



# Service Bulletin

Bulletin No.: 02-00-89-002S

Date: March, 2020

## INFORMATION

**Subject:** Information for Dealers/Technicians on When and How to Submit a Field Product Report (FPR) (U.S. Dealers Only)

**Models:** 2020 and Prior GM Passenger Cars and Trucks (including Medium Duty)

**Attention:** Canadian dealers should refer to the latest version of Corporate Bulletin Number 10-00-89-006.

This bulletin has been revised to add the 2020 Model Year. Please discard Corporate Bulletin Number 02-00-89-002R.

**Note:** Please remember that Low Cab Forward trucks should also have Field product reports submitted as any other GM product. Please pass this along to your MD service facility and MD service team.

Dealers/Technicians play a key role in reporting product issues via Field Product Reporting. The timeliness and detailed information in these reports proves to be extremely important to the product problem resolution process. This bulletin will offer information on when and how to submit a Field Product Report.

### Submitting a Product Report

Field Product Reports are an important tool that help us collectively identify and quickly address emerging issues on our vehicles, particularly during the launch of new programs. The Critical Product Concerns are; Safety, no start, and walk-home conditions.

A good rule of thumb when considering when to submit a report is whether it meets the “Critical Points” below:

**Critical Timing:** Safety Concern; Vehicle in dealership; Concerning plant build condition.

**Critical Information:** Safety concerns, vehicle currently at dealership with issue present, assembly plant build issues.

In addition to the examples of critical conditions noted above, field product reports can also be helpful for communicating:

- Wire harness routing causing damage (Critical information communicated with photos)
- Emerging conditions that have required repetitive repairs with no apparent service bulletin or PI (Critical Product Concern)
- Significant issues not typically submitted as a warranty claim (Critical Product Concern or Critical Information)
  - Vehicle operating normally but condition unacceptable to the customer
  - Critical issues found during PDI or with GM Accessories

Service Information (SI) Feedback, not Field Product Reports, should be submitted for the following:

- Issues with Service Information (SI) repair information
- Issues with the Technical Service or Preliminary Information Bulletin
- Issues with the Labor Time Guide

**Important:** Be clear, accurate, professional and as descriptive as necessary to help others fully understand the issue.

### Process of Submitting Product Report

**Note:** There are two ways to submit a product report, by E-mail to [electronicproductreport@gm.com](mailto:electronicproductreport@gm.com) or with a mobile app.

You will receive a confirmation E-mail when your report is received regardless of which method you chose. The reply will come to the E-mail address that sent the report and if a preferred E-mail is listed in the report, to that E-mail also.

## Using the E-mail form to submit a Field Product Report

Steps to complete Field Product Report:

1. Dealership employee sees an issue with a GM product and would like to submit a Product Report.
2. Fill out the form located on GM Global Connect — Service Workbench — Service Forms.
3. E-mail the form to [electronicproductreport@gm.com](mailto:electronicproductreport@gm.com). Include any photos, videos or sound files.
4. For photo advice, please refer to the latest version of Corporate Bulletin Number 07-00-89-036.

## Field Product Report – Form (U.S.)

Field product reports should be e-mailed with following information. The form is also available on the GlobalConnect, Service Tab, Service Forms page.

Field Product Report
VIN (All 17 Digits)
Mileage:
Condition:
Cause:
Correction:
Dealer BAC Code:
Dealer Name:
Dealer Address:
Dealer Contact Name:
Dealer E-mail Address:
Repair Order Number:
If Available — TAC Case#:
If Available — Part Number:
Digital Photos Available: _____ Yes _____ No
Parts Available: _____ Yes _____ No
E-mail All Product Reports to: <a href="mailto:electronicproductreport@gm.com">electronicproductreport@gm.com</a>
** Include Photos, Videos or Sound if Applicable **
It is recommended that dealers make copies of the form above and supply all the information before submitting the report.

## Using the Mobile Phone app to submit a Field Product Report

GM has updated the Field Product Reporting app, and it is now part of the "Certified Service Mobile Toolbox" (CSMT). The CSMT app includes both the FPR app and the PRA (Pre-Repair Authorization). The training for the PRA is separate.

### The ICON has changed.

This is the old icon:



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This is the new icon:



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If you already have the existing FPR app loaded on your phone, you will only need to upgrade the app. The icon will change to CSMT. If you do not have the app currently loaded on your phone, you will have to download it from the play store for your phone. The old version will continue to work until you can upgrade.

If you need to install the CSMT app it is free and available for use on Apple® iPhones using iOS 10 or higher and Android™ operating devices using version 5 or higher. Depending on your phone and software version on your phone, the screens may look a little different. Although optimized for phone use, the app can be used on tablets as well. The new app can be found and downloaded from the Google Play™ Store (Android) and App Store (Apple). Please note that with the large variety of phones and operating systems, not all functionality will appear/operate the same on all devices.

### To Load the new CSMT app:

1. You must have an E-mail application on your phone.
2. You can find the application in the Play Store for Android phones and in the Apple App Store for Apple phones.
3. Download and install the CSMT app on your device.

4. When you first load the CSMT app, you will be asked to fill in your profile.

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5. The Profile has more boxes for entries than may fit on most screens at one time. You may have to scroll or use the NEXT button to see all the boxes.
6. The E-mail address in the E-mail\* field will show in the body of the report you submit. The E-mail in the Optional E-mail box will be in the CC field when you submit the report. The report will be sent from the E-mail application you have installed on your phone. If you have more than one E-mail app installed on your phone, you will be asked to select which app to use while you are submitting the report.
7. After you enter and save your Profile, you can open the FPR app.

Although the FPR app has been updated and included in the CSMT app, the process to submit the report remains much the same.

The screen prints that follow are from an Android phone, but the screens on an Apple phone are similar.

#### Steps to submit a Field Product Report via the CSMT:

1. You see an issue with a GM product and would like to submit a Product Report.
2. Open the CSMT application and log in using their Global Connect ID and password.
3. Select the FPR app.
4. Enter the last 8 digits of VIN (or full VIN or scan), Odometer, and Condition (as mandatory fields).
5. VIN confirmation and/or lookup from last 8 will occur on final step prior to submission of report.
6. Enter additional information (Cause, Correction, RO #, TAC Case #, Part #).
7. Add photo(s) and/or a video to help describe the issue.
8. Tap NEXT to see your data in the "FPR FORM REVIEW."
9. Tap next to see the data in the E-mail screen.
10. Tap the SEND icon or Command.
11. You will see a confirmation of successful submission.

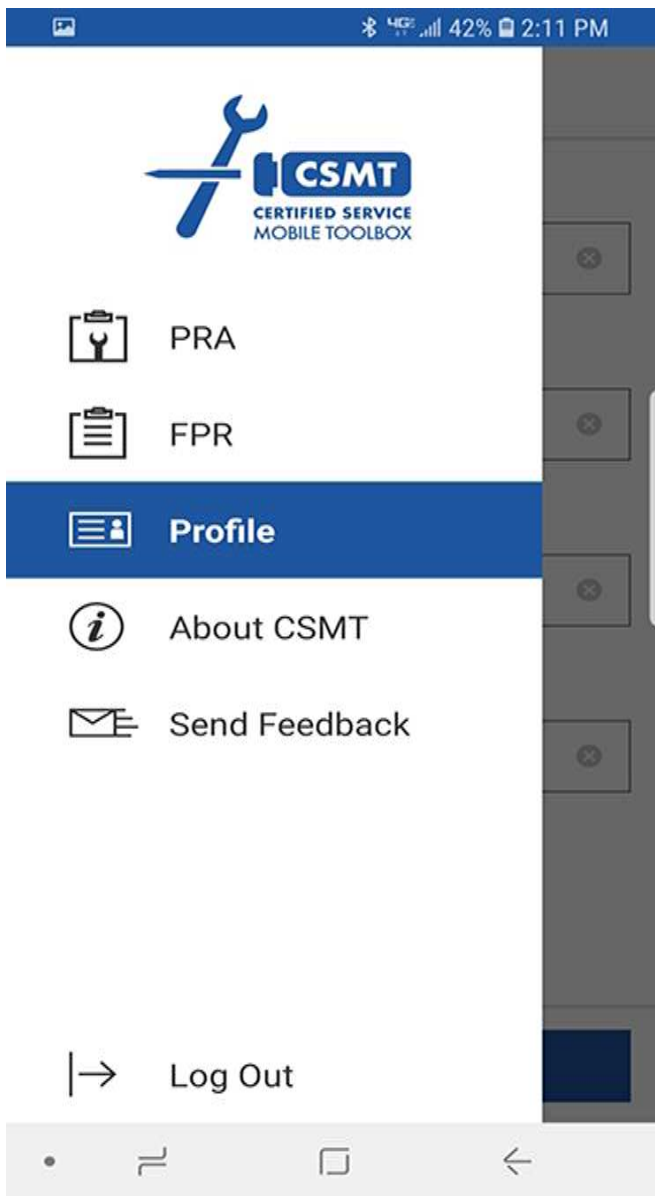
#### PRODUCT REPORT can include these fields:

- VIN (last 8 lookup or full VIN - mandatory)
- Odometer (numbers - mandatory)
- Condition (text field - mandatory)
- Cause (text field)
- Correction (text field)
- Job Card # (text field)
- TAC Case # (text field)
- Part # (text field)
- Photo (max number = 6)
- Video (max duration = 30 Seconds)
- Review/E-mail (send to E-mail with confirmation; potentially also copy sender's E-mail)
- Clear (clear current Product Report with confirmation)

Even though we are providing a new method to submit field product reports, they can still be submitted electronically via E-mail.

## Using the New Field Product Report app

1. Open the CSMT app. If you do not see the screen below, tap the menu icon at the top left.



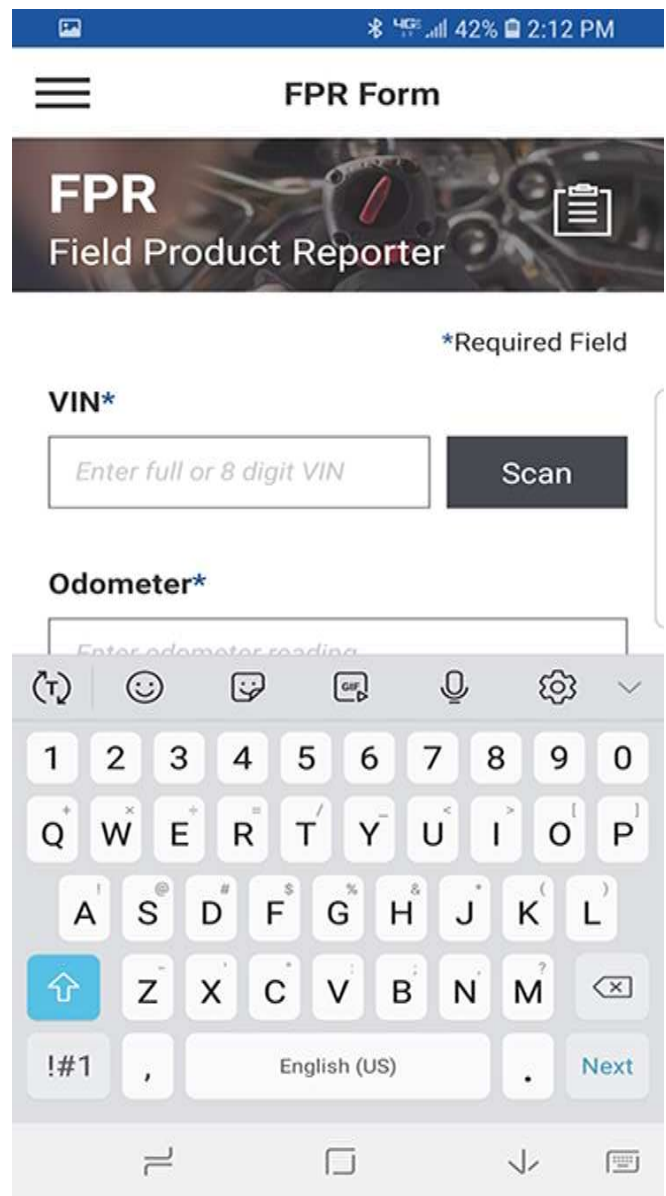
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2. Select the FPR app.

3. You are now ready to begin entering your report.

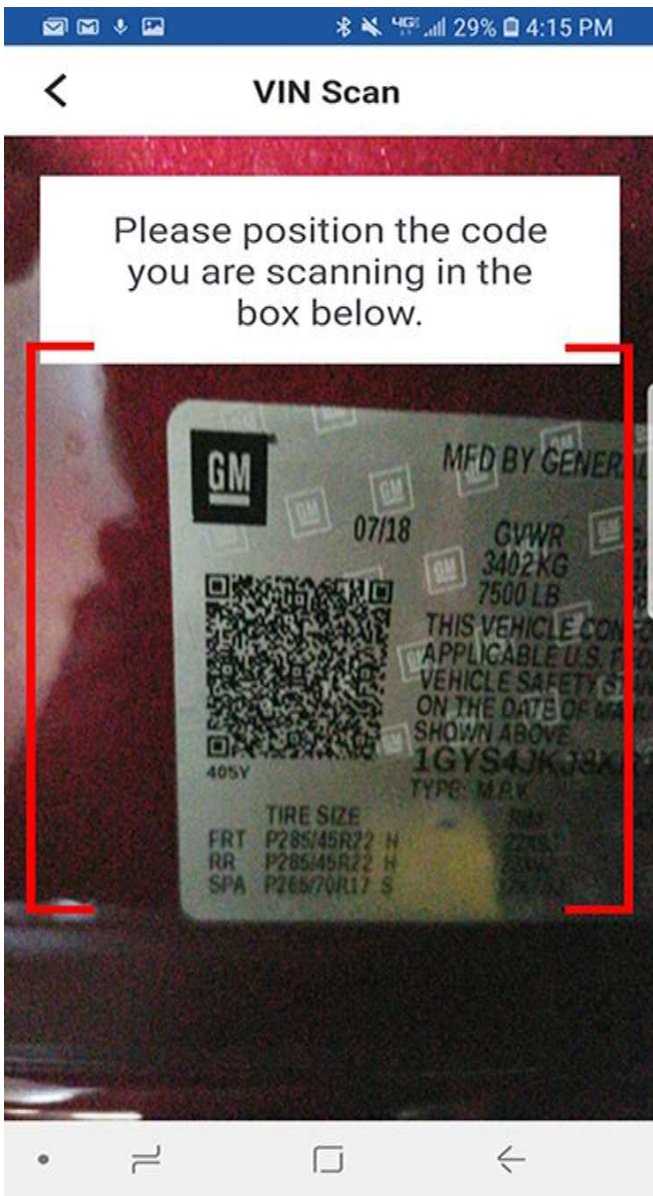
You can enter the full VIN, the last 8 of the VIN or scan the sticker on the B Pillar. The system will validate the VIN when you leave this screen. If you entered the last 8 and there is more than 1 VIN that matches the last 8, the app will have you choose which VIN you want.

When you tap in any of the boxes, a keyboard will appear. To scroll, tap outside of the boxes.



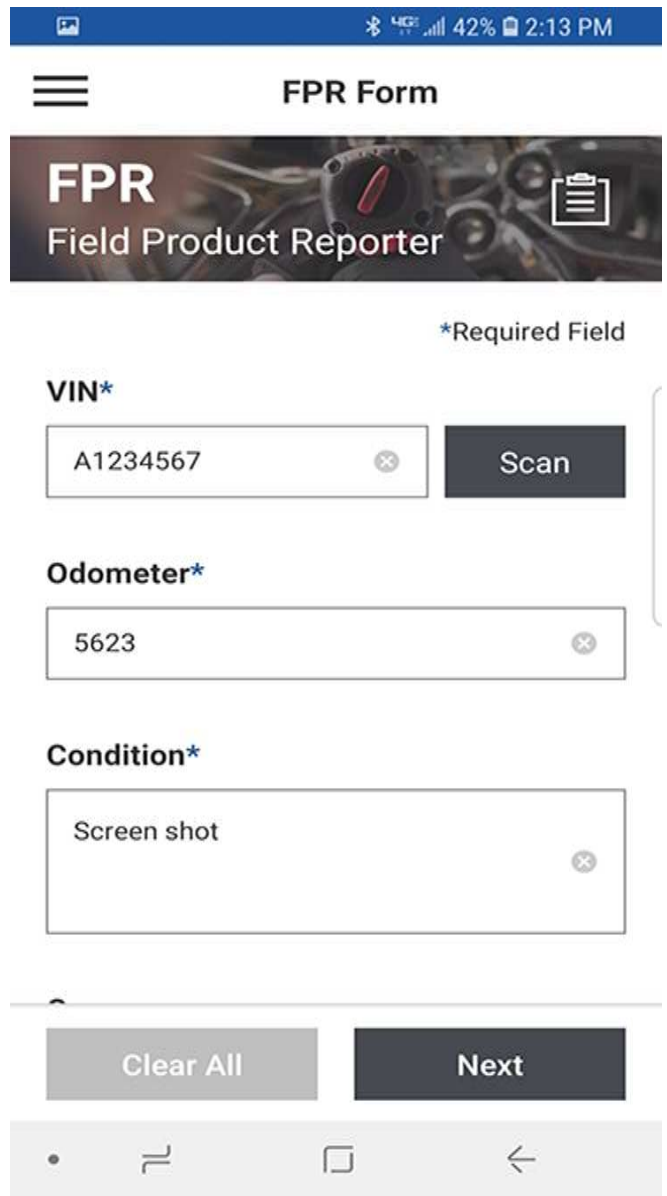
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If you want to scan the QR code on the B pillar, press the Scan button. Scan the label on the bottom of the B Pillar. Position the camera so the QR code fills the box shown on the screen. Lighting and glare may make it difficult to scan.



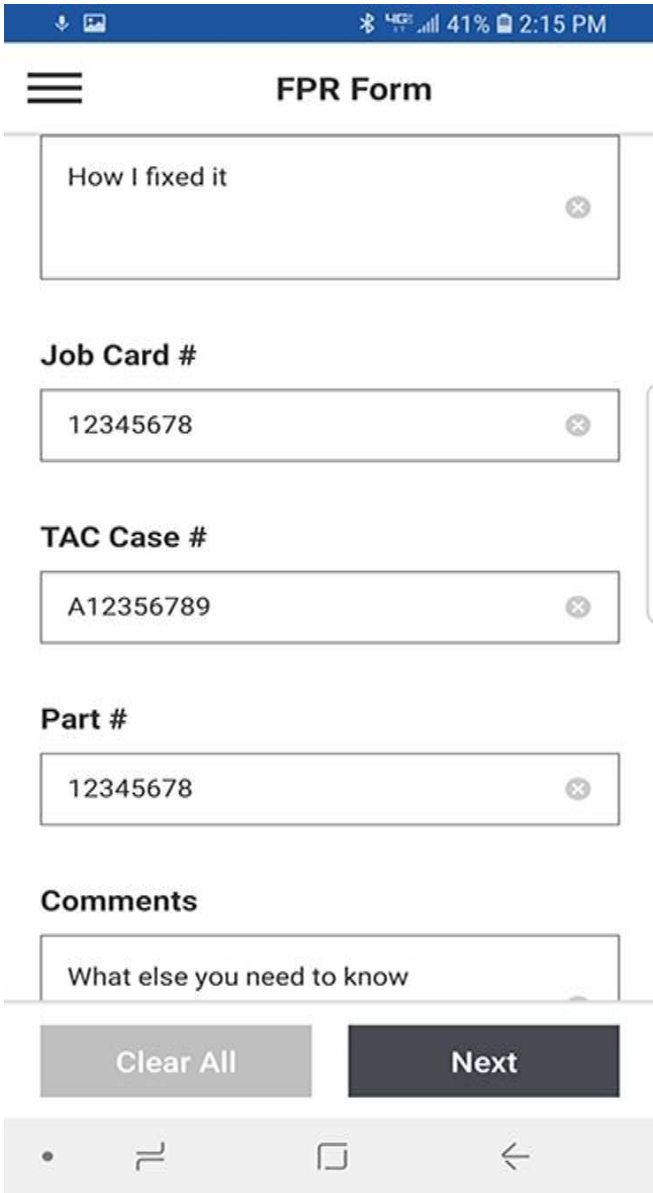
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If you have difficulties scanning, please type in the VIN. Only the last 8 of the VIN is required.



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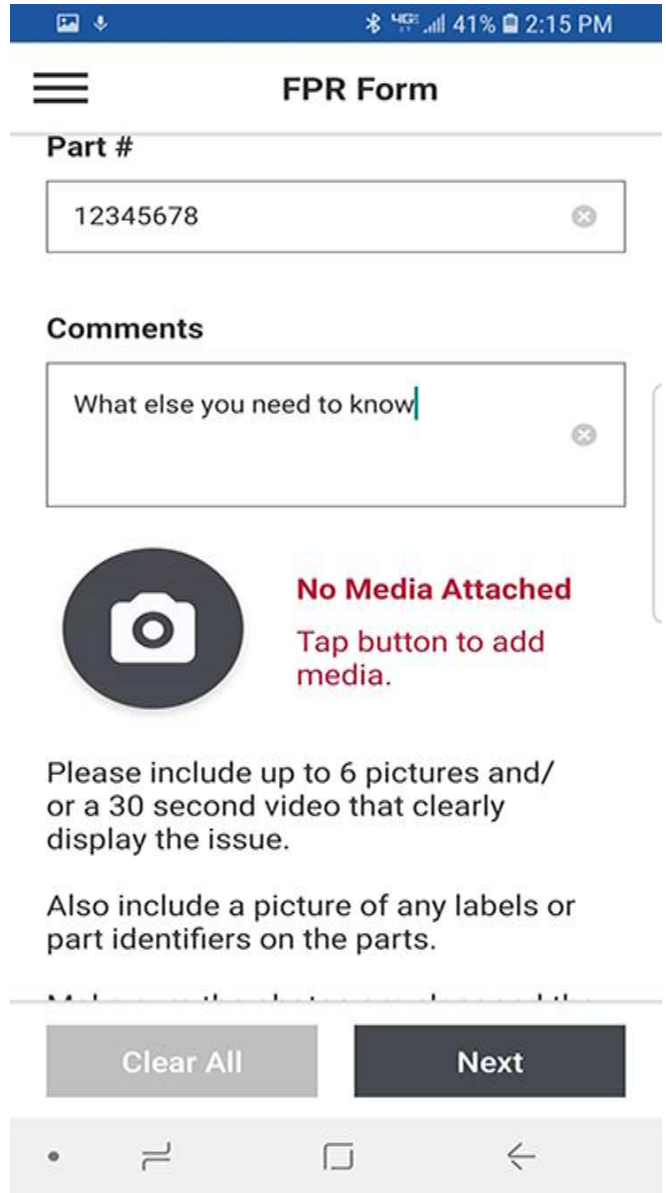
Scroll down until you have filled in all the boxes.



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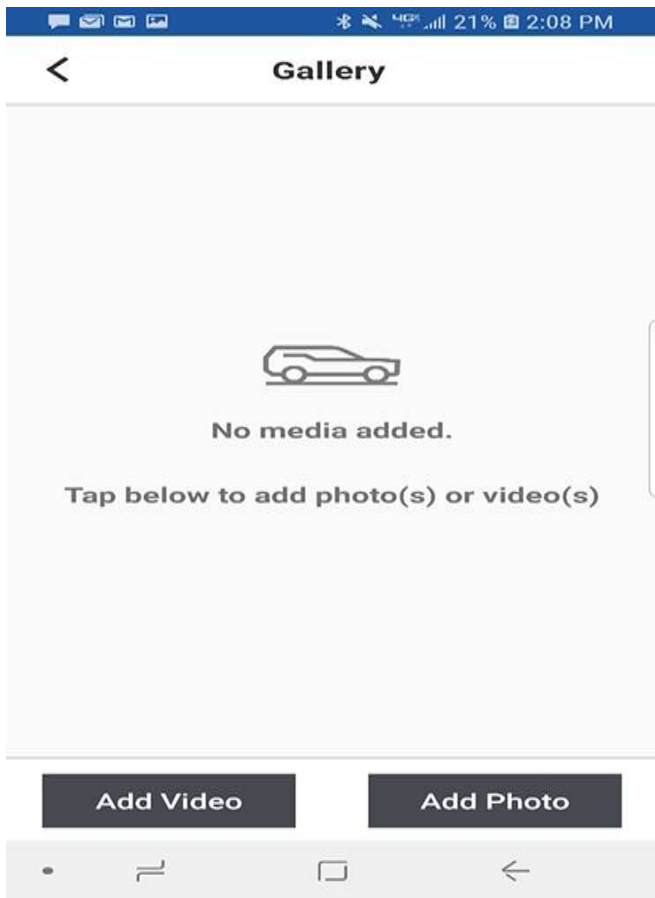
- Fields highlighted on the app with a red asterisk are required.

When you get to the bottom, you will see the camera icon. If a part is involved, click the camera icon to take pictures and/or a video. Please manage the lighting and the glare to get the clearest pictures.



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When you tap on the camera, you will see a gallery screen with the option to take picture and videos. You can take up to 6 photos and up to 30 seconds of video (includes audio).



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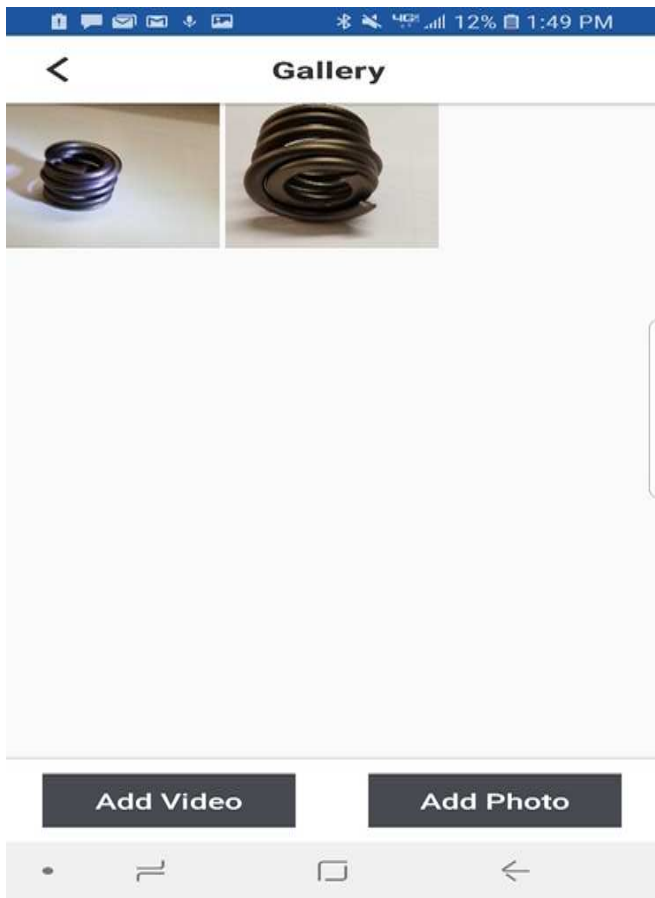


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You will be asked to approve each picture or video. Select OK to approve the picture or video. Select Retry to retake the photo or video.

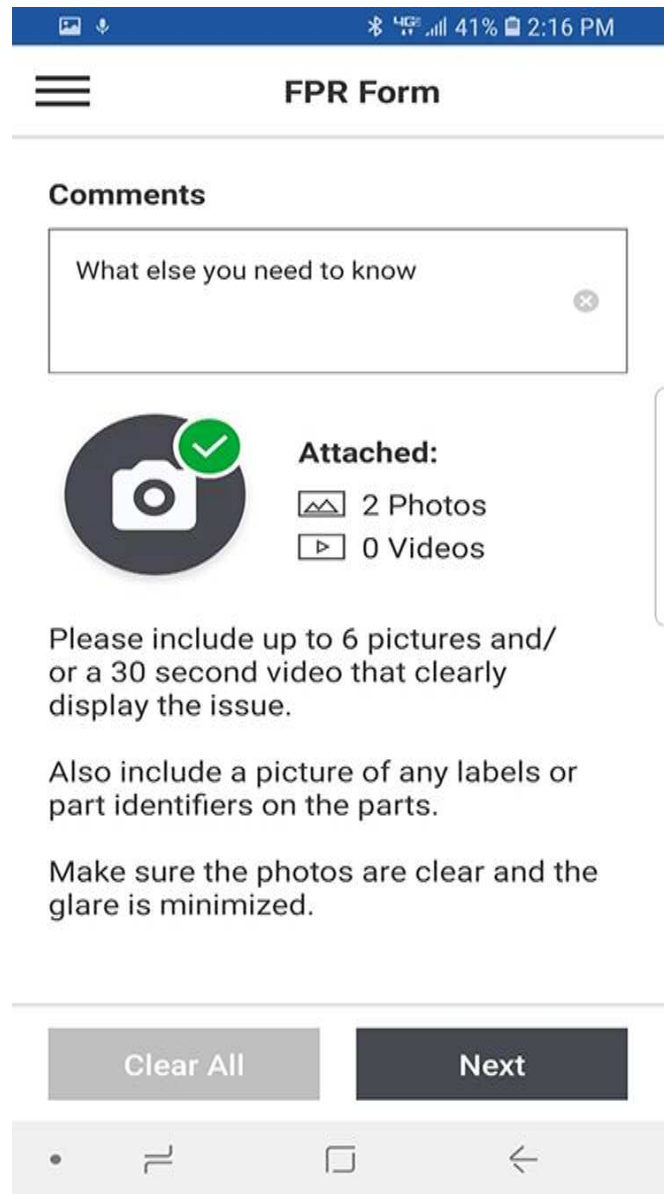
All the pictures approved show in the gallery.





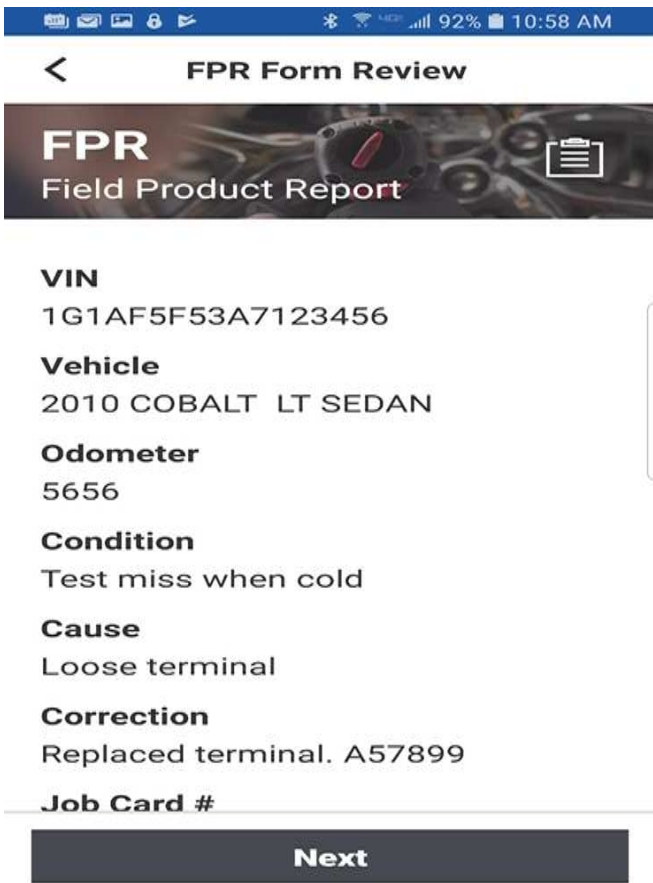
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Tap the < button to return to the report screen. You cannot import or export the pictures from the app. When you have completed taking your pictures and/or video, the camera will display how many are attached. Tap the NEXT button to return to the FPR Form.



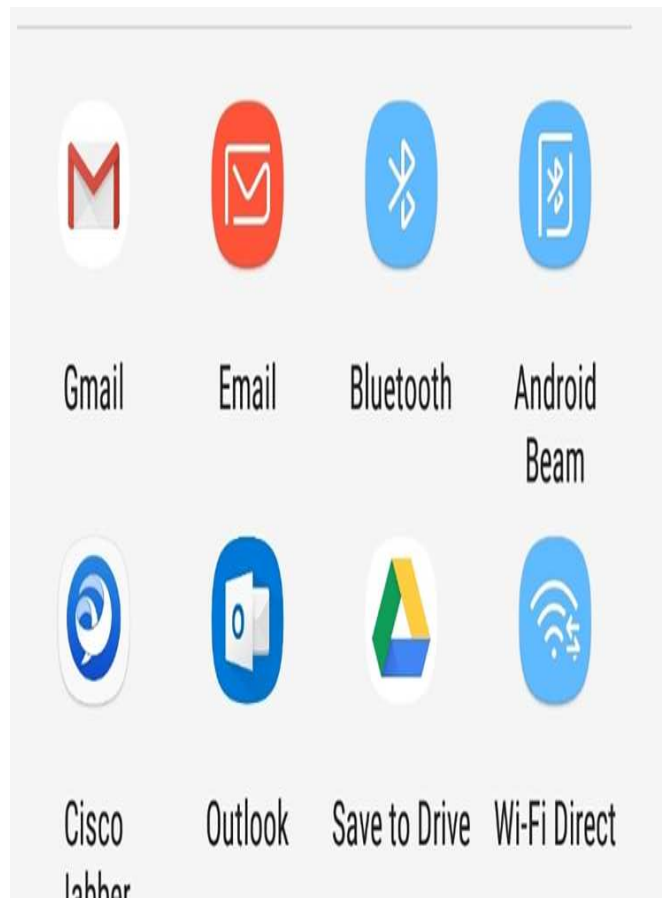
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You can now preview your report. When complete, tap the NEXT button. The system will validate the VIN and if necessary allow you to correct it before showing the FPR Form Review.



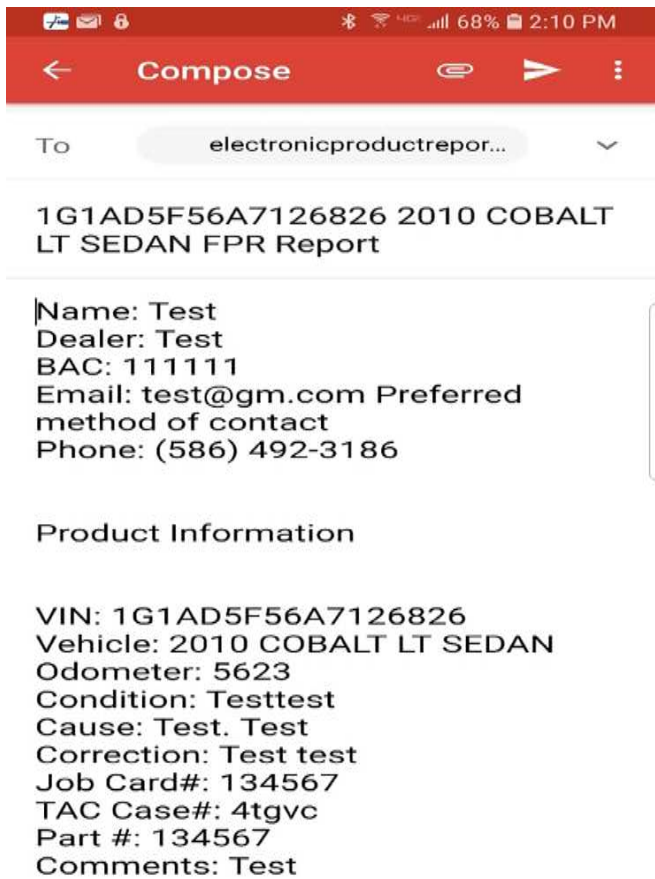
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If everything is correct, select "Next." You may be asked to choose which E-mail function to utilize to send the report (i.e. GMAIL), make a selection from the choices. The choices will depend on what you have loaded on your phone. Apple phones may not show this screen.



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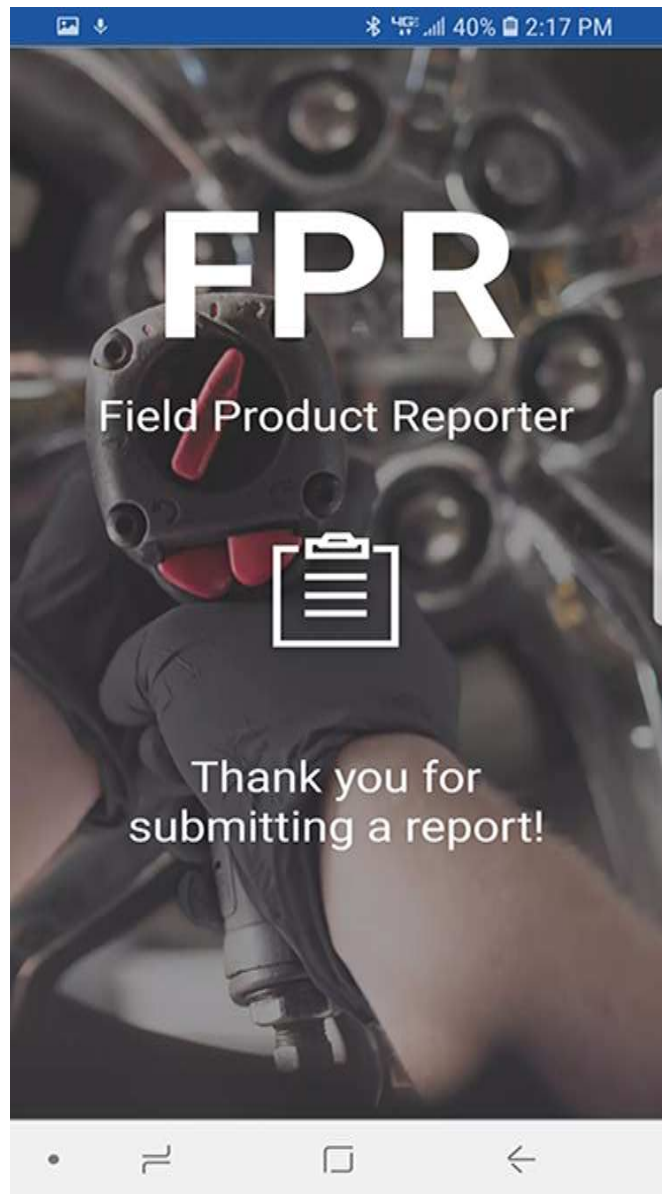
You will now see the report you are submitting. You may need to scroll to see the entire report with any pictures and videos. Do not use the back button on this screen or use your phone's menu back button. The back button will cancel your report and erase all entries and photos.



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From this window, you MUST select the send icon or Command on the screen. This screen may look different with different phones.

When you have completed the report, the FPR app will provide a confirmation message showing you have successfully submitted your report.



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- When the report is sent, all photos and videos will be deleted from your phone.

