



Employee Parts Assistance (EPA)

IMPORTANT CHANGE: NEW PHONE NUMBER for Employee Parts Assistance

Effective Monday, July 9, 2012, the current TRACS toll-free number for GM Employees (Active, Retired Salaried and Hourly) will transition to a new phone number **1-855-GMCARES (855-462-2737), prompt 5.**

Employees will no longer be able to obtain parts information or complete order without speaking with a specialist. Information available will include: parts compatibility, availability, location, pricing information and support for GM Parts. The professional parts specialists that you have spoken to in the past are still here to help you today and in the future!

Overview of the Employee Parts Assistance Program

As a service to its employees, General Motors offers GM employees (Active, Retired, Salaried and Hourly), the option to purchase parts and accessories at a discounted rate for their own personal vehicles or for vehicles owned by immediate family members, as defined in the corporate new vehicle purchase guidelines.

Parts are available for GM & Saturn vehicles only. Parts for other manufacturers are **NOT** included in this program.

Ordering Process

All U.S. employees must call **1-855-GMCARES (855-462-2737), prompt 5, between 8:00 a.m. and 4:00 p.m. (Eastern), Monday through Friday, to obtain part information and to place orders. The next available specialist will answer your call.** By having the following information available when you call, you will receive quicker and more effective service:

- Vehicle Identification Number (VIN)
- Option Codes.
 - These can be found on a sticker in the glove box or in the trunk of the vehicle on 1989 and newer Model Years.
- Part Number (if known)

When talking to an agent to place your order, please verify when the order will be available for pick-up.

NOTE: EPA does not handle: Restoration Parts, Performance Parts, Chemicals, Tires, Batteries and Radios.

Pick-Up of Parts & Accessories

- Employees must pick-up their parts at the appropriate CCA stocking facility. Parts/accessories will **NOT** be shipped.
- Employees and Retirees are **required to verify their GM Employee or GM Retiree status** when picking up their parts.
- All stocking facilities have different pick-up times. Typically, if you order one day, you can pick-up the part/accessory the next day that the plant is open for pick-up. The attached chart provides the stocking facilities and pick-up times.
- Failure to pick-up an ordered part/accessory could result in loss of program privileges.

Payment Processes

- **NOTE: All Cashier / Personal Checks and Money Orders are to be made payable to: GM Customer Care and Aftersales**
- **Please see Facilities chart below for specified payment methods and appropriate taxes.**

Process for Core Refunds:

Employees will be charged for cores upon initial ordering. Once the core has been returned to the CCA facility, the core charge will be refunded to the employee based on facility processes defined on the chart below.

General Information about Employee Parts Assistance (EPA)

All EPA representatives participate in ongoing training to enhance their systems knowledge and customer service skills in order to consistently provide employees with prompt and accurate parts assistance. The service they provide supports GM's continuous efforts to increase employee satisfaction and loyalty.

The representatives will provide the employee with the correct part number, price, availability, and nearest stocking location. They will then guide the employee through the process of obtaining the part or placing the order according to their nearest stocking facility.

For GMCCA Facility addresses and driving directions, refer to the Socrates CCA web site shown below or use the attached sheet.

http://spo.gm.com/dept/war_dist/pdc/pdc%20pc%20names%20and%20address.pdf

****Cashier / Personal Checks and Money Orders are to be made payable to: GM Customer Care and Aftersales****

Order Hours: 8:00am – 4:00pm (Eastern); Monday – Friday
Order Phone Number: 855-GMCARES (855-462-2737) Chart updated by Plant Personnel

CCA Facility & Address	Facility Phone to Cancel Orders Only	Pick Up Times	Core Refund & Taxes	Payment Methods
Flint (01) 6060 W. Bristol Rd. Swartz Creek, MI 48554	810-635-5705	10:30am – 12:00pm Thursday Parts held for 2 wks	Mail Check for Core Refund; Tax 6%	Cash/Personal Check up to \$500; Cash Only over \$500.
Willow Run (58) 50000 Ecorse Rd. Belleville, MI 48111	Not Available	11:30am – 2:30pm Thursday Parts held for 1 week	Mail Check for Core Refund; Tax 6%	Cash/Personal Check up to \$500; Cashier's Check, Money Order or Cash over \$500.
Pontiac (75) 1251 Joslyn Ave. Pontiac, MI 48340	Not Available	10:30am – 3:00pm Wednesday Pick up Transmissions 12:00 – 1:30pm Parts not held beyond pick-up day	Mail Check for Core Refund; Tax 6%	Cash/Personal Check up to \$500; Cashier's Check, Money Order or Cash over \$500.
Lansing (76) 4400 West Mt Hope Rd. Lansing, MI 48917	517-885-6545	10:00am – 3:00pm Tuesday Parts not held beyond pick-up day	Mail Check for Core Refund; Tax 6%	Cash/Personal Check up to \$500; Cashier's Check, Money Order over \$500.
Hudson (30) 2200 Willis Miller Rd. Hudson, WI 54016	715-377-5212	8:00am – 4:00pm Monday-Friday Available 2 days after ordering	Mail Check for Core Refund; Tax 5.5%	Personal Check up to \$500; Cashier's Check, Money Order over \$500. NO CASH
Cincinnati (07) 8752 Jacquemin Dr. Westchester, OH 45069	513-603-6625	9:00am – 11:00am 3:00pm – 4:30pm Tuesday; Core Returns: 9:00am – 11:00am Thursday Parts held for 3 days	Mail Check for Core Refund; Tax 6.25%	Cash/Personal Check up to \$500; Cashier's Check, Money Order or Cash over \$500.
Denver (22) 23400 E. Smith Rd. Aurora, CO 80019	303-739-4808	8:00am – 4:00pm Monday-Friday	Mail Check for Core Refund	Personal Check up to \$500; Cashier's check or Money Order over \$500.
Chicago (02) 1355 Remington Blvd. Bolingbrook, IL 60490	Not Available	9:00am – 11:00am Monday 1:30 – 3:30pm Thursday Parts held for 1 day	Mail Check for Core Refund Tax 8.5%	Cash/Personal Check up to \$500; Cash Only over \$500 NO CASH
Rancho Cucamonga (85) 9150 Hermosa Ave. Rancho Cucamonga, CA 91730	909-477-5806	1:00am – 3:00pm Monday-Wednesday-Friday Parts held for 3 days	Will deduct if have core or will mail check	Cash/Personal Check up to \$500; Cash Only over \$500 NO CASH
Jackson (34) 1500 Marquette Rd. Brandon, MS 39042	Not Available	11:00am – 2:00pm Monday – Friday Parts held for 5 days	Mail Check for Core Refund Tax 7.0%	Cashier's Check, Money Order or Personal Check up to \$500; Cashier's Check, Money Order over \$500. NO CASH
Charlotte (39) 10815 Quality Dr. Charlotte, NC 28278	Total Charges & Order Status Only *Lena Mitchell 704-587-4705	9:00am – 11:00am 2:00pm – 3:00pm Tuesday and Thursday Parts Held for 5 Days	Mail Check for Core Refund	Cashier's Check, Money Order or Personal Check up to \$500; Cashier's Check, Money Order over \$500. NO CASH
Philadelphia (06) 200 Cabot Blvd. Langhorne, PA 19047	267-580-2300	1:00pm – 4:00pm Tuesday and Thursday Pick Up and/or Return GM Identification required. Parts held for 4 days	Mail Check for Core Refund; Tax 6%	Personal Check up to \$500; Cashier's Check or Money Order over \$500. NO CASH
Reno (86) 6565 Echo Ave. Reno, NV 89506	Not Available	12:00pm – 2:30pm Monday - Friday	Mail Check for Core Refund; Tax 7%	Personal Check up to \$500; Cashier's Check, Money Order over \$500; NO CASH
Roanoke, TX (41) 301 Freedom Dr. Roanoke, TX 76262	Not Available	12:00pm – 3:00pm Thursday <i>Order cut-off is Wednesday for Thursday pick-up. If you order on Thursday, you must pick up by the following Thursday.</i>	Mail Check for Core Refund; Tax 8.25%	Personal Check, Certified Check or Money Order up to \$500; Cashier's Check or Money Order over \$500. Contact Security 682-831-6700. NO CASH
Martinsburg (51) 608 Caperton Blvd. Martinsburg, WV 25401	Not Available	1:00pm – 4:00pm Tuesday and Thursday Pick up or Return Parts held for 4 days	Mail Check for Core Refund; Tax 6%	Personal Check up to \$500; Cashier's Check or Money Order over \$500. NO CASH