



# Service Bulletin

## INFORMATION

**Subject:** Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information

**Models:** 2016 and Prior GM Passenger Cars and Trucks (U.S. and Canada)

**Attention:** Parts Managers, Service Managers, and Warranty Administrators

*This Bulletin has been revised to add the 2014-2016 Model Years, update the process and to reflect changes in the GWM system. Please discard Corporate Bulletin Number 99-00-89-019L.*

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### 1. Warranty Parts Center (WPC) Process Overview and Introduction

The GM WPC process is the common method used to obtain parts replaced at Service Agents to better understand and help resolve product issues. The

WPC will issue specific part return requests to Service Agents through the Global Warranty Management (GWM) system to obtain the desired parts. The Service Agent must return the requested parts to the WPC within 21 days. At GM, there is a continued focus on product quality, fast issue identification, root cause determination, correction and containment.

Returned parts are analyzed to determine the root cause of the issue. These parts are analyzed by the key stakeholders including Brand Quality, Engineering, Suppliers, Production Plant, Assembly Plant and Quality Management personnel.

### **Common Terms:**

To become familiar with the terminology, review the common terms below and their respective meanings:

- Service Agent = Retailer / Dealer / Dealership
- Job Card = Repair Order / Customer Service Order
- Transaction = Warranty Claim
- Transaction Number = Request Number / Claim Number
- Business Unit = GM US, GM Canada, MIC
- Part Return Flag = A part requested by the WPC through GWM

## **2. Parts Retention**

ALL warranty failed parts must be retained for a minimum of 15 days in the U.S. (7 days in Canada) from the Transaction payment/process date before scrapping, unless **ONE** of the following occurs:

- A Part Return Request is received via notification on the Service Agent's Global Warranty Dashboard (most common), and/or by fax or e-mail in rare situations pertaining to launch exchanges
- A Special Part Return Request is received either via notification on the Service Agent's Global Warranty Dashboard (most common), and/or by fax or e-mail in rare situations pertaining to launch exchanges
- A Part that has a core charge needs only be retained for 24 hours from the Transaction payment/process date before returning to the core center Focus Hope / Hollingsworth [with the exception of the Electronic Service Center (ESC) parts, which can be sent back to the ESC immediately after replacement].
- Parts are scrapped by a GM representative
- Parts are taken from the Service Agent per the direction of a person listed on the Special Part Request and a completed Special Part Request was provided
- Service Agent is a certified Elite Dealer (USA only - see below)

If the part is past the retention period and/or none of the above apply, parts can be scrapped/destroyed locally. Parts with core charges should be returned to the appropriate core return center. Under NO CIRCUMSTANCES are warranty parts to be sold for salvage value or installed on ANY vehicle sold at retail, wholesale or salvage, or used in ANY other application.

**Certified Elite Service Agents - United States Only** Elite Service Agents should refer to their "Certified Elite" letter, that they received regarding exceptional performance in certain Fixed Operations metrics for information regarding: Warranty Parts Retention for any part not included in a GWM Part Return Request or Core Return. It is extremely important that all warranty parts be retained for a minimum of 24 hours after the claim has been paid. If no parts return request has been received, then Elite Service Agents are free to either scrap the part or return for core.

## **3. Global Warranty Management - System Access and Training**

- Service Agents must have access to GM Global Connect to log in to the Global Warranty Management (GWM) system.
- Information may not display correctly if using certain web browser types not recommended or supported by GM.
- Service Agent training for using the Global Warranty Management system is available. The person(s) responsible for WPC part returns should complete the Service Agent training course: GWM Module 9 - WPC Parts Return Process.
  - US Service Agent: [www.centerlearning.com](http://www.centerlearning.com)
  - Canadian Service Agent: Learning Management System (LMS) at [www.gmprocanada.com](http://www.gmprocanada.com)

## **4. Using Global Warranty Management**

The GWM system matches the Part Return Requests' criteria with warranty transactions from performed repairs and administers part return flags on your GWM Main page. All Part Return Requests are transmitted daily when the transactions are paid. "Special Part Return Requests" may not occur at the time of the transaction payment.

- Log in to GWM daily to check for and process part return requests.

Once a transaction has been "flagged" for Parts Return, it appears in the notification box in GWM awaiting Service Agent action.

## 5. Understanding Service Agent Notifications



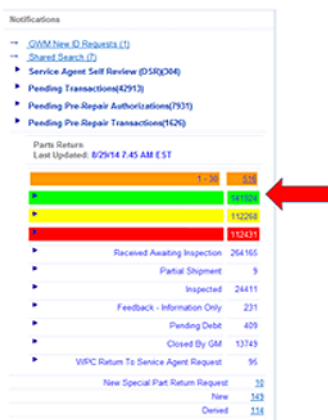
The notification box in GWM main page has four color codes:

- Special Part Return Requests are in the **ORANGE** bar (U.S. only) and should be processed as urgently as possible
- Regular Parts requests in **GREEN** = transaction is 0-7 days old
- Regular Parts request in **YELLOW**= transaction is 8-15 days old
- Regular Parts requests in **RED** = transaction is 16-21 days old
- After 21 days the status will drop in to the Pending Debit status and will be debited within 24 hours if the part is not returned to the WPC. This is why it's very important to review the Part Return Notification boxes daily.

## 6. Accessing Service Agent Summary Details

There are two methods to retrieve part requests from GWM.

1. Accessing Summary details through the GWM dashboard



Click on any number greater than 0 in the green in color, these are the new Parts Return or Document Return Requests that will need to be processed.

**Transaction Search Results**

This screen allows the user to view the results of their Transaction Search. This is the screen where working transactions (approvals, returns, debits) are initiated.

Number of Rows Returned: 1366  
Transactions With Flags: 1  
Total Amount: 1,415,881.61  
Transactions Without Flags: 1365

Flag	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	Job Card
0	111115	001209291258	2	X	Transaction Accepted and Paid	187793	08/21/2014	1GNFLEEK
0	111492	001207730130	6	X	Transaction Accepted and Paid	324285	07/08/2014	1G11HSSL2
0	111217	001209270060	8	X	Transaction Accepted and Paid	135715	08/22/2014	1G04K0C8
0	111217	001209270758	10	X	Transaction Accepted and Paid	135667	08/21/2014	1G1Y1ZDT7
0	111445	001208757960	2	X	Transaction Accepted and Paid	0112314	08/14/2014	3J0UKREC
0	111609	001208874312	6	X	Transaction Accepted and Paid	79257	08/06/2014	1GCVKSEC
0	111251	001208768092	2	X	Transaction Accepted and Paid	184136	08/15/2014	1G1JE6SB
0	111321	001208761129	2	X	Transaction Accepted and Paid	0075241	07/25/2014	2G1FB1E3
0	111142	001209121563	2	X	Transaction Accepted and Paid	188743	08/12/2014	1GNKVJKD
0	111142	001209121135	2	X	Transaction Accepted and Paid	188676	08/07/2014	1GNSKCKC

SELECT ALL    DESELECT ALL    GENERATE MASS SHIPPING LABEL

DEBIT    MULTI-COLUMN SORT

You will be brought to the Transaction Search Results screen which will display the return request(s) for your Facility. Clicking on the transaction number link takes the user directly to the transaction detail for the part or document being requested.

**Globa Warranty**    Score 116349    August 27, 2014

Global Warranty Management: Home > Action Items > Search Transactions

Transaction Search Results

This screen allows the user to view the results of their Transaction Search. This is the screen where working transactions (approvals, returns, debits) are initiated.

Transaction Search Results    Net Item Labor Parts    Parts Return Testing Results

806 390 Valid Warranty found.

Transaction Detail

VIN	Sales Model Code	Transaction
18NFKLEK2100336	1G026	021209291258
Non GM Vehicle Indicator	Delivery Type	Odometer
	4	
Business Unit	Repairing BAC	Submitting Service Agent
GM - US	111115 - ALDA MOTOR SALES INC	111115

Transaction Header Information

Job Card	Job Card Line	Transaction Type
187793	1	ZSEG - Regular Vehicle Transaction
Job Card Open Date	Repair completion date	Process Date
08/21/2014	08/25/2014	08/25/2014
Financial Year & Month		
08/2014		

Job Card Header

Repairing BAC	111115 - ALDA MOTOR SALES INC
Service Advisor Number	0254137793
Job Card Number	187793
Job Card Open Date	08/21/2014
VIN	18NFKLEK2100336
Sales Model Code	1G026 - EQUIPMENT
Odometer	4
Reference Number	1
Job Card Line	1
Labour Operation Code	421890 - Fuel Pump Replacement
Repair completion date	08/25/2014

In the transaction search results you will see the information for the warranty claim and the part or document being requested. Note the job card number, the VIN and the part or document being requested.

By clicking on the "Net Item Labor Parts" tab, this will identify exactly what parts are requested and need to be returned to the WPC, **minus any fluids, chemicals, etc.** Verify that the correct *causal part* is selected with an "X" and **ALL** parts are returned related to this repair. If there are parts listed but unable to return (e.g. fluid only, part missing when vehicle came in, or labor only), you must contact the Warranty Support Center for a Parts Waiver: 866-446-2900.

If there are no parts listed, see the section in this bulletin that refers to "Document Only" requests. If the part(s) being requested are tires or ESC parts and have already been sent back to the manufacturer or ESC, please contact WPC customer service at 248-371-9901.

**Transaction Search Results**

This screen allows the user to view the results of their Transaction Search. This is the screen where working transactions (approvals, returns, debits) are initiated.

Transaction Search Results    Net Item Labor Parts    Parts Return Testing Results

806 390 Valid Warranty found.

Labour

Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate
Diagnosis Time	Z_SLD	6.3	0.00	29.12	0.00	29.12	0.00
Base Labour Hours	4021890 Fuel Pump Replacement	0.8	0.00	77.66	0.00	77.66	0.00
Requested Amount:		0.00	Paid Before Tax:	156.78			
Taxes:		0.00	Total:	156.78			

Parts

Causal Part: 00000000010541047 Original Install Date:

Original Install Distance: 0 Invoice Number:

Replacement Parts

Quantity	Causal Part	Part Number	Description	Requested Parts - Handling	Paid Parts	Paid Parts Handling	Paid Before Tax
1	X	00000000010628174	PIPE ASM FUEL FEED INTER	56.25	31.25	25.00	56.25
1	X	00000000012618447	PUMP ASM FUEL	233.60	129.78	103.82	233.60

RELATED LINKS

View Parts Return Request

Pending Transactions(40289)

View Service Agent Profile

Job Card Header

Repairing BAC	111115 - ALDA MOTOR SALES INC
Service Advisor Number	0254137793
Job Card Number	187793
Job Card Open Date	08/21/2014
VIN	18NFKLEK2100336
Sales Model Code	1G026 - EQUIPMENT
Odometer	4
Reference Number	1
Job Card Line	1
Labour Operation Code	421890 - Fuel Pump Replacement
Repair completion date	08/25/2014
Transaction Type	ZSEG - Regular Vehicle Transaction

In most cases fluids are not to be returned. If fluids are requested, the dealer would be advised via special instruction in advance of the repair.

Service Contract Information				
MIC Agreement Ref Number:	MIC Agreement Ref Type:	MIC Part Number:	MIC Assembly Code:	
Transaction Amounts				
	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	0.00	106.78	0.00	106.78
Parts & Parts Handling:	289.85	289.85	0.00	289.85
Net Items:	0.00	0.00	0.00	0.00
Deductible:				0.00
Customer/Service Agent Participation :				0.00
<b>Total:</b>	<b>289.85</b>	<b>396.63</b>	<b>0.00</b>	<b>396.63</b>
	<b>DEBIT</b>		<b>Attachments:</b>	No
Parts Return Status				
Project ID:	Request Nbr:	Test Results:	Generate Shipping Label:	
77031263	001209291250	No		
Status:				
Shipping Label Requested		Special Parts Status:		
Complaint/Cause/Correction				
Complaint: 6021 - Features/Controls/Displays - Gauges/Warning Lights				
CUST. STATES THE REDDCEED ENGINE POWER MESSAGE CAME UP ON THE DASH.				

Click on the "Transaction Detail" tab to obtain your shipping label and WPC documents.

**Shipping Label**

The function of this window is to allow the user to complete or generate the Shipping Label to be used for the shipment of the part(s).

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**Shipping Info**

Request Type:	Parts	
Request Number:	115068 016001209383577	
Shipping Location:	Warranty Parts Ctr	Attention: Wai Nguyen
Address1:	45 Northpointe Dr	
Address2:		
City:	Orion	
Country:	USA	
State / Prov:	MI	Shipping Account:
Postal Code:	48359	Telephone Number:
		248-371-9900

Special Handling Instruction:

Hazardous Material: No

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**From Location**

Service Agent:	Bryner Chevrolet, Inc.	Contact: Ray Obrien
Address1:	1750 The Fairway	
Address2:	Jenkintown	
City:	Jenkintown	
Country:	US	
State / Prov:	PA	Shipping Account:
Postal Code:	19046-1606	Telephone Number:
		2158863140

Invoice Number: \_\_\_\_\_ Tracking Number: \_\_\_\_\_

Shipping Company: \_\_\_\_\_

Fill in the contact name of the person sending the part.

**From Location**

Service Agent:	Bryner Chevrolet, Inc.	Contact: Ray Obrien
Address1:	1750 The Fairway	
Address2:	Jenkintown	
City:	Jenkintown	
Country:	US	
State / Prov:	PA	Shipping Account:
Postal Code:	19046-1606	Telephone Number:
		2158863140

Invoice Number: \_\_\_\_\_ Tracking Number: \_\_\_\_\_


Shipping Company: \_\_\_\_\_

Pickup Date: 06/27/2014

# of containers (for this request): 1

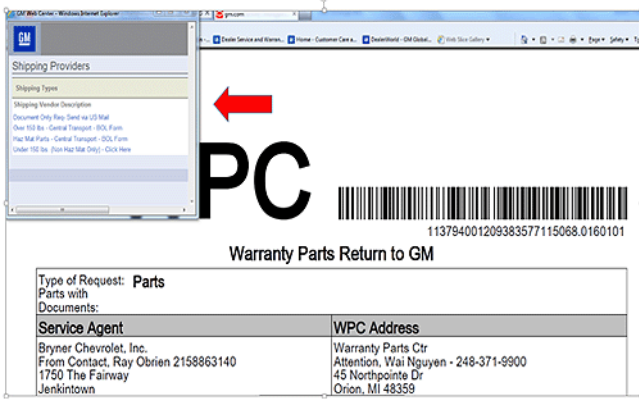
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Barcode

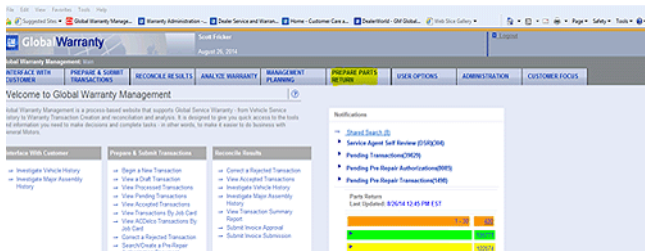


113794001209383577115068 0160101

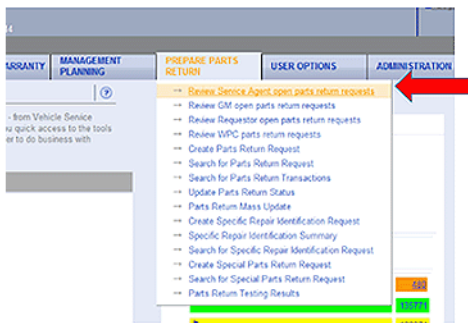
Click "Save and Print"



A pop up box will come up to allow you to select the method of shipment based on the size, weight and hazmat status. See shipping instructions below for various shipment options. NOTE: For Service Agents in Canada, items classified as “Dangerous Goods” should not be returned. All other shipments are returned via the servicing PDC regardless of weight.



2. You can also access your part return history through the “Prepare Parts Return” Tab on the GWM Dashboard.



From the “Prepare Parts Return” tab, click on: “Review Service Agent Open Parts Return Requests” link .

When the Service Agent Summary screen appears, look for numbers in the following categories:

- Part Return Required
- Part Return Requested

- Document Return Required
- Document Return Requested

3 ▾ Month(s)

Last Updated: 8/27/14 12:08 PM EST

Business Unit	Job Card No	Labour Op Code	Part Return Request	Part Return Required	Document Return Required	Document Return Requested	Shipping Label Requested	Shipped	Received - Missing Requested Part Document	Received - Missing Required Part Documents	Received - Awaiting Inspection
GM - US	573238	9100366	0	0	0	0	0	0	0	0	1
GM - US	573923	9100366	0	0	0	0	0	0	0	0	0
GM - US	574499	9100400	0	0	0	0	0	0	0	0	1
GM - US	574692	9100466	0	0	0	0	0	0	0	0	1

You can shorten or lengthen the time span of the history view by clicking on the drop box next to the months. By clicking on the number in the column you can access the Transaction Detail as you would through the GWM dashboard.

## 7. Supporting Documentation

**Note: If the Job Card is not sent with the part, the WPC will attempt to contact the Service Agent three times, if no Job Card is submitted, the part will be scrapped and a debit will be issued.**

Job Card Information is critical to analyzing product issues. The more detail that is included the better the results.

Use the following **documentation guidelines** to help expedite the review process, identify issues faster and reduce the likelihood of receiving a Service Agent debit. Provide all of the following if applicable:

- Accurate and detailed information regarding the customer complaint. List ALL Dealer Technician Comments.
- Any characteristics or symptoms of the fault that were observed.
- Operating conditions that were observed when the fault occurred such as: Scan Tool Data Snapshot information, weather, temperature and altitude.
- Follow and document the diagnosis performed such as: Bulletins, Preliminary Information (PI), and Service Information (SI) document numbers.
- Attach Scan Tool Data Printout / Snapshot, diagnostic worksheets and all substantiating service documents with the Job Card that is returned with the part. Also include the TAC and/or PQC case numbers.
- Provide any documentation regarding GM representative involvement such as the Field Service Engineer, Brand Quality Manager, District Manager Aftersales (DMA), or in Canada the District Manager - Customer Care and Service Process (DM-CCSP).

**WPC**

1137540012093577115009.0109101

Warranty Parts Return to GM

Type of Request: Parts	
Parts with Documents:	
<b>Service Agent</b>	<b>WPC Address</b>
Bryne Chevrolet, Inc. From Contact: Ray O'Brien 2155803140 1150 The Parkway Jenkintown Jenkintown, PA 19026-1606 US	Warranty Parts Ctr Attention: Mai Nguyen - 248-371-9900 4500 Ketterline Ct Orion, MI 48059 USA
<b>Transaction Information</b>	<b>Additional Shipping Information</b>
Transaction ID: 001209352977 Job Card Number: 443792 Invoice Number:	Tracking Number: Shipping Company: Account:
<b>Vehicle Information</b>	
VIN: 1GNLC2E009R264494	
Labour Operation: 4061970 - Valve Stem Oil Seal and Valve Spring Replacement - Right Side	
<b>Complaint:</b> 0522 - Engine/Fuel/Exhaust - Engine Performance OWNER STATES VEHICLE HAS MISFIRE	
<b>Cause:</b> 6017 - Module/Component - Broken BROKEN VALVE SPRING AND INTAKE GASKET LEAK	
<b>Correction:</b>	

- GWM parts request transaction label.

**Important:** This single page is the only page that must be printed from GWM and sent back with the part and the Job Card and its supporting

**Automatic Transmission Replacement Request**

**Note:** If you are requesting a Powertrain/Drivetrain Replacement due to a part availability concern, please call SPAC 1-800-433-6961 Canada 1-866-275-583

Is the vehicle at an independent shop? Yes \_\_\_ No \_\_\_ (If yes, please call PCC at 866-453-4123) U.S. Only

BAC: \_\_\_\_\_

Technician Name: \_\_\_\_\_

Technician Training ID: \_\_\_\_\_

Direct Phone number: \_\_\_\_\_

VIN: \_\_\_\_\_

Message: \_\_\_\_\_

R.O. #: \_\_\_\_\_

Number of Times in for Same Condition: \_\_\_\_\_

Number of Days Down for Same Condition: \_\_\_\_\_

Customer Concern: \_\_\_\_\_

Point of assembly Failure: \_\_\_\_\_

Has the unit been disassembled? Yes \_\_\_ No \_\_\_

Is the vehicle modified with non-production accessories? Yes \_\_\_ No \_\_\_

Personal or Commercial use? Yes \_\_\_ No \_\_\_

Any signs of abuse or improper maintenance: Yes \_\_\_ No \_\_\_

Repair Estimate:				Repair								Total	
Components required to Repair Assembly > \$150		Part Number	Part Cost	Repair Labor Op. Code	Labor Hours	Labor Hourly Rate	Labor Cost	Other Labor Hours	Other Labor Hourly Rate	Other Labor Cost	Subst	Total Labor Cost	
1													
2													
3													
4													
5													
6													
Total Component Part Cost Required to Repair Assembly:													
Additional Components Required to Repair Assembly		Part Number	Part Cost										
1	A												
2	B												
3	C												
4	D												
5	E												
6	F												
7	G												
Total Additional Components Required to Repair Assembly > \$150													
Summarized Repair Items under \$150.00													
Replacement Component Assembly Estimate:				Assembly Replacement		Labor	Labor	Labor	Other Labor	Other Labor	Total		

- Cost Comparison Worksheet: To access the Cost Comparison Worksheet for Assembly Repair vs Replacement, Go to Global Connect, Service Workbench, Service Forms, Scroll down to Engine / Propulsion System, Form(s), and click on "Cost Comparison Worksheet for Assembly Repair vs Replacement". This worksheet is required whenever a powertrain assembly is replaced.

**8. Parts Preparation - Regular and Special Parts Requests Non-Hazardous Materials: U.S. and Canada**

Please follow these guidelines when returning parts:

- Clearly mark or circle with a paint pen the area of concern on the part such as a leak, crack, premature wear or defect. The area of defect should be clearly marked and not defaced so the area of concern is easily identified.
- The request being made is for the actual failed part, do not send a similar or new part.
- Do not remove any pieces from the part being sent back.
- Tag parts in an area that will not damage the part being sent back. For example: Do not wrap a metal tag wire around wiper blade inserts. Do not apply tape around door seals. Do not stick moldings together.
- Properly protect and package all returned parts in original CCA packaging so they are not damaged when received at the WPC. U.S. Service agents refer to GM Global Connect Message #G\_0000194847, dated 06/26/2014, "Service Agents will be debited \$100 for failure to return on a pallet and/or with a cover. If an engine was shipped in a cocoon or pod, secure as needed and cover with the appropriate lid."
- All parts related to the repair procedure covered by the labor operation on the part return request should be returned together. For example, a transaction for labor operation T5603, replace 8 injectors, would result in 8 injectors returned under one part return request.
- All parts related to the specific labor operation being requested should be bundled together and shipped in one box.
- Do not send multiple requests in the same box.



- Ship each individual request in a separate box with its unique GWM Shipping label affixed on the top of the box and on one outward facing side. Include inside the package the GWM Parts Return "Shipping Label", Job Card with technician comments, and other related documentation to allow parts to be successfully routed and analyzed.
- The Service Agent should highlight the Transaction Number and place the folded documentation in the plastic packing bag with the highlighted Transaction Number facing outward. This process will assist the WPC in handling and crediting the Service Agent for returning the part in a timely manner. The bag containing all documentation must be securely attached to the appropriate part. Plastic packing bags are available for the protection of the documentation to be included with the parts, consisting of legible copies or hard copy of the Job Card and the WPC Request/shipping label). When additional plastic bags are needed, U.S. Service Agents should complete the Material Request form: WPC005 and fax it to the WPC at (248) 371-9005 OR via e-mail to warrantypartscenterusa@gm.com. Refer to Form WPC005 at the end of this bulletin or on GM GlobalConnect.
- Whenever possible, the container from the new/replacement part should be used for the return of the failed part. All previous labeling on the box should be removed or covered prior to re-use. Leaving a prior shipping label exposed can cause errors in shipping.
- ONLY use boxes WITHOUT HazMat labeling to return Non-HazMat parts. Incorrect usage of these boxes can cause delay in receiving at the WPC, and may result in the transaction being debited.
- Parts containing or soaked by fluids, such as oil, **MUST** be thoroughly drained, wiped clean and placed in an appropriate packing container and securely packaged to prevent leakage or contamination. Transfer all caps and plugs from the new part to the replaced part before shipping. If parts are received at the WPC with fluids such as oil or fuel, the part WILL NOT be accepted as "Received" and the transaction will be debited.
- Use only clean dry boxes to return parts - boxes that have absorbed oil or other fluids should not be used to return parts to the WPC. Be sure to package parts to avoid damage during shipping - bubble wrap or other protective packing materials may be needed. Parts must not be shipped loose. It is important that parts arrive at the WPC in the same condition that they were in when removed from the vehicle.

## Engines

Engines that have been run or "hot tested" (ie – had fuel in them) may be considered hazardous material. Therefore, if the Service Agent is contacted to return an engine, they should ensure the following preparation:

- Drain ALL FLUIDS.
- Transfer all shipping plugs from the service engine to the returning engines, or cover open cavities with tape.
- Lower the engine into a plastic bag to ensure capture of any residual fluid leakage, place a drainage mat onto the base of the original service engine shipping container (box or pod), and place the bagged engine into the original service engine shipping container.
- Bolt and strap the engine to the supporting pallet and cover with the appropriate lid.
- Attach all corresponding documentation outlined above in the section titled preparing / packaging parts for shipping.

**Note: Engines returned exactly in this manner, will NOT require any additional or special hazardous material packaging or labels.**

## 9. Parts Preparation - Regular Parts Requests Hazardous Materials: U.S. Only

**Please follow these guidelines when preparing to return hazardous parts:**

Some common automotive hazardous material examples include items such as: air bags, seat belt pretensioners, brake boosters, compressed gas shocks and lifts, batteries (including Volt and Hybrid), paint, adhesives, solvents, and hazardous waste. (The list is not all inclusive, refer to 49 CFR Hazardous Material Regulations.)

- Hazardous materials should never be sent by air transportation. Hazardous materials should only be shipped to the WPC using Central Transport.
- Any hazardous material that is packaged or shipped improperly risks being delayed by the carrier.
- Any Service Agent that ships hazardous materials incorrectly and/or violates 49CFR requirements, is liable for civil penalties.
- Service agents will be fully debited by General Motors for the entire warranty claim each and every time there is a violation of the Federal Hazardous Material Transportation law.
- Service Agents are not generally expected to purchase extra boxes, HazMat placards, labels, decals, etc. In most cases, the Service Agent should simply save the boxes the new parts were shipped in, and use them to return the replaced parts to the WPC.
- When opening a box intended to be reused, carefully cut the tape only, being careful not to cut or rip the cardboard. Be sure all HazMat labeling is intact. Ensure the package indicates the Shipping Name (i.e., Air bag module, or Seat-belt pretensioner), UN number, Hazardous Class Label (i.e., 9 or 2.1), and the package strength rating. In the event that the box is damaged and can't be reused, the Service Agent will need to acquire proper packaging. This can be done through a variety of online resources. For reference, GM uses the company Label Master.
- When sealing a box for shipment, utilize 3M Scotch® sealing tape #373 or tape with the equivalent strength. Ensure any tape or shipping papers attached to the package do not cover or obstruct the above described HazMat markings. Scotch is a Registered Trademark of 3M Company.

- Train everyone who ships parts to always inspect the box carefully before reusing a box. Be certain that there are NO hazardous material labels on boxes used to ship non-hazardous material parts, and be certain that HazMat parts are shipped only in boxes with proper HazMat labeling.
- Apply mailing labels and manifests to the box without covering HazMat labeling.
- Be sure all other non-needed labels are covered or removed.
- Call the DOT HazMat Information Center at 1-800-467-4922 when questions arise to ensure compliance with DOT regulations. Refer to this website for a quick guide for preparing shipping papers: [http://hazmat.dot.gov/pubs/shipping\\_papers\\_guide.pdf](http://hazmat.dot.gov/pubs/shipping_papers_guide.pdf)

## **Batteries**

- If the Service Agent is contacted to return a lead acid battery, all necessary packing materials will be shipped from the GM Warranty Parts Center (WPC) within 5-7 days. Lead acid batteries may ONLY be returned using **Central Transport**.
- **Important:** Non-spillable lead acid batteries are considered non-hazardous for purposes of transportation and can be returned to the WPC through regular shipping procedures. However, if a Service Agent receives a WPC request to return this particular type of battery, the container must be clearly marked "NON-SPILLABLE PER 49CFR 173.159(d)." At the present time, this is the ONLY battery which can be returned as a NON-hazardous part for shipping purposes. All other batteries must be returned as hazardous material. The non-spillable batteries are labeled accordingly, and can be returned using the regular pre-paid UPS/ARS labels provided by the WPC.

## **Training and Certification Hazmat**

Effective February 1, 2007, the WPC began requesting from U.S. Service Agents only, the return of some items deemed hazardous for shipping purposes. This section provides guidance for the shipment of air bags, seat belt pretensioners and lead acid batteries only. The information contained herein is intended to assist Service Agents with the shipment of these commodities, and is not intended to be a substitute for proper hazardous materials (HazMat) training. This section is intended as a general source of information as of its date of publication and is not meant as an endorsement or to substitute for the Service Agent's own legal counsel's advice. GM undertakes no obligation to update this information in the future. Service Agents must ensure all employees are properly trained and employees must be certified in and refer to the federal Hazardous Materials Regulations (HMR) at 49 CFR Parts 171 to 180 when shipping any hazardous material.

**All Service Agents have an obligation to complete the legally required training and achieve hazardous material (HazMat) certification.**

### **Common DOT Regulations**

"A HazMat employer shall ensure that each of its HazMat employees is trained in accordance with the requirements prescribed in this subchapter" as defined in 49 CFR 172.702(a).

HazMat Employer - "...a person who uses one or more of its employees in connection with transporting hazardous material in commerce; causing hazardous material to be transported or shipped in commerce...." as defined in: 49 CFR 171.8

HazMat Employee - "...a person who is employed by a HazMat employer and who in the course of employment directly affects hazardous material transportation safety. The term includes an individual who during the course of employment may perform any of the following:

- Loads, unloads or handles hazardous materials.
- Manufactures, tests, reconditions, repairs, modifies, marks or otherwise represents containers, drums, or packaging as qualified for use in the transportation of hazardous materials.
- Prepares hazardous materials for transportation.
- Is responsible for safety of transporting hazardous materials.
- Operates a vehicle used to transport hazardous materials, as defined in: 49 CFR 171.8

### **Emergency Response Phone Number**

When shipping HazMats, every Service Agent must provide an emergency response phone number that is answered 24 hours/day, 7 days/week, 365 days/year. General Motors has established an account with Infotrac @ 1-800-535-5053 for all GM Service Agents in the continental U.S. to ensure compliance related to 49 CFR 172.604. If a Service Agent has other arrangements and wishes to opt out of the Infotrac subscription, the Service Agent should notify Infotrac via email to [randy.lee@infotrac.net](mailto:randy.lee@infotrac.net).

All Service Agents will be charged annually on their open account for this service.

### **Hazardous Materials Training**

HazmatU was created specifically for individuals working in the automotive industry to gain a better understanding of complex Hazardous Materials shipping regulations. Be sure your location follows the training regulations that can be found in 49 CFR 172.700 through 172.704

HazmatU was designed for Service Agents to avoid costly violations and create a safe and healthy work environment. HazmatU offers classes designed for Service Agents and covers General Awareness and Function-Specific Training. More information about the training can be accessed by calling 1-888-476-5465 or the training can be purchased on-line at [www.hazmatu.org](http://www.hazmatu.org)

## Additional Sources of Training

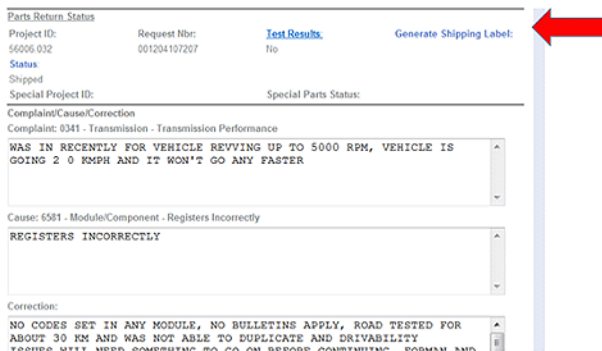
**Notice:** The following list is not all inclusive:

- <http://hazmat.dot.gov>
- <http://www.lion.com>
- <http://www.dgitraining.com>
- <http://www.hmac.org> Progressive Training (e-mail to: RRBeaupre@aol.com)
- <http://www.infotrac.net>

The U.S. Department of Transportation (USDOT) requires hazardous material compliance training for anyone who could directly affect hazardous material transportation safety. The U.S. Department of Transportation also requires recurrent hazardous material compliance training at least once every three years. Training must be completed within 90 days after employment or a change in job function. Each day of the violation constitutes a separate offense.

## 10. Shipping Process for Non - Hazardous Parts: U.S. Only

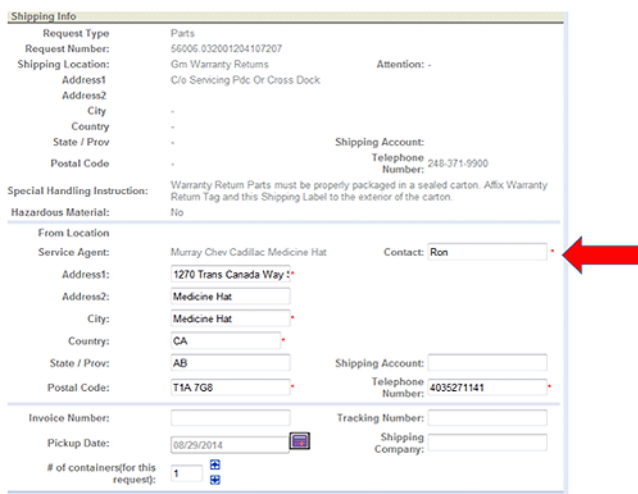
1. Access GWM by referring to the section above "Accessing Service Agent Summary Detail."



The screenshot shows a web form titled "Parts Return Status". It contains the following fields and text:

- Project ID: 56005 032
- Request Nbr: 001204107207
- Test Results: No
- Generate Shipping Label: (button with red arrow pointing to it)
- Status: Shipped
- Special Project ID: (empty)
- Special Parts Status: (empty)
- Complaint/Cause/Correction: 0341 - Transmission - Transmission Performance
- Complaint: WAS IN RECENTLY FOR VEHICLE REVING UP TO 5000 RPM, VEHICLE IS GOING 2 0 RMPH AND IT WON'T GO ANY FASTER
- Cause: 6581 - Module/Component - Registers Incorrectly
- Registers INCORRECTLY
- Correction: NO CODES SET IN ANY MODULE, NO BULLETINS APPLY, ROAD TESTED FOR ABOUT 30 KM AND WAS NOT ABLE TO DUPLICATE AND DRIVABILITY TESTED WITH USER COMPLAINT SO COULD BECAUSE COMBUSTION, BODMAN AND

2. After selecting the transaction for the part you are returning scroll down to the section "Part Return Status" and click on generate shipping label.



The screenshot shows a web form titled "Shipping Info". It contains the following fields and text:

- Request Type: Parts
- Request Number: 56005 032001204107207
- Shipping Location: Gm Warranty Returns
- Address1: C/o Servicing Pdc Or Cross Dock
- Attention: -
- City: -
- Country: -
- State / Prev: -
- Postal Code: -
- Shipping Account: -
- Telephone Number: 248-371-9900
- Special Handling Instruction: Warranty Return Parts must be properly packaged in a sealed carton. Affix Warranty Return Tag and this Shipping Label to the exterior of the carton.
- Hazardous Material: No
- From Location: Murray Chev Cadillac Medicine Hat
- Service Agent: Murray Chev Cadillac Medicine Hat
- Contact: Ron (field with red arrow pointing to it)
- Address1: 1270 Trans Canada Way
- Address2: Medicine Hat
- City: Medicine Hat
- Country: CA
- State / Prov: AB
- Postal Code: T1A 7G8
- Shipping Account: (empty)
- Telephone Number: 4035271141
- Invoice Number: (empty)
- Tracking Number: (empty)
- Pickup Date: 08/29/2014
- Shipping Company: (empty)
- # of containers(for this request): 1

3. Enter your contact name in the space provided.

From Location

Service Agent: Bryner Chevrolet, Inc. Contact: Ray Obrien

Address1: 1750 The Fairway

Address2: Jenkintown

City: Jenkintown

Country: US

State / Prov: PA Shipping Account:

Postal Code: 19046-1606 Telephone Number: 2158863140

Invoice Number: Tracking Number:

Pickup Date: 08/27/2014 Shipping Company:

# of containers(for this request): 1

Barcode

113794001209383577115068.0160101

CANCEL SAVE AND PRINT

4. Click Save and Print.

Shipping Providers

Shipping Types

Shipping Vendor Descriptions

Document Only Reg. Send via US Mail

Over 100 lbs - Central Transport - 100 Lbs. Form

High Mail Parts - Central Transport - 200 Lbs. Form

Under 100 lbs. Non-Haz Mat Only - Click Here

PC

Barcode

113794001209383577115068.0160101

Warranty Parts Return to GM

Type of Request: Parts

Parts with Documents:

Service Agent	WPC Address
Bryner Chevrolet, Inc. From Contact, Ray Obrien 2158863140 1750 The Fairway Jenkintown	Warranty Parts Ctr Attention, Wai Nguyen - 248-371-9900 45 Northpointe Dr Orion, MI 48359

5. A pop-up box will appear with Shipping Provider selections.

- 5.1. Choose the carrier based on the part specifications you are shipping to the WPC.
- 5.2. For all regular and special request non-hazmat parts that are under 150 lbs, the carrier will be UPS.
- 5.3. Select "Over 150 lbs" for all freight that is over 150 lbs or oversized packages (e.g windshield, complete exhaust, etc.); the carrier will be Central Transport.

6. Under 150 lbs

- After clicking under 150 lbs, the UPS GM Warranty Parts Center Screen will populate, enter the weight of the part(s) you are sending back.
- If you would like an email confirmation of your shipment with a tracking number (recommended), fill in your email address in the space provided and check the box that says "Quantum View Delivery Notification."
- If you are sending the parts back in more than one box, click "Add" and enter the request number in the space provided. This will ensure all packages received will be properly processed to that transaction number. (In this case, please also clearly mark the outside of the boxes, 1 of 2, 2 of 2, etc.)

- When all packages are entered, click “Process Shipment”. If you get an error message stating it is an invalid BAC because of a buy/sell or you are a new dealer, please contact the WPC customer service at 248-371-9901 or email warrantypartscenterusa@gm.com.
7. Over 150 lbs. (and oversized)
- Click the Over 150 lbs link, and a Bill of Lading will populate from Central Transport. Fill in your Service Agent information in the “From: Shipper” area.

- Leave the box marked “Collect” to ensure that the shipment is properly billed to GM.
  - Enter the number of packages and a transaction number for each package.
  - The class will always be 85 for Non-Hazmat parts.
  - Fill in the weight of each part.
8. Call Central Transport to schedule a pick-up, the number is 586-497-1900 (it is also at the top of the BOL). Be sure to write down the pick-up number provided.
- If you need a lift gate you will need to request one at this time.
  - GM gives 21 days to return parts.
  - To make sure the parts being requested are delivered on time, please get them sent out within a few days of the request notification.
  - Notify WPC Customer Assistance at 248-371-9901 immediately if there are any carrier delays or problems.
9. When the carrier arrives, sign and date the BOL and have the driver do the same and make a copy for your records.
- The driver will put a sticker on the BOL with a Pro number.
  - This is your tracking information to track the freight.

These terms, conditions, and rules of carriage shall be subject to the terms and conditions of any contract or agreement between the shipper and the carrier, or any other party, as applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request. The property, described above, is in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned and destined as indicated above, which said carrier the word carrier being understood throughout this contract as meaning any person or corporation in possession of property under the contract agrees to carry to its usual place of delivery at said destination, if on its route or otherwise to deliver to another carrier on the route to said destination. It is mutually agreed, as to each carrier of all or any portion of said route to destination and as to each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all the terms and conditions in the governing classification of the date of shipment, including National Motor Freight Classification in effect. Shipper hereby certifies that he is familiar with all the terms and conditions of the said bill of lading and the said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns.

This is to certify that the above named articles are properly classified, described, packaged, marked, labeled and are in proper condition for transportation, according to the applicable regulations of the Department of Transportation.

Shrink wrapped or packaged freight accepted as "Crat to Crat" or "Shipper Load and Count" bills only.

SHIPPER	CARRIER	CENTRAL TRANSPORT	
PER	DRIVER		
	DATE	TOTAL PIECES	

12225 STEPHENS ROAD WARREN, MI 48099 TEL 586-939-7000 FAX 586-939-1594 WWW.GOCENTRALTRANSPORT.COM


- It is the Service Agents' responsibility to track the package on the Central Transport website, before calling customer service with any receiving concerns.

**Generate Mass Shipping Label Feature**

Flag Count	Repairing Service Agent ↓	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
0	288121	001212414614	2	X	Transaction Accepted and Paid	13890	09/08/2014	1G6AG5RX1
0	288121	001212216799	2	X	Transaction Accepted and Paid	13911	09/08/2014	1G6AG5RX1
0	288121	001212248821	4	X	Transaction Accepted and Paid	13262	08/25/2014	1G6AX5SX5

- In the event there is more than one transaction to ship, GWM has a Generate Mass Shipping Label feature that can be utilized to print more than one WPC Label at a time.
- Each part/transaction still needs to be sent in a separate box with its own label and paperwork.

	0	111176	001211661798	2	X	Transaction Accepted and Paid	119993	07/16/2014	1G11B5SL2
	0	111452	001211685595	4	X	Transaction Accepted and Paid	671543	08/26/2014	1GNSKBKCX



1. In the transaction search results screen put a check mark next to the transactions you wish to send back. Click on "Generate Mass Shipping Label."

### Shipping Label

The function of this window is to allow the user to complete or generate the Shipping Label to be used for the shipment of the part(s).


**Shipping Info**

From Location  
 Service Agent: Suburban Cadillac Of Plymouth  
 Address1: 40475 Ann Arbor Rd  
 Address2: Plymouth  
 City: Plymouth


Contact:

# of containers(for this request):

**Barcode**



13794001209383577115068.0160101



2. Put in your contact name. Click on "Save and Print."

<b>GM</b>
<b>Shipping Providers</b>
Shipping Types
Shipping Vendor Description
Transaction Number:001212248821 Document Only Req- Send via US Mail Over 150 lbs - Central Transport - BOL Form Haz Mat Parts - Central Transport - BOL Form Under 150 lbs. (Non Haz Mat Only) - Click Here
Transaction Number:001212414614 Document Only Req- Send via US Mail Over 150 lbs - Central Transport - BOL Form Haz Mat Parts - Central Transport - BOL Form Under 150 lbs. (Non Haz Mat Only) - Click Here
Transaction Number:001212216799 Document Only Req- Send via US Mail Over 150 lbs - Central Transport - BOL Form Haz Mat Parts - Central Transport - BOL Form Under 150 lbs. (Non Haz Mat Only) - Click Here

- A pop up box will populate with a Shipping provider choice for each transaction selected. You must create a label or bill of lading for each part individually. Each part must be shipped individually.

## 11. Shipping Process for Non - Hazardous: Canada Only

Regular WPC warranty part return requests are shipped using a process similar to the process used for other Customer Care and Aftersales CCA Material Returns.

- Specific Warranty Material Return tags will be automatically generated for each WPC request at your Servicing Parts Distribution Center (PDC) and shipped in the next parts tote.
  - Affix these Warranty Material tags to the outside of the package with the corresponding parts you are returning.
  - Time from initial WPC request appearing on Management GWM to Dealer's receipt of WPC Material Return tags will be similar to transit times for other Material Return tags.
- Access GWM referring to the section above "Accessing Service Agent Summary Detail".
  - After selecting the transaction for the part you are returning, scroll down to the section "Part Return Status" and click on generate shipping label.


<b>Shipping Info</b>	
Request Type	Parts
Request Number:	56096.032001204167207
Shipping Location:	Gm Warranty Returns      Attention: -
Address1	C/o Servicing Pdc Or Cross Dock
Address2	
City	-
Country	-
State / Prov	-
Postal Code	-
	Shipping Account: Telephone Number: 248-371-9900
Special Handling Instruction:	Warranty Return Parts must be properly packaged in a sealed carton. Affix Warranty Return Tag and this Shipping Label to the exterior of the carton.
Hazardous Material:	No
From Location	
Service Agent:	Murray Chev Cadillac: Medicine Hat      Contact: Ron
Address1:	1270 Trans Canada Way *
Address2:	Medicine Hat
City:	Medicine Hat
Country:	CA
State / Prov:	AB
Postal Code:	T1A 7G8
	Shipping Account: Telephone Number: 4035271141
Invoice Number:	
Tracking Number:	
Pickup Date:	08/29/2014
Shipping Company:	
# of containers for this request:	1

- Enter your contact name in the space provided.



From Location	Brymer Chevrolet, Inc.		Contact: Ray O'Brien
Service Agent:	1750 The Fairway		
Address1:	Jenkintown		
Address2:	Jenkintown		
City:	US		
Country:	PA		
State / Prov:	19046-1506		Shipping Account:
Postal Code:			Telephone Number: 2158863140
Invoice Number:			Tracking Number:
Pickup Date:	05/27/2014		Shipping Company:
# of containers(for this request):	1		

---

Barcode  
  
113794001209383577115068.0160101

4. Click Save and Print.

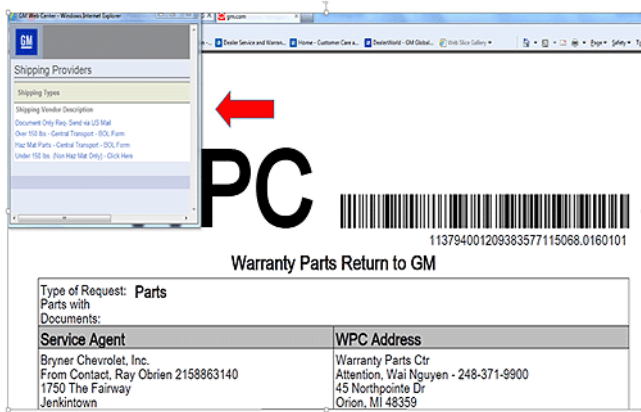
### Notes

- Place WPC cartons on loading dock.
  - Same location as used for RIM, CORE and other Material Returns.
  - Do not place WPC parts inside a tote.
  - Parts must be properly packaged in a cardboard carton.
  - Large items such as engines or transmissions must be in a crate or specialized shipping container.
  - Improperly packaged or loose parts may be refused pickup.
  - Indicate on the Bill of Lading for Material Return (PC302C) a WPC Warranty Return.
- WPC cartons will be picked by the next Daily Parts Delivery truck.
- WPC cartons will be “scanned” upon arrival at Servicing PDC (i.e. same as other returns).
- Global Warranty Parts Return Status will be updated to “Shipped” when scanned at Servicing PDC.
- Verify carton has been received by Servicing PDC by checking “Parts Return Status” on the transaction detail screen of Global Warranty Management.
- Please allow a sufficient amount of time after pick-up for GWM to be updated. Transit time will be similar to other CCA Material Returns.

## 12. Shipping Process for Hazardous Parts: U.S. Only

Some common automotive hazardous material includes items such as: air bags, seat belt pretensioners, brake boosters, compressed gas shocks, batteries (including Volt and Hybrid), paint, adhesives, solvents, and hazardous waste. (The list is not all inclusive. Refer to 49 CFR Hazardous Material Regulations.)

- **A special box and packing material will be provided for shipping a battery (only) to the WPC.** In most cases, the Service Agent should simply save the boxes the new parts were shipped in, and use them to return the replaced parts to the WPC.
- Package the part as described in the section above: **Parts Preparation: Regular Part Requests: Hazardous Materials – U.S. Only**
- Follow instructions for **Shipping Process For Non-Hazardous Parts – US only** until instruction number 5, then follow the instructions below:



1. Choose the Hazmat parts - Central Transport - BOL Form shipping option.

**STRAIGHT BILL OF LADING SHORT FORM**

NOTE: DRIVER AFFIX INSTRAPRO LABEL HERE

NOT TO BE USED FOR ORDER NOTIFY SHIPMENTS

CALL: 586-467-1900 FOR PICKUPS

FROM: SHIPPER (PICK UP ADDRESS)

TO: CONSIGNEE (DELIVERY ADDRESS)

COMPANY NAME: GM WARRANTY PARTS CENTER  
LOC #48359100003 CISCO 18002

STREET: 45 NORTHPOINTE DR  
CITY: ORION MI ZIP CODE: 48359

STATE: MI ZIP CODE: 48359

PHONE: 248-371-9900

PREPAID  COLLECT

ALWAYS LIST HAZARDOUS MATERIALS FIRST IN DESCRIPTION COLUMN

# PKGS	HAZ	END OF PACKING, DESCRIPTION OF ARTICLES, SPECIAL MARKINGS AND DESCRIPTIONS	NMFC #	CLASS	WEIGHT
		Transaction #			

UN number goes here, the description of the part, the part class #, the packaging guide #, the ERG # and GM's emergency contact number

NOTE: Limited Liability for loss or damage on the shipment is available from U.S. "MOTOR CARRIER ACT" and DOT.

Shipper's name must be on all BOL documents with a minimum of \$10,000.00 per package and receipt.

Labels may be affixed for each container or each package, but not for the BOL document and BOL Form.

The agreed value of each article shall not exceed the value of the article.

Customs liability certificate is required.

Books terms in BOL documents are \$10,000.00 per package and receipt, maximum \$10,000.00 subject to a minimum charge of \$10.00.

Accepted:

Books terms in BOL documents are \$10,000.00 per package and receipt, maximum \$10,000.00 subject to a minimum charge of \$10.00.

Accepted:

2. A Bill of Lading will populate from Central Transport.

- Fill in your Service Agent information in the "From: Shipper" area.
- Leave the box marked "Collect" to ensure that the shipment is properly billed to GM.
- Enter the number of packages.
- Check the hazmat box.
- Enter the transaction number and weight for each package.
- Hazmat parts have a specific NMFC and Class number that need to be included on the BOL.
- If you need help filling this out you can go to [http://hazmat.dot.gov/pubs/shipping\\_papers\\_guide.pdf](http://hazmat.dot.gov/pubs/shipping_papers_guide.pdf)
- Include the required emergency phone number: Infotrac @ 1-800-535-5053
- Please note: GM requires that a minimum of one person for each Service Agent be Hazmat certified to return Hazardous parts.

3. Call Central Transport to schedule a pick-up, the number is 586-497-1900 (it is also at the top of the BOL).

- You must tell them you are shipping a hazardous part at this time.
- Be sure to write down the pick-up number provided.
- GM gives 21 days to return parts; to make sure the parts being requested are delivered on time, please get them sent out within a few days of the request notification.
- Notify WPC Customer Assistance at 248-371-9901 immediately if there are any carrier delays or problems.

Contractor, provider, for transportation, classification and rules that have been established by the carrier and are available to the shipper, on request. The property, described above, is in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned and destined as indicated above, which said carrier, the said carrier being understood throughout this contract as insuring any person or corporation in possession of property under the contract agrees to carry to its usual place of delivery at said destination, if on its route or otherwise to deliver to another carrier on the route to said destination. It is mutually agreed, as to each carrier of all or any portion of said route to destination and as to each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all the terms and conditions in the governing classification of the date of shipment, including National Motor Freight Classification in effect. Shipper hereby certifies that he is familiar with all the terms and conditions of the said bill of lading and the said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns.

This is to certify that the above named parties are properly classified, described, packaged, marked, labeled and are in proper condition for transportation, according to the applicable regulations of the Department of Transportation. Shrink wrapped or packaged freight accepted on "Load or Cart" or "Shipper Load and Count" basis only.

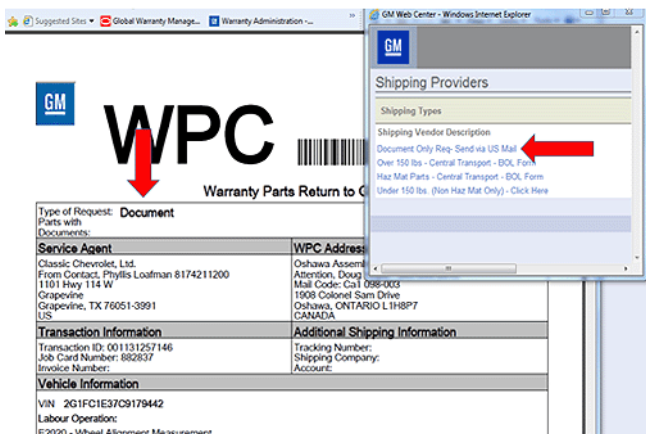
SHIPPER	CARRIER <b>CENTRAL TRANSPORT</b>		
PER	DRIVER		
	DATE	TOTAL PIECES	

3225 STEPHEN ROAD WARREN, MI 48099 TEL 586-939-7000 FAX 586-939-1594 WWW.GCCENTRALTRANSPORT.COM

- When the carrier arrives, sign and date the BOL and have the driver do the same and make a copy for your records.
  - The driver will put a sticker on the BOL with a Pro number.
  - This is your tracking information to track the freight.
  - It is the Service Agent's responsibility to track the package on the Central Transport website, before calling customer service with any receiving concerns.

### 13. Shipping Process for Document Only Requests: U.S. and Canada

If there are no parts to return listed in the "Net Item Labor Parts" the request is often times a "Document Only" request. Send Document only requests directly to the person in the WPC address section of the WPC Shipping Label NOT to the WPC.



- Observe the 1st line on the Type of Request.
  - This identifies if the request is for a Part or a Document.
  - For this type of request you will choose the "Document Only Req-Send via U.S. Mail" in the Shipping Providers pop-up.
  - The address to which the document shall be sent is listed under WPC address on the WPC Shipping Label.
- Using regular 1st class mail, send a legible copy of both sides of the Job Card, the WPC Shipping Label and any other related service documentation such as: a Scan Tool printout or Snapshot, a diagnostic worksheet, etc. to the address indicated on the Shipping Label. Be sure to follow any special instructions included with the Document only request.
  - DO NOT put the shipping label on the outside of the envelope.

### 14. Shipping Process for Special Part Request - Expedited Overnight Shipping: U.S. Only

- Service Agents may be contacted by the WPC to return "one of a kind parts" for specific engineering analysis that have not been identified in the normal WPC request process. In those instances where a Special Part is needed, the Service Agent will receive a notification in GWM in the orange bar, for a WPC Special Part Request. The Special Part Request number begins with the letter "S."

- The WPC has enhanced the Special Part Request process by adding the capability for Expedited Overnight Shipping. In situations where the Special Part Request has been selected for Expedited Overnight Shipping, the Service Agent will need to ensure that the appropriate shipping method is utilized.
- Ground transportation is standard, if overnight shipping is needed / requested – the overnight status must be selected at the time the label is created.
- To prepare for parts shipping, click on the line to highlight. Click “Generate Shipping Label.” A sheet will appear that needs to be printed and sent along with the parts and supporting documentation. (Job Card with technician comments). All parts relating to the repair must be returned. The form can be closed prior to printing the label. A pop up box titled- “shipping providers” will appear. Choose appropriate shipping method. UPS generated labels default to ground shipment. Only choose the overnight option with WPC authorization.
- Please contact customer assistance with questions at 248-371-9901 / 9902.
- Please include the Special Parts Request label, along with a copy of the technician’s Job Card with the part being returned. The WPC wants to ensure parts shipped by the Service Agent are accounted for and delivered to the correct person. This process will help to eliminate the possibility of being debited for parts you have already returned.

**Notice:** In some cases, the Service Agent may receive both a Special Part Request and a Regular Part Request through the Global Warranty System. If this happens, please contact the Warranty Parts Center at 248-371-9901 or 9902 before the transaction is debited and we will close the Regular Part Request in GWM.

## 15. New Model Exchange Program Parts

The WPC will be requesting special New Model Exchange Program Parts such as engines, transmissions, Volt Spark or hybrid batteries from Service Agents as follows:

1. A GM Service Bulletin advises Service Agents of an exchange, or if a part is not available except as an exchange part. Service Agents are directed to call the Product Quality Center (PQC).
2. The PQC qualifies and approves the exchange. The PQC will notify the appropriate parties to release and ship a replacement part to the Service Agent.
3. At the same time, the PQC notifies the WPC that an exchange is taking place with the Service Agent. The WPC creates an Exchange Special Part Request and assigns a Special Part Request Number. This number will begin with an “S” followed by 12 digits (system generated). The WPC will notify the Service Agent for shipping instructions. Most of the exchange parts will be expedited back to the WPC. The WPC will arrange the shipment. If there are any questions pertaining to a return of an exchange part, please contact the WPC at 248-371-9901/9902
4. When the Parts Manager receives the failed part from the technician, all appropriate documentation should be attached including the: Exchange Special Parts Request and a copy of both sides of the hard copy of the Job Card.
5. When shipped to the WPC, the package should be marked with the Exchange Special Part Request Number. Example “S0011xxxxxxx”
6. If the part is not received at the WPC within 21 days from the original request date, the transaction will be submitted for debit.
7. Any special request for a Volt, Spark or hybrid battery will be faxed to the service agent with the information for the return of the defective battery. Please use only the information provided by the WPC, locations for return may vary. Not all of these Exchange requests come back to the WPC. Please contact Customer Service if you have any questions pertaining to these exchange returns.
8. Special Part Requests can be found in the orange bar in GWM. They will always start with an “S” not an “EX.”
9. Shipping instructions for these exchange requests will be faxed to the Service Agent.

## 16. Exchange Program for Electronic Products

Refer to Service Bulletin 08-08-44-029 in the Electronic Service Information (eSI) application for instructions.

The following electronic products are serviced by this program:

- Radios
- CD Players
- DVD Players
- Night Vision Cameras
- Heads-Up Displays
- Infotainment Systems
- OnStar®\*
- XM Radios
- Navigation Systems
- Instrument and Display Units
- ICS (Infotainment Center Stack)
- RCA (Radio Control Assembly)

- HMI (Human Machine Interface)
- Battery (Volt and eAssist)

\*Certain generations of OnStar VCIMs are on a parts restriction program. Refer to the latest version of Corporate Bulletin Number 03-08-46-004.

## 17. Tire Warranty Transactions

The tire warranty will continue to be handled through the Global Warranty Management (GWM) system. Keep in mind that a Pre-Repair Authorization (PRA) must be generated for all tire warranty transactions. Refer to the latest version of Service Bulletin 00-03-10-003 (in Canada, 01-03-10-003) in the Electronic Service Information (eSI) application for instructions.

## 18. Out of Warranty Part Return Requests - Engineering Investigation

An Out of Warranty Part Return Process enables GM engineers and suppliers to obtain replaced parts that were out of warranty. This process will assist them in the identification and resolution of durability related issues. This process is not a request to automatically replace parts, but rather a method to return those parts if they require service replacement.

The Service Agent service department will receive notification of GM's interest in particular parts of specific vehicles via an Engineering Information request. These parts will be requested and not required, however every effort should be made to return the requested parts.

## 19. WPC Return Reimbursement - Labor, Postage and Core

- Service Agents will be reimbursed for their administrative time used in processing WPC part returns.
- All related documentation including a copy of the WPC return request, proof of shipment, and the printed Shipping Label from the GWM system, must be maintained for future reference in accordance with the GM Service Policies & Procedures Manual.

### Labor Hours

- Service Agents should submit their actual time used to process WPC part return requests, up to a maximum of 0.3 hour per transaction.
- For "Document Only" type requests, up to 0.2 hour can be submitted per transaction.
- Appropriate handling charges for these situations should be calculated at a rate for unskilled labor and not at the warranty or retail labor rate.
- If other labor hours (OLH) are required, Service Agents must obtain GM representative approval.
- For additional information regarding Labor Hours, refer to GWM Training Course Module 1: Regular Vehicle Transaction/Labor Time Section.

### Net Item Charge, Freight and Postage Charges

- If the GWM system is used properly there should not be any incurred postage costs for the Service Agent's part returns. However, if there are special packaging costs, they should be included as: Net Item amount in the: Freight and Postage field.
- In cases of exception, this information will be communicated to the Service Agent.
- Special packaging situations may include crating an engine assembly, reassembly of components, or draining and sealing components in order to prevent leakage during shipment. They must be appropriately documented on the Transaction.
- Packaging material costs include such things as boxes, tape, etc.
- Appropriate handling charges for these situations should be calculated at a rate for unskilled labor and not at the warranty or retail labor rate.
- Regular 1st class postage charges for Document Only requests will be reimbursed by submitting as: Net Item amount in the: Freight and Postage field.
- Under no circumstances should a part be shipped to the WPC as Cash on Delivery (COD). Packages sent this way will be refused at the WPC dock, and referred back to the originator.
- For additional information regarding Net Items, refer to Global Warranty Management Lesson 1: Regular Vehicle Transaction/Net Items Section.

### Net Item Charges - Core

- Service Agents MUST submit for reimbursement for Core Parts returned to the WPC. Core charges **WILL NOT** be automatically credited.
- Submit the actual core part allowance in the: Net Items section, in the: Freight & Postage field.
- Print and attach the core exchange value documentation to the Job Card on which the Transaction is being claimed.
- Enter the core part number and the core amount in Tech Comments. If this information is not entered, the transaction will be rejected.

## 20. Part Waiver Process

When the GWM Part Return Required Request cannot be fulfilled for a number of reasons such as: there is not an actual part to return, the repair was an

adjustment, fluid-add only, the part was missing or there is a valid reason why the Service Agent cannot return a part, the following actions MUST BE performed:

- For Fluid Only or No Part on Transaction to return, e-mail the completed WPC Parts Waiver form to your designated Warranty Support Specialist at the Warranty Support Center.
- For all other Part Waiver issues:
  - U.S: e-mail the completed WPC Parts Waiver form to the District Manager Aftersales (DMA).
  - Canada: e-mail the completed WPC Parts Waiver form to the District Manager – Customer Care and Service Process (DM-CCSP).

The form will be reviewed. The Warranty Support Center, DMA, and DM-CCSP have the ability to close a transaction and change the Status in GWM that may or may not result in the issuing of a debit. A WPC Parts Waiver form not received by the part return due date will subject the transaction to debiting.

## 21. Accessing WPC Forms - U.S. and Canada

### U.S.

1. Go to: GlobalConnect.
2. Select: Workbenches.
3. Select: Service.  
**Note:** If you do not have the following link, contact your Dealership Partner Security Coordinator (PSC) for assistance.
4. At the Service Applications screen select: Service Forms.

### Canada

1. Go to: GlobalConnect.
2. Select: Library.
3. Select: Service.
4. Select: Warranty Administration.

## 22. Understanding Service Agent Feedbacks

Regarding debits, the following Service Agent responses are unacceptable and could result in a debit:

- WPC received non-compliant and/or improperly packaged hazardous material
- WPC received improperly packaged non-hazardous material
- WPC received the part without documentation
- WPC received documentation without the part
- Service Agent never received the original request
- All parts related to the repair were not returned
- Parts returned without the defects clearly marked or identified
  - Parts returned with some portions removed
- Part was sent to an unapproved location
- Part was returned to the Core Return Center
- Part was scrapped prior to retention period and not authorized by a GM representative
- The wrong part was sent
- The part was leaking fluid
- The part was received damaged due to improper shipping packaging
- The part was received after 21 days

### Automatic Debit Process

The auto-debit feature verifies entered criteria to determine if and when to automatically debit a Transaction that GM had credited.

The auto-debit events are classified into the following categories:

Parts/Documents not returned by the designated due date:

- Parts/Documents not returned within 21 days will result in the Transaction status being changed to: Pending Debit. They can remain in this status for less than 24 hours. On day 22, the Transactions will be debited.

#### Partial Shipments:

- An inspection of the part reveals that all parts and/or Job Cards have not been returned and will result in the Transaction status being changed to: Received Missing Required Part/Document. This status will result in the Transactions being debited.

#### Improper Packaging:

- An inspection of the part or package reveals that the parts were improperly packaged. For example, hazardous vs. non-hazardous, liquids not properly drained, incorrect boxes or unusable container, etc. The WPC will contact the service agent and notify them of the error, and this will result in the Transaction status being changed to Pending Debit. They can remain in this status for less than 24 hours, then the Transactions will be debited.

#### Post Inspection:

- An inspection of the parts determines them to be non-defective and will result in the Transaction status being changed to: Inspected-Non Defective. They can remain in this status for less than 24 hours.

### Debits - Parts Not Returned

Parts and Job Cards must be received at the WPC within 21 days from the date the Transaction is processed. If after 21 days the parts and Job Cards have not been received, or the GM representative has not been contacted with an explanation for the non-return of parts, the Global Warranty Management system will automatically submit a total Transaction debit. If the Service Agent has any questions regarding a debit, please logon to the GWM system. The WPC **DOES NOT** have the authority to waive or reverse debits after issuance; the GM representative **MUST BE** contacted in these instances.

The GM representative is not obligated to reverse the debit and it is up to his/her sole discretion, depending on the situation that occurred.

### Debits - Post Part Inspection - Pending Debit

When an inspection of the parts determines them to be non-defective, this will result in the Transaction Status being changed to: Inspected - Non-defective. Transactions will remain in this status for less than 24 hours.

After this period of time, the transaction status will be changed to: Pending Debit and can remain in this status for 15 Days, if there is no action taken by the GM Field Representative. On day 16 the part status will automatically be changed to: Debited and the total Transaction amount will be debited.

After a Transaction has been completely debited, including any amount that was reimbursed and/or partially debited, the part can be requested back by the Service Agent and returned at the expense of the Service Agent. The Service Agent must provide the WPC with the name of the shipping carrier and an account number to charge the shipping cost. Instructions on how to request the part back can be found in the: Test Results - Comment section of the Transaction.

The parts for the debited Transaction will remain in the WPC inventory for 15 days beginning on the debit date. On day 16 the parts will be scrapped and no longer available for return.

**Notice:** [The Regional Warranty Personnel may change the Pending Debit Status to Debited at any time.](#)

### Service Agent Feedback

Service Agent issues with parts inspected at the WPC, such as the wrong part returned, or the part is damaged and not defective may result in a WPC Feedback being submitted. Service Agent counseling and/or debiting may occur as a result. In addition, inspection comments may be available for review in the GWM system. Feedback provided in a "WPC Feedback" is not automatically debited, but feedback provided in an "Inspected-Non-Defective" manner will result in a debit.

After a Transaction has been completely debited (including any amount that was reimbursed - partial debit) the part can be requested back by the Service Agent at their expense. The Service Agent has 15 days from the day the Transaction was debited to request that the part be returned. On day 16 the part will be scrapped. Some disassembly may have occurred with the part during the inspection process.

The Service Agent must provide the WPC with the name of the Shipping Carrier and an account number to charge the shipping cost. Instructions on how to request the part back can be found in the: Test Results - Comment section of the Transaction.

To review the feedback results and/or pictures go to the transaction and click on 'Parts Return Testing Results.'



Causal Part:

**GM Results and Comments:**

**Results and Comments for Service Agents:**

User Name: GWM SYSTEM      DateStamp: 10/07/2014

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User Name: Lawrence Yaw      DateStamp: 10/27/2014

The part replaced on this vehicle is a 20787043-SENSOR ASM-MASS AIRFLOW. The part that was returned for analysis is a 12638378 SENSOR ASM-NOX POSN 2. Please see the attached photo.

[ADD COMMENTS](#)      [ADDVIEW ATTACHMENTS](#)

Inspection Champion: GWM SYSTEM

Inspection Champion Email:

Scroll down on the Parts Return Testing Results screen toward the bottom for 'Results and Comments for Service Agents'. This area will provide a brief description of the feedback reasons. Click on 'Add/view Attachments' for more feedback detail and pictures if available.

### Failed Part with a Core - Return Policy

All warranty failed parts with a core must be retained for at least 24 hours after the Transaction is paid, awaiting potential requests by the WPC. All WPC Part Return Requests take priority over returning core parts to the Core Processing Center. If the core part is requested by the WPC in the GWM system or through a WPC Special Part Request, then the core should be returned to the WPC immediately. If not requested by the WPC then the core must be returned to the Core Processing Center within 21 days after the Transaction is paid.

Transactions will be debited if the requested cores are not returned to the WPC. For transactions that were inadvertently returned to Focus Hope prior to the part return request, it is the Service Agent's responsibility to contact their DMA for resolution.

The Service Agent must submit for core reimbursement using the GWM System for any core part sent to the WPC. Refer to Section titled "WPC Return Reimbursement - Net Item Charges" for additional information.

Any core Product Feedback Forms that were received with a replacement part must be completed and returned with the part and the Job Card to the WPC.

## 23. FAQs - U.S. Dealers

Q1: When creating a shipping label, after clicking SAVE and PRINT the pop-up box does not come up. How do I print a label?

A1: If your security settings are too high or if your pop-up blocker is turned on the Shipping Provider pop-up will not come up. Turn off your pop-up blocker in the Tools section on the Tool Bar and turn your Security setting to medium under Internet Options on the Tool Bar.

Q2: I have called Central Transport for a pick up and they did not show up at the scheduled time or came without a lift gate. Will I get an extension?

A2: The WPC understands there are delays out of the control of the Service Agent, we are always willing to work with you as long as every attempt has been made to return the requested part in a timely manner. When you call to report a transport delay, please provide the pick-up number given to you by Central Transport when the pick-up was scheduled. As long as the pick-up was scheduled soon after the request came we will extend the time before a debit would be issued.



Q3: A part that was requested was broken and unable to ship safely i.e. a windshield. What should I do?

A3: Call WPC Customer Service and explain the situation and they will contact the project manager and find out how to proceed.

Q4: I sent the wrong part with the wrong transaction number, how do I get the wrong one back and the right one to the WPC?

A4: If the part has been inspected and debited for sending the wrong part contact your DMA to let them know of the mistake. The WPC will find out from the Project Manager if they are still interest in reviewing the correct part. If so all freight charges to get the correct part to the WPC and the incorrect one back to the Service Agent will be the responsibility of the Service Agent.

If the part has not been inspected the WPC will accept the part but as above it is the Service Agent's responsibility to facilitate the return of the incorrect part and get the correct part to the WPC as soon as possible.

Q5: A GM representative contacted me (the Service Agent) directly to send a part directly to them, and now there is a request for that part on GWM. Will the request be excused by the WPC?

A5: All parts under warranty are property of GM and should be considered as such. The proper method of sending parts back is always through the WPC. Before releasing a warranty part, please be sure you have either a GWM part return request or a GWM Special Part Return Request. If the part has already been sent, call Customer Service with the name of the GM representative that requested the part and any documentation i.e. email, tracking information. IF possible contact the GM representative to let them know there is a request and ask them to contact the WPC or excuse the request.

Q6: I just noticed there is a part in the red bar in GWM and I have not shipped it yet. Can I get extra time to send the part back?

A6: The WPC does not excuse late shipping issues.

Q7: I sent the part back to core center before realizing there was a WPC request for it. What should I do?

A7: Call your DMA and make him/her aware of the mistake. The WPC will not excuse the part. Call the Core center and let them know that you need a part intercepted and sent to the WPC. They will facilitate the intercept but it is the Service Agent's responsibility to get all necessary paperwork to the core center and the WPC. It is also the Service Agent's responsibility to let the WPC know that the part will be coming from the core center.

Q8: I received a request through GWM that has no parts on it only fluid. What should I do to get this cleared off?

A8: Email or call your designated Warranty Support Specialist at the Warranty Support Center for a Parts Waiver. If you do not know who this is, contact your DMA and he/she can get the correct contact information.

## **24. FAQs - Canadian Dealers**

Q1: Do I send "Document Only" requests to the PDC cross-dock?

A1: No. Continue to mail "Document Only" requests to the person listed on the request.

Q2: WPC carton was picked up by the carrier but no update showing "Shipped" has been put in the Global Warranty system. It's been several days.

A2: Contact local PDC customer service help desk.

Q3: Global Warranty system has requested the return of a warranty part. I haven't received my Warranty Return Tag from the PDC with my other return tags. It's been longer than usual.

A3: Contact local PDC customer service help desk.

Q4: My Warranty Return Tag was lost/damaged. How can I retrieve another Tag?

A4: Contact local PDC customer service help desk.

Q5: The Global Warranty system says that my parts were shipped to the Warranty Parts Center but the claim was debited?

A5: The transaction detail contains a debit reason code which will indicate the reason for debit (e.g. not received, inspected not defective etc. ) Review the transaction detail and debit reason code. Contact your DM-CCSP if you still believe this debit was in error.

Q6: I received 2 WPC requests. Can I put parts from both requests in one box?

A6: No. Each WPC request must have its own carton and only the parts associated to requested transaction be in that carton.

Q7: The only part WPC requested is a fluid/chemical? (e.g. antifreeze, oil)

A7: Complete a Parts Waiver Form (found on Global Connect) and e-mail to your WSC rep.

Q8: The part(s) requested by WPC part were taken by the GM Brand Quality Manager or GM Field Engineer?

A8: The GM Field Manager or Brand Quality Manager will leave documentation such as an email or WPC waiver form with the Dealer when they take parts. Email this form/documentation to your WSC rep. requesting a WPC Parts Waiver.

Q9: What if this is a duplicate request?

A9: Contact Warranty Parts Centre.

Q10: WPC requested a part that was not on the vehicle at time of repair? (e.g. molding fell off on highway or addition of a kit)

A10: Complete a Parts Waiver Form (found on Global Connect) and e-mail to your WSC rep

Q11: WPC has requested parts that have already been scrapped.

A11: Warranty placed parts are required to be retained 7 days beyond payment of the claim. If you feel there are extenuating circumstances, contact your DM-CCSP who will evaluate your situation.

Q12: What if I have already sent the part back for a core credit?

A12: Cores replaced under Warranty are required to be retained 1 day after the claim has been paid. If you feel there are extenuating circumstances, contact your DM-CCSP who will evaluate your situation.

Q13: What if the WPC request a "Dangerous Good?"

A13: WPC should normally not request "Dangerous Goods" such as airbags, seatbelt pretensioners and batteries. Assemblies and components containing fluids should be completely drained, shipping plugs reinstalled and properly packaged to prevent fluid leakage during shipment. Please contact Warranty Parts Centre if you receive a WPC request for other parts classified as "Dangerous Goods."

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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