recently announced its latest entry into the small-SUV segment with the unveiling of the all-new Envista. Ideal for small families, young professionals or anyone looking for a stylish vehicle with intuitive technology, the Envista serves as a premium crossover that blends the riding dynamics of a sedan with the functionality of an SUV.

### Groundbreaking Design

The Envista is the first all-new nameplate in North America to fully incorporate the modern design language first seen on the Buick Wildcat EV concept.<sup>1</sup> It revolutionizes Buick's conventional SUV design by merging unique proportions with a tall stance, low roof and sleek profile. Besides sculpted side body surfaces, powerful corners and aerodynamic lines that give the perception of fluid motion, the vehicle's headlamps and



### STANDING OUT

(Clockwise from opposite page): Envista presents Buick's new modern design; 19 inches of LCD screens; thin, wing-shaped lighting; and up to 42 cubic feet<sup>3</sup> of storage (with rear seats down).

taillamps offer a thinner, crisper take on Buick's signature wing-shaped lighting.

### Seeing Is Believing

Both innovative and intuitive, the Envista's ultrawide infotainment system features 19 inches (diagonal) of combined LCD screens that work together in harmony. Standard across all trims, the system's largest-in-class 11-inch diagonal screen<sup>2</sup> is the same screen that first appeared on the new Buick Encore GX. By offering easier access to vehicle controls at the driver's fingertips, the system inspires confidence with its ergonomic design.

### Making Room

Besides plenty of rear-seat legroom, the Envista also provides easy-to-access cargo space for large items such as a stroller or hockey gear without needing to fold the rear seats. The vehicle provides 20.7 cubic feet<sup>3</sup> of room behind the rear seat and, when the situation calls for even more space by folding down the rear seats, the storage area grows to 42 cubic feet.<sup>3</sup> With its 40/60-split folding second row, the Envista can carry items up to 7.5 feet long diagonally, such as mountain bikes or skis.

Continued on next page >

1. Concept vehicle. Not available for sale. 2. Based on latest competitive data available. 3. Cargo and load capacity limited by weight and distribution.



**REDEFINING THE SMALL SUV**

(continued)

**Inspiring Confidence**

Thanks to the Buick Driver Confidence package<sup>4</sup> (which is standard), Envista features six active safety and driver-assistance technologies: Forward Collision Alert;<sup>4</sup> Automatic Emergency Braking;<sup>4</sup> Front Pedestrian Braking;<sup>4</sup> Lane Keep Assist with Lane Departure Warning;<sup>4</sup> Following Distance Indicator;<sup>4</sup> and IntelliBeam auto high beams.<sup>4</sup> The vehicle also includes a standard HD Rear Vision Camera. Its available safety<sup>4</sup> and driver-assistance technologies include Lane Change Alert with Side Blind Zone Alert, Adaptive Cruise Control, Rear Park Assist and Rear Cross Traffic Alert.

**Spirited Performance**

Envista's 1.2L ECOTEC Turbo engine teams with a 6-speed automatic transmission to generate 136 horsepower and 162 lb-ft

of torque. With a turbocharger that enables the engine to reach peak torque quickly and maintain torque for a longer RPM band, the powertrain delivers robust responsiveness. The Envista is expected to offer a GM-estimated 28 mpg city/32 mpg highway.<sup>5</sup>

**Trim Level Trifecta**

Besides rounding out Buick's North American vehicle lineup, the Envista redefines what an entry-level vehicle should look

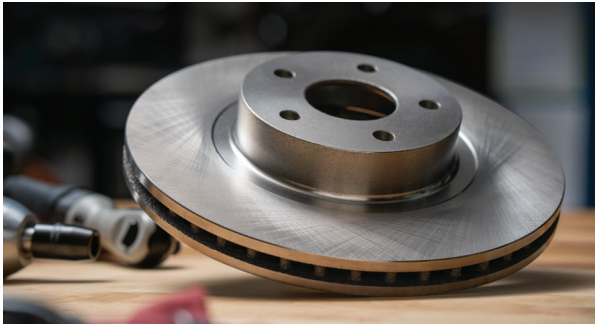
and feel like. It comes in three trim levels, each with its own personality: the tightly packaged Preferred; the bold Sport Touring; and the all-encompassing Avenir – the highest expression of Buick luxury. Offering the Envista in the popular Sport Touring and Avenir trim levels means that those lines are now available across the entire Buick portfolio. ■



**MAKING A NAME**

(Clockwise from steering wheel): Envista owners take the wheel powered by a 1.2L turbo engine; the Sport Touring (above) and Avenir (left) models are two of the three trim levels that exemplify the Buick brand and profile.

4. Safety or driver-assistance features are no substitute for the driver's responsibility to operate the vehicle in a safe manner. Read the vehicle Owner's Manual for important feature limitations and information. 5. EPA estimates not yet available.



“Each rotor delivers long-term benefits, including **RELIABILITY, CONSISTENCY and HIGH QUALITY** for every application.”  
 — Zach Hirsch  
 Product Manager for Brakes for Customer Care and Aftersales

These tests include the ASTM B117 Salt Spray Test, the Brinell Hardness Test and the SAE J2928 and J3080, also known as the Thermal Crack Tests for both hydraulic and air disc brakes. They are conducted by the manufacturer to measure performance, durability, longevity, material composition, and quality compared to OE and the competition.



**ACDelco Gold and Silver Brake Rotors Quietly Deliver Powerful Performance**

SMOOTH

# OPERATOR

SHIELD™ coating technology, which covers the entire rotor surface, including edges and vanes, with a baked-on zinc coating to help protect the rotor underneath.

The coating is tested in extreme conditions – exposed to a salt spray for more than 300 hours – to help ensure it will protect the rotors from the tough environments on the road. It also helps keep the rotor looking good behind today’s popular open-wheel designs.

### Fully Validated

ACDelco Gold and Silver brake rotors are put through extensive development validation testing as well to help improve dependability and long-term performance.

This testing will help ACDelco rotors with their long-term durability, reduced susceptibility to corrosion and pulsation, and high-quality wear characteristics.

Hirsch says the GM standards are over and above most other testing and validation performed in the aftermarket. “There aren’t any federal requirements to meet SAE specs for brake rotors in the brake-rotor aftermarket,” Hirsch says. “We perform this testing and analysis to help ensure the reliability and consistency that our customers count on in our products.”

Of course, that quality is backed by GM with a 24-month/unlimited-mile limited warranty on Gold brake rotors, and a 12-month/unlimited-mile limited warranty on Silver brake rotors.\* ■

*Think about the* extremes brake rotors must endure day to day, operating in all types of driving environments – from freezing cold and wet to brutally hot – while delivering precise braking power regardless of the different habits of drivers. It’s a level of performance that’s counted on mile after mile.

ACDelco Gold and Silver brake rotors, manufactured to meet the fit, form and function of Original Equipment (OE) parts, are designed, constructed and tested to deliver outstanding performance, and to be an excellent alternative to aftermarket competitors for GM vehicles as well as most other makes and models.

They are built to meet tight tolerances for lateral run-out, thickness variation and parallelism in order to deliver consistent performance and long-lasting durability.

Gold and Silver rotors also use specific metallurgy and unique finishes for superb heat dissipation, which helps reduce vibration and brake fade while providing a smooth stop.

“There are a variety of materials used in the different Gold and Silver lines,” says Zach Hirsch, Product Manager for Brakes for Customer Care and Aftersales. “But each rotor offers long-term benefits, including reliability, consistency and high quality for every application.”

### Coated in Protection

Brake rotors are regularly exposed to water, salt and other corrosive elements, so resilient and well-made parts are a must for helping extend longevity while maintaining performance.

ACDelco Gold brake rotors feature COOL

### ACDelco Towing Virtual Kit

In the growing full-size truck and SUV market, many customers are counting on their vehicles to do more, whether it’s towing or loading up for weekend road trips.

The ACDelco Towing Virtual Kit, currently available online for a number of Chevrolet, GMC and Cadillac models, includes severe-duty brake components designed to take on the tough operating demands of towing and hauling heavy equipment.

The brake rotors in the kit are dual-coated, which includes a zinc-coated rotor with a special Black coating on the hat for enhanced corrosion resistance. The rotors also feature specific metallurgy and a patented S-groove finish for enhanced performance.

The calipers boast a zinc plating with a Black finish coating and high-temperature silicone piston boot. And, the pads are designed to help reduce brake fade and noise, with coated hardware for durability and multi-constrained layered noise-suppressing shims.



\*Warranty effective on parts purchased April 1, 2018, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications and possible labor coverage.



# Move With the TIMES

**Instructor strives to keep dealership personnel current**

“In this business, the only thing that’s consistent is change,” says ACDelco Training Instructor Marlon Kunz.

The 45-year veteran of the automotive industry has seen the development of technology and its application in vehicles, and advocates in his role as an educator for personnel to not only learn, but embrace, this evolution.

With a work schedule that runs about 80 percent in-person and 20 percent online training, Kunz covers Colorado, Utah, New Mexico and Arizona. He’s an ASE Master Tech and boasts Advanced L1 Certification as well.

Employing an interactive method to training, Kunz uses a series of questions to keep his students engaged. “For example,

I will ask them why vehicles have networks in them,” he says. “After they respond to that, I follow up by asking how the networks are set up, then how they communicate with each other and, ultimately, how to fix them.

“With this approach, they think with a broader perspective about the entire operation of a vehicle and how systems work together.”

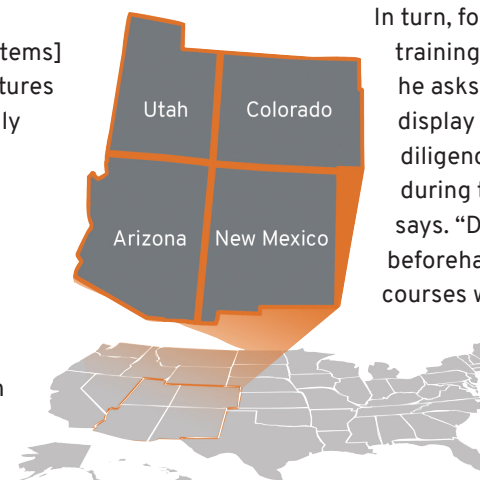
### Emphasizing the Fundamentals

Although Kunz teaches a variety of subjects – from electronics and engine performance to brakes – he notes that there are three classes that are essential for all students. One is a data bus networking course, because Kunz says it’s the foundation of all communication in the vehicle.

“They should also focus on electro-hydraulic braking, as this is the system of the future and will cut stopping distances,” he says. “Finally, it’s important to delve

into ADAS [Advanced Driver Assistance Systems] training, as safety features become an increasingly important priority for customers.”

Twice a week, Kunz meets with training developers on curriculum content, and also consults with media specialists to determine the best formats (video, PowerPoint, etc.) to present the material.



#### ON THE MAP

With a work schedule that runs about 80 percent in-person and 20 percent online training, Kunz covers Colorado, Utah, New Mexico and Arizona.

In turn, for his work to make training more beneficial, he asks that his audience display a similar level of diligence. “Be engaged during the courses,” Kunz says. “Download manuals beforehand. Come to the courses with an open mind.

Take a lot of notes. And, most important, ask a lot of questions – we are here to answer them.” ■



“In this business, the only thing that’s consistent is **CHANGE.**”

– Marlon Kunz, ACDelco Training Instructor

“I’m old enough to remember when people used to get into automotive repair to explore the mechanical side of things,” Kunz says. “Now, the emphasis is more on electronics and people have to stay on top of all the innovation.”

### Attention to Detail

Kunz spent much of his career examining the inner workings of vehicles, both selling and training on a variety of diagnostic equipment, including the GM Tech 2 scan tool. He also held the position of a GM district manager before becoming an instructor in 2016.

### MULTIPLEXED DATA BUS NETWORKS

#### S-EL06-05.01ILT

What do you do when the scan tool does not communicate? In this course, the technician will learn how networks function and how to diagnose network problems when conventional methods don’t work. The focus will be on the diagnosis of serial data failure modes in multiplex data buses. Diagnostic techniques will be applied on vehicles to help technicians develop problem-solving skills. Power moding, network protocols (CAN, LIN, GMLAN) and repair methods will be covered.

### BRAKE SYSTEM OPERATION, DIAGNOSIS AND REPAIR

#### SBK0101IL

This Instructor-led training course covers the operation, diagnosis, and repair of passenger car and light truck base brake systems, including an introduction to “advanced” technologies used in modern braking systems. Emphasis will focus on brake system fundamentals, hydraulic theory, and the operation of base brake subsystems and components. Brake system diagnosis and repair, driven by common customer complaints and known issues, are also explored in this hands-on class.

### GM SAFETY SYSTEMS 1: BODY STRUCTURE AND RESTRAINTS

#### SST0101WB

This course is intended for service technicians and covers the characteristics, components, operation and service procedures used to repair GM vehicle safety systems. It covers the overall construction of the vehicle body structure, seat belts and restraints, and child restraint systems.

Marlon Kunz’s

Top 3

essential courses for all students



Installation specification now recommended for oil filters

## THE RIGHT TURN

Sometimes, a simple twist can make a notable difference.

Take, for example, the installation of ACDelco Spin-On Oil Filters. Reports from both technicians and customers indicate that, with these filters, there have been instances of an oil leak

emanating from the front of a vehicle after a service has been performed.

Determining the leak may be coming from between the oil filter gasket and the mounting surface, there is a revised installation specification for ALL ACDelco Spin-On Oil Filters.



The updated installation specification will be outlined in Service Information and noted on the label of new oil filters. ■

### The specification reads as follows:

- Lubricate the new oil-filter gasket with clean engine oil.
- Install the new oil filter **ONE FULL TURN** after the gasket makes contact with the mounting surface. You likely will need a tool of some kind to make this turn, and that approximately 10 Nm, or 7.38 lb-ft, of torque will be applied.

## SUMMER PRO PACK OFFERS

for Professionals on select batteries, oil filters, oil quarts or gallons, and wipers, plus offers on other select parts.



Stock up and benefit from our rebates\* in the amount of:

**\$12**

On the purchase of any GM Genuine Parts OE or ACDelco Gold Starter

On the purchase of any GM Genuine Parts GM OE or ACDelco Gold Alternator

**\$10**

On the purchase of any GM Genuine Parts GM OE or ACDelco Gold Fuel Pump

**\$2**

On the purchase of any ACDelco Gold Battery

**\$1.50**

On the purchase of any ACDelco Transmission Filter

**\$1**

On the purchase of any ACDelco Silver Battery

**\$.80**

On the purchase of any ACDelco Ultraguard Oil Filter

On the purchase of any ACDelco Gold Wiper Blade

**\$.50**

On the purchase of any ACDelco Silver Wiper Blade

On the purchase of any ACDelco Oil Quart or Gallon

**\$.40**

On the purchase of any ACDelco Oil Filter

Visit [gmpartsrebates.com](http://gmpartsrebates.com) to create your account and submit your rebates online, or visit [gmparts.com/professional-rebates](http://gmparts.com/professional-rebates) for more information.

### CERTAINTY STARTS HERE.

\*Online or mail-in rebate available only to Independent Service Centers, Body Shops, or Commercial Fleets with a U.S. mailing address. Limit 15 rebates per part category per business. Not available with some other offers. Government and municipal fleets are excluded. Allow 6 to 8 weeks from promotion end date for delivery of Visa® Prepaid Card issued in the business name. Visit your my GM Partner Perks dashboard or see [gmpartsrebates.com](http://gmpartsrebates.com) for complete details, eligible parts, and rebate form, which must be submitted by 10/15/23. Offers end 9/30/23. \*\*Not available to Fleet members. Rebate amount depends on membership level and average monthly purchases during program period.

myGM  
partnerperks

my GM Partner Perks members\*\* earn up to 4% bonus rewards on all purchases



