

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4804
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 16, 2018

Subject: Service Programming System Warranty Claim Code Audit
Frequently Asked Questions (FAQs)

To: All General Motors Dealers

The attached list of FAQs is being provided in response to dealer inquiries regarding an ongoing warranty audit of select safety and noncompliance recall transactions to ensure they are being submitted with a correct Warranty Claim Code (WCC).

Also attached for your reference, is a copy of dealer message GCUS-3-1280 which was sent to all GM dealers on June 26, 2018. The message identifies the involved recalls and provides detailed instructions for dealers to immediately remedy this situation.

It is imperative that technicians record the WCC on the Job Card as they successfully complete each reprogramming event and that the WCC be included when the transaction is submitted to GM for payment. Failure to submit a valid WCC will result in the transaction being re-opened and possibly debit.

END OF MESSAGE
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