



# Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 04-00-89-015Q

Date: August, 2017

## WARRANTY ADMINISTRATION

**Subject:** Required Operating Procedures (U.S. Only)

**Models:** 2018 and Prior GM Passenger Cars and Trucks

**Attention:** This service bulletin does not apply to GM of Canada Service Agents. GM of Canada Agents should reference the General Motors of Canada Company Service Policies and Procedures Manual.

**This Bulletin has been revised to update Frequently Asked Questions. Please discard Corporate Bulletin Number 04-00-89-015P.**

The following 8 points are taken from the GM Service Policies and Procedure Manual (P&P). They represent key GM requirements for service operations. For complete details of all policies and procedures, please refer to the P&P Manual using the "Dealership Policies, Procedures and Manuals" Quick Link in the Service section of GlobalConnect.

These are minimum control requirements for GM work. Dealers have the discretion to establish more stringent control requirements for GM, as well as customer pay and internal work.

### 1. AUTHORIZATION TO PERFORM REPAIRS

Each policy and warranty job card must be signed by the customer authorizing Service Agent to perform the requested service/repairs. Authorization must be obtained at initial write-up and *prior* to any repairs being performed. An authorization to perform repairs statement must be included on every job card. It is this statement customer(s) must acknowledge (see example below).

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Thereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs hereto." Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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Customer Signature

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There is to be a clear understanding of responsibility for all charges at the time the job card is written and while the customer is present. Any changes regarding who is responsible for the charges require service management authorization *prior* to repairs being performed. Customer must be provided a copy of the initial write-up document.

#### Acceptable Customer Signatures

- Actual signed job card on the authorization line of the job card. Signatures on other lines of the job card are not acceptable.
- A signed early bird envelope, drop off form, or pre-write up worksheet, as long as they contain all required information (refer to Article 3.2.2) is included on the envelope/worksheet. These documents must be attached to the job card.
- Electronic authorization (e.g. obtained by tablet), as long as it is obtained *prior* to the repairs being performed and customer acknowledges authorizing the repairs. E-signatures must be transferred to the job card and subsequently deleted.

#### Customer Authorization Unavailable

- If Service Agent is unable to obtain a customer signature, service management must state the reason and sign on the authorization line on the job card, *prior* to any repairs being performed. Service management approval (explanation, date, time, and signature/initials) is required.
- Any alternative customer concern documents such as an early-bird envelope, customer note, email, etc. must be attached to the job card.
- On Service Agent-owned vehicles, including new and used vehicles in inventory, service management is to sign the job card authorizing the work *prior* to repair. Service management approval (explanation, date, time, and signature/initials) is required. ZFAT and ZPDI Transaction Type services are excluded from this requirement.

Reference: GM Service Policies & Procedures Manual 3.2.4

## 2. SERVICE MANAGEMENT APPROVALS AND TRANSACTION AUTHORIZATIONS

Service management approval in the form of a signature (or initials), date, time and explanation documents the supervision and consent of Service Agent facility service management for all scenarios. Refer to the matrix below.

Required Authorizations Effective July 17, 2017				
Topic	Service Management Authorization Required Prior to Work Being Performed	Service Management Authorization Required Prior to First Transaction Submission or as Otherwise Stated	Wholesale Authorization Required	Comments
Customer Signature Not Available	X			
Added Operation	X			Must be first inspected and verified by service management before it is added to the job card. Includes added operations when servicing dealer-owned inventory (excluding added lines for open Safety, Emissions and Non-Compliance Recalls)
Warranty on Dealer-Owned Inventory	X			Service Management must sign all job cards when warranty repairs are performed to dealer-owned inventory (Excludes ZFAT and ZPDI Transaction Types)
Other Labor Hours (Auth Code "C")		X		Service management is responsible for the reasonableness of time requested and validation that technician comments and time ticket documentation supports time requested.
Repeat Repairs – Comeback (Auth Code "R")		X		Service Management is responsible for determining that current repair is GM responsibility and not a result of improper dealer workmanship or diagnosis, and documenting authorization prior to transaction submission or at the time of first rejection.
Repeat Repairs – Pyramiding (Auth Code "R")		X		Service Management is responsible for determining that all repairs on the job card are GM responsibility and not a result of lack of proper diagnosis, and documenting authorization prior to transaction submission or at the time of first rejection.
Straight Time (ST)		X		Service management is responsible for the reasonableness of time requested
Empowerment Codes: H, P, N, M and D		X		Requires service management authorization prior to transaction submission or at the time of first rejection.
Customer Concern Not Duplicated Labor Operation Numbers		X		
Customer Reimbursements		X	DMA/DMC*	*DMA/DMC approval required for vehicle payments above \$1,000.00 and incidental expenses above \$500.00
Policy Adjustments (Auth Code "A")		X	DMA/DMC*	*Any \$ amount outside of the GM participation range provided by the Policy Evaluation Tool will require DMA/DMC pre approval via the Portal.
Car Rental (4 or More Days)			DMA/DMC	Approval required prior to transaction submission. DMA/DMC must be notified by the fourth day of rental via the Portal.
Use of a Non-GM Part for any repair covered by General Motors			DMA/DMC	Approval required prior to work performed
Assembly Replacements for Customer Satisfaction			DMA/DMC	Approval required only for dealers who have to call the PQC and must be prior to assembly replacement. Cost Comparison Worksheet must be completed and retained with job card.
All Policy Adjustments on Crossline			DMA/DMC	Approval required prior to work performed
Policy for vehicles covered by an aftermarket service contract			WSC	
Labor Operation 4041510 for Battery Replacements on vehicles with 250 miles (400 km) or less and all 2016-2017 vehicles			WSC	Restrictions apply to both in-stock and delivered vehicles. All battery replacement transactions require valid GR8 battery test code regardless of age/mileage. Exceptions noted in bulletin 03-06-03-004.
All other items beyond dealer empowerment limits and/or requiring wholesale approval			WSC	Please refer to empowerment limits displayed in Global Warranty Management on the Service Agent Profile page.

Note: From time to time, your records will be reviewed. If your records do not support your transactions, the transactions may be debited, even if previously authorized by wholesale or retail personnel. Please reference Service Policies and Procedures for additional information.

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**This matrix version is effective with job cards dated on/after July 17, 2017.**

Service Agents can view, print, or download the authorization matrix located in article 3.2.13.

Service Agent must designate one person who is ultimately responsible and accountable for the management of warranty expense. All approvals must be issued by service management. When portions of responsibilities are delegated to other members of management (e.g. Shop Foreman), those members must comply with GM Service P&P requirements. Service technicians, warranty administrators, or non-supervisory hourly personnel must not be empowered for these types of management approvals. All such delegation of approval must be monitored by the service manager or director, on a routine basis, for compliance with GM Service P&P.

Reference: GM Service Policies & Procedures Manual 3.2.13.

**3. DETAILS OF CONCERN, CAUSE AND CORRECTION**

**Details of Concern**

The service advisor is responsible for confirming each customer concern as written on the job card. Vague descriptions such as "repair oil leak," "engine stalls," "Service Engine soon light on" or coded descriptions of customer concerns are not acceptable.

If a customer concern is added on after initial write-up, the service agent is required to follow the requirements of article 3.2.12.

**Details of Cause**

The technician must document on the shop copy of the job card all on-board diagnostic trouble codes (DTCs), test equipment readings, suspension alignment before/after readings, brake rotor/drum before/after readings, appropriate specifications, adjustments, circuit numbers, descriptive locations and indicators. Coded descriptions are not acceptable. Battery replacements

require the test result print out from the Midtronics GR8 to be attached to the job card. Technician documentation should include all relevant observations and is not limited to the items listed above. All technician documentation must be traceable back to the technician performing the repair on the associated job card. All diagnostic time claimed must be substantiated by the technician's comments.

The complete cause of the failure and a detailed correction as stated by the technician must be transferred to all other copies of the job card/invoice and in the "Cause" and "Correction" comment fields of the GWM claim by the Warranty Administrator or responsible service management personnel.

#### Details of Correction

Technician(s) must document on the shop copy of the job card the steps taken to correct the customer's concern in detail. Vague comments, such as replaced engine, turned rotors, etc. are not acceptable. The comments must be traceable back to the technician performing the repair on the associated job card.

#### Transmission Flush Codes

When repairs involve removal of the transmission from the vehicle to perform an internal repair or torque converter replacement, technicians MUST document on the shop copy of the job card the seven (or eight) digit alpha/numeric code, i.e. A10DFB2, from the Transmission Cooling System Service Tool (J-45096). Please see the latest version of Bulletin 17-NA-066 for further information.

#### Control Module Reprogramming

When repairs involve module reprogramming, technicians MUST document on the shop copy of the job card the Warranty Claim Code provided from SPS when programming is complete. The Code must be entered in the "SPS Warranty Claim Code" field of the transaction. For additional details on SPS Warranty Claim codes and module reprogramming labor operations, reference the latest version of bulletin #06-08-47-001.

#### Replacement of Engine/Transmission Assemblies

Where a complete transmission/engine assembly is replaced, all Service Agents are required to complete the Cost Comparison Worksheet for Assembly Repair vs. Replacement prior to repair and attach it to the job card. The cost comparison estimate portion of the worksheet must be filled out in its entirety, documenting that assembly replacement is lower cost than repair. Replacement of the assembly should only take place if more economical than repair.

This Worksheet must be completed regardless of need with Service Agent's status to contact PQC for approval. This worksheet must also be completed, regardless if GM representative authorization was obtained for the assembly replacement.

If assembly replacement is required due to failure of a non-serviced sub-component, an explanation must be fully documented on the worksheet. If a GM Technical Service Bulletin is released by GM stating a specific

component is not to be serviced and must be replaced as an assembly, the bulletin can be attached to the job card in lieu of the Cost Comparison Sheet.

The cost comparison (price quote) from the parts department can be used instead of the Cost Comparison Estimate, if the following information is generated as part of the form.

- Customer's name and address
- Itemization of parts for repair estimate: part numbers, cost of parts including handling allowance, and quantity. Handwritten information is not compliant with this requirement.
- Itemization of parts for assembly replacement: cost of assembly and core charges. Handwritten information is not compliant with this requirement.
- Labor estimate for repairs. This can be handwritten but must be completed on the parts repair estimate sheet.
- Labor estimate for assembly replacement. This can be handwritten but must be done on the assembly estimate sheet.

If assembly replacement is required due to failure of a non-serviced sub-component, an explanation must be fully documented on the worksheet. If a GM Technical Service Bulletin is released by GM stating a specific component is not to be serviced and must be replaced as an assembly, the bulletin can be attached to the job card in lieu of the Cost Comparison Sheet.

Reference: GM Service Policies & Procedures Article 3.2.8, 3.2.12

## 4. LABOR TIME/HOURS

#### OLH (Other Labor Hours)

- OLH can only be considered for extenuating circumstances after strategy based diagnostics have been completed.
- Technician must record on the job card the reason for OLH. Technician must detail failure and steps taken to facilitate repairs. Vague comments such as metal throughout are not acceptable.
- Separate on/off time punches are required on the technician's time ticket for the OLH time claimed on each labor operation with OLH. Technician must identify separate on/off punch times which apply.

**Note:** Punching on/off physical job cards does not meet technician timekeeping requirements and is non-compliant and unacceptable.

- Service management approval, in the form of an explanation with date, time and signature (or initials) is required prior to initial job card submission. Service management is responsible for the reasonableness of the OLH submitted and to ensure that technician comments adequately reflect the time involved. Validation of OLH accrued on the technician time ticket is required.
- A technician does not need to exhaust base time to receive OLH.
- Technician inefficiency or lack of training is not sufficient justification for OLH. OLH is not an extension of base time.



- Phone time with call center technical support activity cannot be charged to OLH. Normal road test to verify repairs are part of Strategy-Based Diagnostics and are not eligible for OLH unless the extenuating circumstance is documented and approved by service management.
- Diagnostic, reconditioning and other repair time for major powertrain components shall be treated as OLH and must be documented as such.

### Approved and Recorded Diagnostic Time

GM follows "Strategy-Based Diagnosis/Symptom Diagnosis", which is an organized vehicle diagnostics approach for finding the source/cause of a defined problem or identified symptom. This is accomplished by following consistent, systematic and logical steps utilizing published diagnostic procedures and equipment. For example, finding the source of an electrical problem by following the trouble trees and/or diagnostic charts, or finding a driveability problem using a scan tool such as Techline equipment and following the trouble code diagnostic charts.

**Handling Variable Diagnostic Time:** Due to the nature of select repairs, a variable diagnostic time allowance may be listed separately in the Labor Time Guide as an Add Time. The amount of variable time claimed must be submitted in the "Diagnosis Time" Labour field, and substantiated by technician comments and steps taken to facilitate the repair.

- Service managers are responsible for assuring complete technician documentation and the reasonableness of diagnostic time claimed.
- Diagnostic/add time claimed above the variable published allowance shall be treated as OLH and must be documented as such.

### Straight Time

Straight time (ST) is time not published in the labor time guide. The technician must document all steps taken to support repair. Management is responsible for the reasonableness of the request. The request needs to be authorized by service management prior to claim submission. Straight time is to be submitted in the Base Labor field of the transaction.

Reference: GM Service Policies & Procedures  
Article 3.2.11

## 5. TECHNICIAN IDENTIFICATION AND ACCOUNTING OF LABOR TIME

All standard warranty and policy repair time must be documented on the technician's time ticket by job card. This includes the job card number and technician ID, along with actual date and start and stop time(s) while on premises the same day.

All warranty and policy repair time for any customer concerns added to the job card (add-ons) after the initial job card write-up and other labour hours (OLH) must have individual and specific on/off punch times on the technician's time ticket by job card line for repair(s) performed.

**Note:** Punching on/off physical job cards does not meet technician timekeeping requirements and is non-compliant and unacceptable.

The following are related to the above requirements:

### Multiple Vehicle Repairs

For multiple vehicles requiring reprogramming, as well as service update bulletins and field actions involving inspections only (no parts replacement), the technician is not required to punch on/off time tickets by job card.

Technicians may not be clocked on two or more (multiple) job cards at the same time during standard warranty and/or policy repairs.

For service update bulletins or field actions, when multiple VINs are worked on at once, the VIN list from the "Open Recall Report", or an Investigate Vehicle History (IVH) screen print must be attached to the job card. (Per the Service P&P manual, the documentation must be retained for a minimum of 24 months.)

**Note:** Customer and/or internal repairs are excluded from this requirement.

It is permissible to work on a single standard warranty and/or policy repair event simultaneously with a customer and/or internal repair event.

### Multiple/Lateral Technicians

It is permissible for multiple technicians to work on the same vehicle, provided all warranty and policy repair time is noted on the technician time ticket by job card and unique technician IDs are notated.

**Note:** Actual date and start and stop time(s) of repair(s) performed must be recorded on the technician's time ticket by job card.

### Brand Maintenance Programs

Technicians who exclusively perform oil changes/tire rotations/MPI services are waived from individual time requirements. The technician identification must be shown on the technician's time ticket by job card.

Technicians performing standard warranty and/or policy repairs in addition to oil changes/tire rotations/MPI services are required to follow established time documentation provisions stated in the P&P manual for standard warranty and/or policy repairs. The technician identification must be shown on the technician's time ticket by job card.

### Broken Time Clocks

A broken time clock must be repaired or replaced immediately. Service management must write the actual start and stop time(s) on the technician time ticket. The time ticket must be signed or initialed by service management for each job card.

Reference: GM Service Policies & Procedures  
Article 3.2.9

## 6. PROPER DOCUMENTATION AND RETENTION OF WARRANTY PARTS

All parts information including name, number, quantity, and price is to be recorded on, or attached to the job card. All parts are to be identified to the respective repair case and cross referenced (line-coded) on the job card or attached parts sheet.

- Following a warranty repair, all parts are to be turned into the parts department by technicians for tagging, retention and/or return.
- Service Agent(s) are to retain for inspection all warranty parts (except core parts – core parts section below) for a minimum of 15 days (unless directed otherwise by GM Representative) from the paid date or until scrapped by a GM representative, whichever occurs first. Any defects should be clearly marked (if identifiable).
- Parts not requested within the 15 day retention period, or scrapped by GM representative, **MUST BE DAMAGED BEYOND FURTHER USE AND SCRAPPED BY THE SERVICE AGENT.** Under no circumstances are these parts to be installed on any vehicle, used in any other application, or resold.
- Assemblies requested by the WPC must be returned with the proper documentation, Cost Comparison Worksheet and copy of job card (all scenarios).
- Divisional maintenance related parts (e.g. cabin/air filters) must follow the minimum retention period stated above, with exception stated below:
  - Oil filters for brand maintenance programs may be disposed of immediately.
- Fluids are not required to be retained.
- For specific instructions on core retention, please reference Service P&P Article 4.5 – Core Return Policies.
- Tires that are not required to be returned to the tire manufacturer are to be rendered unusable by cutting a hole in the tire sidewall of at least one inch in diameter with a hole-saw or drill.

All Warranty core parts (except ESC parts) must be retained for 72 hours beyond receipt of the Transaction Summary showing credit. Service Agents must check for WPC requests through the Global Warranty Management system. If no WPC return request is received within 72 hours of the Service Agent receiving a GWM Transaction Summary Report showing credit, the specified core part must be shipped to the CCA Core Return Center within 21 days.

WPC requests for part returns **must** be given priority over returning to CCA Core Return Center. Core parts that are returned to the CCA Core Return Center prior to WPC parts request(s) will be debited.

Electronic Service Center (ESC) parts should be returned to the ESC within 30 days to receive core credit. See Article 2.6 for complete details. The WPC rarely requests ESC parts from Service Agents. Service Agents should return exchanged units promptly to the ESC, and the WPC will obtain any ESC parts that are needed directly from the ESCs.

Reference: GM Service Policies & Procedures 3.2.7, 4.2, 4.5, *Bulletin 99-00-89-019*.

## 7. ACCURATE SUBLET CHARGES AND RECEIPTS

The following policies apply for repairs sublet by the Service Agent to repair shops (including other repair locations owned by the Service Agent):

- Sublet repair reimbursement is limited to the lower of the actual sublet invoice or the Service Agent's comparable allowance, calculated at Service Agent parts & labor allowances and published GM labor time(s). Any discounts or allowances applied to the sublet invoice or made available to the Service Agent for non-warranty repairs are to be also applied to the sublet reimbursement amount. Repairs are not to exceed the Service Agent's parts and/or labor allowance as set forth in Articles 2.1 and 2.1.1. See the Parts and Accessories Policies and Procedures Manual for reimbursement details when non-GM parts are used.
- Service Agents are not to solicit charges from sublet shop higher than those customarily charged by the shop
- Service Agents are to supply the sublet facility with parts which are used in the performance of the sublet repair. Service Agents are eligible for the appropriate handling allowance.
- Sublet repairs must not be shown on a warranty transaction as a Service Agent performed repair. If repair is performed by the Service Agents' body shop, then warranty transaction must reflect labor and parts as such and sublet net item is not allowed.
- Sublet invoices are to contain customer name, VIN, date of repair and a complete description of repairs performed. This information must be attached to the job card and be a part of the vehicle history file.

Reference: GM Service Policies & Procedures Articles 2.5

## 8. ADD-ON CUSTOMER CONCERN AFTER JOB CARD WRITE-UP

Any warranty/policy concern not expressed orally or in writing by the customer at initial write-up must be first inspected and verified by the service manager before it is added to the job card. Once the service manager determines that the additional repair is necessary and approves adding the line to the job card, the line may be added by the service manager, service consultant or any non-technical service department employee. The service manager must document their authorization (date, time, signature/initials and explanation) on the job card prior to work performed. There must be a clear understanding how the additional work became a concern (i.e. customer called back, technician found during multi-point inspection), or other supporting documentation. The explanation must specifically describe what the service manager saw or verified upon inspection or road test. Multiple additional concerns must each contain this approval. The

customer must be contacted prior to work being performed for their permission to continue with the repair(s). The date and time the customer provided permission must also be documented on the job card.

Individual and specific on/off punch times by job card line are required on the technician's time ticket for add-on repair(s) performed.

**Note:** Punching on/off physical job cards does not meet technician timekeeping requirements and is non-compliant and unacceptable.

Regardless of the date, subsequent warranty customer concerns based on multi-point vehicle inspections are considered added customer concerns and will be treated as such.

When adding lines to job cards involving dealer-owned inventory for completion of Safety, Emissions and Non-Compliance Recalls, service manager approval is not required. Technician punch time requirements still apply.

Reference: GM Service Policies & Procedures Articles 3.2.12

## Frequently Asked Questions

### Frequently Asked Questions

**Q:** Is straight time considered to be OLH and how does it relate to time accounting?

**A:** Straight time is not considered to be OLH. Straight time requests need to be authorized by service management prior to claim submission.

**Q:** Do I have to punch on/off per job card line for warranty/policy repairs?

**A:** If one technician is working on the vehicle, he/she is only required to punch on/off their time ticket once per job card, unless the job card has an add-on line or involves other labor hours (OLH).

**Q:** Do time punches on job cards qualify as acceptable time documentation?

**A:** No. The only acceptable time documentation is what is recorded on the time ticket for the technician. Technician timekeeping on the job card is non-compliant and unacceptable.

**Q:** I have a job card with two or more (multiple) warranty lines that does not require any additional add-ons or OLH. How many time punches are required for this repair?

**A:** Two. One at the start of the repair and one at the end of the repair.

**Q:** At the initial write-up of the job card, there were two or more (multiple) warranty lines on the card. It was discovered that the vehicle had an open recall and that line was added after initial write-up. Do I need to secure the Service Manager's approval for the add line and do I need to punch on/off for the repair?

**A:** Yes. Technicians must obtain service management approval for add-ons and punch on/off the time ticket separately for the recall repair (add-on line). If the job card is written on a dealer-owned inventory vehicle, and the add-on line involves a Safety, Emissions or Non-Compliance Recall, service manager approval is not required. The separate on/off punch time requirement for the add-on repair still applies.

**Q:** Can you provide me a couple of examples of the number of punches needed on a time ticket that contains OLH or add-on repairs?

**A:** Examples provided below (customer-owned vehicle).

- One OLH item on the job card would equal a total of 4 punches.
  - Punch on/off for the overall job card (2 punches). The start time and end time completed.
  - Punch on/off for the OLH (2 punches)
    - Reminder: Service Manager Approval for OLH must be documented on the job card prior to initial transaction submission. Approval must include the Service Manager's signature or initials, date, time and reason why the OLH was approved.
    - Note must have the date, time, reason why the OLH was approved and the Service Manager's signature or initials on the job card approving OLH *prior* to work being performed.
- An added line to a written job card and one OLH item would equal 6 total punches.
  - Punch on/off for the overall job card (2 punches). The start and end time for the total repair.
  - Punch on/off for the OLH approved (2 punches)
  - Punch on/off for "Add-on" line item approved (2 punches)
    - Reminder: Service Manager Approval for the add-on must be documented on the job card prior to work performed. Approval must include the Service Manager's signature or initials, date, time and reason why the add-on was approved. It must be clear how the additional work became a concern.
  - Note: After initial write up, technicians are required to punch on/off any time a line item is added, or OLH is involved.

**Q:** How must the technician time ticket be documented?

**A:** Each job card that a technician works on, regardless of the number of warranty lines on the ticket, must contain the following:

- Job Card Number
- Technician

- Actual date of the repair
- Start and stop time for the repair (electronic or manual clock on/off; cannot be handwritten)

**A:** No, as long as the total elapsed time on the time ticket is reasonable to complete all the repairs outlined on the job card.

**Q:** Can a technician work on multiple vehicles at once?

**A:** Yes, as long as the repairs are of the following types:

- Single standard warranty and/or policy repair event simultaneously with a customer and/or internal repair event
- Service Update Bulletin or Field Action that involves reprogramming
- Service Update Bulletin or Field Action which requires an inspection (no parts replacement)

Note: For service update bulletins or field actions, when multiple VINs are worked on at once, the VIN list from the "Open Recall" report or an IVH screen print must be attached to the job card. (Per P&P, the documentation must be retained for a minimum of 24 months.)

**Q:** As the technician is not required to punch on/off of customer pay work, how do I handle time accounting documentation for repairs that may have started out as customer pay, but end up being warranty/policy?

**A:** The Service Manager must document the situation in detail on the job card, along with the date, time and signature (or initials) per the standard service management authorization procedure.

**Q:** If my total repair elapsed time is on the customer pay line of the job card, but the job card had one customer pay line and two warranty lines on the same ticket, would I be debited back for the repairs?

**Q:** Is Certified Pre-Owned (CPO) considered a Brand Maintenance Program?

**A:** For the oil change portion of the program the answer is yes and technicians should follow the Brand Maintenance guidelines outlined in this bulletin. All other repairs under the warranty portion of the CPO program should follow the warranty guidelines outlined in this bulletin.

**Q:** There was only one single labor operation that applied to both a left and right side component. The technician repaired/replaced both components, but Global Warranty Management (GWM) will not allow me to submit two transactions using the same labor operation. Therefore, both repairs were claimed on the same transaction and OLH was utilized to claim the additional labor involved. What are the service management authorization and technician time accounting requirements for the OLH?

**A:** In this situation, the OLH field of the transaction is being used to claim for standard repair time. Therefore, authorization and time accounting requirements for the "OLH" do not apply. These requirements only apply to true OLH, which represents labor to address extenuating circumstances that are not part of the published repair procedure for that component. OLH submitted in this situation should not exceed the published base time for the single (right or left) component repair. Any OLH above the published base time would be considered true OLH and would require separate on/off time punches and Service Management authorization.

