

Reopened Recalls Involving Module Reprogramming Events - FAQs

What if a dealer can't locate the current vehicle owner?

If the current vehicle owner cannot be located, please review all available resources to determine if the customer's residence is within the dealership's area. GM uses state vehicle registration records to regularly update owner of record information for open field actions. These updates are available on the Open Vehicle Report (OVR), which is posted monthly in GM GlobalConnect under the "Service" Tab and the "Field Action Information" Application. Product field action reminder post cards are also mailed to any new vehicle owners as they are identified.

Will a dealer be paid to program a vehicle a second time?

Yes, if a second programming event is required, dealers should open a new job card and re-use the labor code and labor time from the applicable bulletin. To facilitate this activity, an update was made in Service Programming System (SPS) which allows a technician to override the "same calibration" warning on these specific recall reprogramming events. This provides the ability to perform the second programming event and obtain a new Warranty Claim Code. Please read the updated recall bulletin carefully for these changes in the service procedure.

If another dealer was originally involved, can any dealer perform the second programming event and how do they get paid?

Performance of the second programming event is not restricted to the dealer who performed the original programming event and did not submit a valid Warranty Claim Code. Any dealer can submit a transaction as they normally do, using the labor code and labor time from the applicable bulletin. Any dealer that submits a transaction with a valid Warranty Claim Code will be paid and the recall will be closed in IVH. Exceptions will be addressed on a case-by-case basis by the GM Warranty Support Center (WSC).

If a dealer has a valid Warranty Claim Code and is re-submitting an original transaction that is less than 2 years old, are they entitled to labor time?

As a technician is not required in this case, dealers are not entitled to claim additional labor time. A dealer however may submit a \$20.00 administrative allowance as compensation for processing the second transaction. After adding the Warranty Claim Code to the original transaction's "SPS Warranty Claim Code" field the dealer may add \$20.00 to the Net Item/Admin Allowance field and resubmit the transaction.

What should a dealer do if they have a valid Warranty Claim Code, but the original transaction is over 2 years old? Can they resubmit the transaction?

No, the dealer should create a new job card making sure to use all the information from the first job card (open date, mileage and technician code, etc.). After adding the Warranty Claim Code to the transaction's "SPS Warranty Claim Code" field and \$20.00 to the Net Item/Admin Allowance field, the dealer should submit the new transaction.

If a valid Warranty Claim Code is not retrievable from dealer records and the vehicle must be reprogrammed, will the dealer be paid for that event?

If a valid Warranty Claim Code was not recorded on the shop copy of the job card and/or is not retrievable from the SPS history log, the involved vehicle must be reprogrammed to generate a new Warranty Claim Code. Using the labor code and labor time provided in the bulletin, the dealer should create a new job card. Note that the dealer is entitled to whatever labor time listed in the bulletin, but not the \$20.00 administrative allowance mentioned above. Upon completion of this second programming event, the dealer should submit the new transaction making sure to include the new Warranty Claim Code.

Will the system reject these transactions due to age or mileage?

There is no "over-age" or "mileage rollback" edit in place for the resubmission of these transactions, so they should pay without the need for wholesale authorization.

Will dealers be debited for these transactions that did not include a Warranty Claim Code (WCC)?

As mentioned above, GM will pay dealers for either the labor time to reprogram the module(s) for each of these recalls or the Administrative Time to pull the WCC from the shop copy of the previous repairs. Transactions processed prior to July 19th, including the list attached to this dealer message will not be debited. Transactions submitted after July 19, 2018 that do not contain an accurate WCC will be debited and reopened to ensure the proper calibration has been installed in the module(s).