



Date: MARCH 20, 2020

To: All 2020 Enrolled EBE Chevrolet / Buick / GMC Dealers

Subject: **IMPORTANT UPDATE – Q1 and Q2, 2020**

## 2020 EBE DEALER PROGRAM UPDATES – EFFECTIVE IMMEDIATELY

NOTE: DEALERSHIP EBE DASHBOARD STATUS WILL REFLECT GREEN FOR EACH REQUIREMENT FOR Q1 and Q2, 2020

### Q1 and Q2 CHANGES:

#### TRAINING: WAIVED

- Dealerships and Dealership personnel training requirements for Q1-Q2 is **WAIVED**
- Training information will continue to be tracked and displayed on the EBE Training dashboard.
- **DEALER ACTION REQUIRED: NONE**

#### CTP OnTRAC: WAIVED

- Courtesy Transportation Program OnTRAC usage requirement for Q1-Q2 is **WAIVED**
- CTP usage will continue to be tracked and displayed on the CTP dashboard
- **IMPORTANT:** Dealerships ARE STILL REQUIRED to maintain the minimum number of Courtesy Transportation Program vehicles for Q1-Q2
- **DEALER ACTION REQUIRED: NONE. However, must maintain MIN/MAX band requirement**

#### IDDN: WAIVED

- In-Dealership Display Network (IDDN) requirement for Facility compliance for Q1-Q2 is **WAIVED**
- Should a dealer wish to discuss payments option, they can contact their IDDN vendor directly, below are the 3 GM approved Service providers:
  - **GMIT(Bluewater):** No need to take action as this is an annual billed program
  - **ABN:** Dealers will need to contact ABN to discuss Q2 options 1-844-238-2383 or email: [sales@ABNetwork.com](mailto:sales@ABNetwork.com)
  - **DCI:** Dealers will need to contact DCI to discuss Q2 options 1-800-766-5660 or email: [dciliveguide@dciartform.com](mailto:dciliveguide@dciartform.com)

#### CSSR: APRIL 2020

- For the month of April, Dealers can request adjustments to their monthly CSSR billing. Any changes that a dealer makes to their CSSR selection for April will not impact EBE requirements. **For more detail, please see the CSSR document that is attached to this Global Connect message or contact Program Headquarters at (800) 292-9220 for more information**

If you have any questions, please contact your GM Field Representative or EBE Program Headquarters at 1-877-401-6938