



# Service Bulletin

Bulletin No.: 18-NA-306

Date: May, 2021

## WARRANTY ADMINISTRATION

**Subject: Warranty Administration – Pre-Repair Authorization (PRA) Process and Information**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Light Duty Trucks	2021 and Prior		—			—
Cadillac							
Chevrolet							
GMC							

<b>Involved Region or Country</b>	United States and Canada
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**Important:** This bulletin is **NOT** applicable to Medium Duty Vehicles.

**Important:** The PRA tool is being utilized for select field actions. Please be mindful of this when processing field action bulletins, as it will be indicated in the bulletin if it is necessary to submit via PRA, prior to claim submittal.

Warranty replacement of the following components requires GM Pre-Authorization per the process described in this bulletin:

- **Wheels**
- **All Seat Cover & Cushions (bottoms & backs)**
- **Outside Mirror Assemblies**
- **Steering Wheels**
- **Interior (Door) Trim**
- **Select Field Actions**

This Pre-Repair Authorization (PRA) process is **not** required when:

- The component can be repaired via refinishing or replacing a sub-component (i.e. refinishing the wheel or replacing the glass of a mirror).
- If a cushion only is being replaced.
- Replacing a component under policy.
- Replacing a component for Customer Enthusiasm. The “Customer Enthusiasm” indicator **MUST** be selected on the transaction to avoid rejection of the claim.
- Replacing a component due to transportation damage (ZTPT) or as part of an over-the-counter Parts Warranty (ZPTC). Only regular warranty transactions (ZREG) and dealer-installed parts warranty transactions (ZPTI) require a PRA.

### Overview

The PRA process uses an App (CSMT- Certified Service Mobile Toolbox) to submit an authorization request prior to replacing any of the components listed above under warranty. The dealer utilizes the App to submit details and photos of the condition to GM for review. Once the request is reviewed, a decision of accepted (warrantable), rejected (non-warrantable) or rework (more information required) is returned to the dealer via device push notification, as well as being documented in Global Warranty Management (GWM). The dealer is provided a pre-authorization number for each request and must include the pre-authorization number on approved warrantable claims.

**Note:** The decision is only made on the component itself (warrantable or non-warrantable). Dealers are still responsible for claim compliancy as per Service Policies & Procedures Manual.

The intent of the PRA process is to pre-screen product concerns while the customer is on the service drive to determine if the customers’ concern is warrantable. This provides up-front GM collaboration with the dealer on warranty/non-warranty decisions. If the determination is not warranty, the dealership has an opportunity to immediately communicate this to the customer and provide an estimate for the repair.

**Note:** For Canadian dealers in the province of Quebec, French language is available for CSMT app released after May 24th, 2021.

### Pre-Repair Authorization Tool

The Certified Service Mobile Toolbox (CSMT) App is required to process Pre-Repair Authorization (PRA) requests covered in this bulletin. Once the App is downloaded to your mobile device, simply click on the “PRA” category in the left-hand menu to create and submit your request.

The CSMT App is free and available for use on select Android™ and Apple® operating systems including tablets and iPads. The 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.

Current operating system (OS) requirements are as follows:

Apple (iPhone): OS Versions 12, 13 and 14 supported

Android: OS Versions 8, 9, 10 and 11 supported

\*If you cannot upgrade to an OS above, and have Android OS 6/7, please contact the GlobalConnect Helpdesk at 888-337-1010, prompt 1, sub prompt 2 to acquire a past version of the App with updated security measures.

The CSMT App may be used by any member of the dealer's service department team as determined necessary by Service Management. Although it is recommended, it is not required by GM for Service Management to be involved in a request.

To download and utilize the App:

1. Search for the CSMT (Certified Service Mobile Toolbox) within your device's app store.
2. Download the app on to your device (phone or tablet).
3. Open the app.
4. Login to the app using your GlobalConnect ID and password.
5. Enter the user profile information.

**Note:** You will only be asked for the user profile information upon initial log-in. User profile information can be changed at any time by going to the user profile screen available from the main menu. You only have to input this the first time you log in. Your BAC will always be tied to your GlobalConnect ID.

You are now ready to begin using the app. Complete download instructions are available on the Warranty Administration Resource Center in GlobalConnect (Policy and Procedure Compliance > Authorizations). In Canada, to the "CSMT" tab on the Warranty Administration home page in GlobalConnect.

#### **Utilizing the App to Complete Pre-Repair Authorization Request:**

After confirming that a customer concern requires replacement of one of the restricted components, follow these steps to submit your Pre-Repair Authorization (PRA) request:

1. Log into the CSMT App using your GlobalConnect login information. Once logged in to the CSMT App select PRA from the left- hand main menu.

2. Enter the last 8 digits or the full 17 digit VIN into the first field. Alternatively, you can select the scan button, choose text and scan the VIN behind the windshield or choose QR/Bar Code and scan the QR code located in the driver side door pillar.

**Note:** VIN confirmation and/or lookup will occur after hitting validate, prior to moving to the next PRA form page. Additionally, a Bumper to Bumper warranty check (in Canada, a Base Warranty coverage check) and duplication of PRA submission check will also occur at this point in the process.

3. Enter the odometer reading. The odometer reading entered must match the odometer reading shown in the photo (see section below).
4. Select the component type and the defect type from the available drop down menus.
  - Some components may have an additional drop down appear prior to moving onto the defect type.
5. Click the "Validate" button. This is when the above-mentioned lookup/checks occur.
6. You will be taken to the second PRA form page where the above information is listed.
7. The next two fields ask to describe the customer concern and requested repair. Please be sure to provide as detailed description as possible, it is important for our specialists understanding.
8. Include the job card number in the field provided.
9. Click on the camera icon. Once in the gallery, click "Add Media" and take the necessary photos, and video if required, of the component. All necessary photos and video can be taken once Add Media is clicked, no need to return to gallery in between. The app **must** be used to submit photos with the PRA request.

**Note:** Up to 20 pictures can be taken and one 30 second video. This will allow documentation of all concerns.

#### **Required Photos:**

- Full Vehicle Information Number (VIN) plate located on bottom left corner of the windshield
- Odometer reading displayed on instrument panel (make sure you can clearly see the reading)
- Side (quarter) view of the vehicle (bumper to bumper, roof to tire)
- Full view of the component with labelling (all components will require a "zoomed-out" picture)
- Close-up of the issue (point out the issue with pencil, finger, tape or other marking)

Examples of Good Pictures Provided



5156587

This dealer provided a close up view with a sticky note next to the customer's concern on the left front wheel and a full view of the wheel, with a sticky note indicating which wheel is being photographed.



5156560

This dealer provided a labelled full view of the wheel and a close-up view of the customer's concerns on the wheel.



5156561

This dealer showed a full view of the seat bottom and a close up of the customer's concern.



5156562

This pointed to where the concern was, which makes it easy to view and see the customer's concern.



5156563

This dealer provided a close-up view of the front and back of the mirror. What is good about these photos is they are close enough for us to be able to determine if there is any type of impact damage on either side. Also the mirrors are clean and the angle the photos are taken does not give a reflection that obstructs the view of the mirrors.

**Examples of Incorrect/Bad Pictures Provided**



5156575

This dealer provided the full view of each wheel, however it was at such a distance and angle that the entire wheel could not be reviewed.



5156577

This dealer provided the correct images, however those images are not labelled as required.



5156579

This dealer provided the full view of the seat and a close up of the defect, however we don't know where on the seat this concern is.



5153197

This dealer took a photo from an angle that is hard to determine any damage to the mirror.

**Important:** If the customer has multiple concerns, a separate PRA request must be submitted through the CSMT App for each labor operation processed.

- Ex 1. Customer has a concern with both front seat bottoms and the 2nd row seat back driver — there would need to be two (2) separate PRA requests sent through the app. The first for both seat bottoms (there is only 1 labor op), the 2nd for the 2nd row seat back.
  - Ex 2. Customer has a concern with wheels and the driver seat back — there would need to be two (2) separate PRA requests sent through the app.
10. When all photos/videos have been taken, click the “Done” button on the left-hand top of your screen.
  11. On the Gallery page you will be able to review your photos.
    - A short tap will enlarge your photo, where you will see that the VIN, date and time are watermarked on the lower right of each photo.
    - A long press will display the delete option (garbage can in upper right corner), and you can choose any photos desired to be deleted, then click the garbage can.
  12. When satisfied with the quality of photos and video, tap “<” in the upper left corner.
  13. Tap “Next” in the app to finalize your request. You may need to click on the portion of the screen within the app to remove the keyboard feature and view the “Next” button.

14. Review all information on the last “PRA Form” screen for accuracy. If correct, click “Next” again to send your request. If you have made an error, use the back “<” button to make corrections.
15. **Send your request.** A “Thank you” message will appear. From here you can click Go to PRA History or Submit another PRA, or return to the main menu. You will also receive a notification that the submission was successful or failed.
  - At first use, a pop up will appear asking if you want to current and future submission to be done over Wi-Fi only. Once selected you can change your selection in the future by going to Settings in the left-hand main menu.

The request is reviewed by a PRA specialist who will then send a notification to your device with a decision of “Accepted, Rework or Rejected”. You can click the notification, or go directly to your PRA History tool in the CSMT App to view the decision.

**Rework** is a category created when there is further documentation that the PRA specialist may need.

- When the Rework section of the PRA History page appears and a PRA you submitted appears inside, click the “>>” to view the Requested Details page.
- The second point down, after Status, is **PRA Team Comments**. Here you will find what the PRA specialist is requesting you return, in order to receive an Accepted or Rejected decision.
- Click “Rework” in the upper right-hand corner to be taken to the Required Details page. You will have the ability to edit the customer concern and observations field, the requested repair field and job card number field.
  - Here you can add additional requested photos (minimum one) as well as add any comments that will go back to the specialist reviewing your submission.
- Clicking “Next” will take you to the Review Report page, where you can review your Rework submission. You can either go back with “<” to edit if needed, or select “Submit.”
- A “Thank you” page will show, same as an original submission.

**Important:** A PRA that is returned as a Rework from the PRA team, and submitted back to the PRA team, will upon submission have a New PRA number and, be found in the New section of the PRA History, until determined Accepted or Rejected.

**Note:** If not updated to the most recent version of the app, a Rejected response may indicate Final rejection OR include a note for additional information needed. In the case of needing to submit further info, the dealer must contact the PRA team via email at [PRA@gm.com](mailto:PRA@gm.com) (in Canada, [PRA-CA@gm.com](mailto:PRA-CA@gm.com)) or call 866-446-2900 enter “0” then prompt 7. Please include the VIN or PRA number in subject line when submitting details via email.

Response will occur within one business day, and in most cases, within one hour if the request is submitted Monday-Friday 7am-5pm CT and Saturday 7am-4pm CT (in Canada, Monday-Friday 8am-5pm ET).

- If a warrantable decision is returned, the dealer will continue their process to complete the repair. Submitting approved transactions is covered at the end of this bulletin.
- If the PRA team determines that the condition is not warrantable, the decision should be provided by the dealership to the customer along with an estimate for repairs. Dealerships do have the option of submitting all or a portion of the repair expense for customer enthusiasm and must mark the Customer Enthusiasm indicator on the transaction if doing so.

The PRA team can be reached at 866-446-2900 enter "0" then prompt 7, or through email [PRA@gm.com](mailto:PRA@gm.com) (in Canada, [PRA-CA@gm.com](mailto:PRA-CA@gm.com)). Make sure to provide Your Name, BAC#, and VIN# of PRA request. The PRA team is unable to review requests prior to the submission through the CSMT app. The PRA team is able to work with the Dealerships, however customers questions should be directed to Customer Assistance Center.

#### Technical Support for the CSMT App:

- **For US: Please reach out to the GlobalConnect Helpdesk at 888-337-1010, prompt 1, sub prompt 2.**
- **For Canada: Please reach out to the Dealer Support Services phone number 1-800-265-0573. Language prompts: 1- English, 2- French.**

#### Labor codes that are on restriction:

Labor Code:	Labor Description:
7020230	Front Seat Cushion Front Extension Pad Replacement
7021960	Front Seat Cushion Pad Side Support Replacement
7021970	Front Seat Cushion Pad Front Support Replacement
7022350	Front Seat Cushion Front Extension Pad and Cover Replacement
7022890	Front Seat Center Cushion Replacement
7022940	Front Seat Cushion Center Pad Replacement
7023350	Front Seat Cushion Cover and Pad Replacement
7023358	Front Seat Cushion Cover and Pad IT 030G/15
7023370	Driver or Passenger Seat Cushion Pad Replacement
7023390	Front Seat Cushion Cover Replacement

Labor Code:	Labor Description:
7023410	Passenger Seat Cushion Cover Replacement
7023430	Driver Seat Cushion Cover Replacement
7023510	Front Seat Back Pad Support Replacement
7023520	Front Seat Back Pad Comfort Pad Replacement
7023550	Front Seat Back Pad Replacement
7023600	Front Seat Back Cushion Pad Support Replacement
7023750	Driver or Passenger Seat Back Cushion Cover Replacement
7023770	Driver or Passenger Seat Back Cover and Pad Replacement
7023870	Driver or Passenger Seat Back Cushion Pad Support Replacement
7024150	Rear Seat Armrest Cushion Cover Replacement
7024940	Rear Seat Cushion Cover Replacement
7025090	Rear Seat Cushion Cover and Pad Replacement
7025260	Rear Seat Back Cover Replacement
7025280	Rear Seat Back Cushion Pad Replacement
7025390	Rear Seat Back Cushion Cover and Pad Replacement
7025510	Rear Seat Back Cushion Opening Trim Cover and Outer Cover Pad Replacement
7025600	Rear Seat Back Side Pad Replacement
7025620	Rear Seat Back Side Cushion Cover Replacement
7028090	3rd Row Seat Cushion Cover and Pad Replacement
7028110	3rd Row Seat Back Cover and Pad Replacement
8060400	Wheel Replacement
2050220	Outside Rearview Mirror Replacement
1042980	Front Door Trim Panel Replacement
1044260	Rear Door Trim Panel Replacement
7440130	Steering Wheel Replacement
9105629	N202315730-Wheel Casting with Exposed Porosity
9105364	N202315731-Wheel Casting with Exposed Porosity on Extra Set of Wheels



**Additional Tips and Notes:**

- Open the app first and use the built-in app feature to take photos. You can take up to 20 photos that will be attached to the request, and up to 30 seconds of video (only **Noise concerns** to also include a video with audio of the noise). You cannot upload pictures from your gallery to the CSMT App at this time.
- Make sure that the concern is clearly marked so that when looking at the image it can be quickly identified.
  - Don't use the camera's flash. Instead, add some sort of additional light such as a shop light. Fluorescent tubes are recommended as they provide clear imaging. Lights should always be placed out of the camera's field of view. If your picture is too bright, try moving the light away from the subject to reduce its intensity. If it's too dark to take pictures indoors without resorting to using a flash take the vehicle or part outside. Cloudy days are great for taking pictures.
  - A mirror may come in handy for shooting a picture of the defect on the component when the defect is in an area that is difficult to capture in a direct photo.
- If the last 8 digits of the VIN brings up more than 1 vehicle, you will be prompted to select the appropriate one.
- To view past PRA submissions, please use the new PRA History selection in the left menu. Here you can view any new, queued (outbox), accepted, reworked or rejected past PRA submission for either the specific user or the entire BAC.
- Emailing the CSMT Send Feedback link will not receive a prompt response. However, we are continuously looking for ways to improve and enhance the CSMT App. If you would like to comment or submit an idea, please utilize the Send Feedback feature, we appreciate your input!
- Additional resources on the CSMT App and the PRA process can be found in the GlobalConnect Warranty Administration Resource Center under Policy and Procedure Compliance/Authorizations.

**Processing Approved Pre-Authorizations through Global Warranty Management (GWM)**

All received PRA requests will be assigned a PRA number and recorded in Global Warranty Management (GWM).

- Best Practice is to document the PRA number on the repair order to help your Warranty Administrator in claim submission.
- Warranty Administrators can also download the CSMT App to view BAC submissions in PRA History.

Once an Accepted response is received, proceed with the repair and submit the warranty transaction as follows:

- Submit the transaction using the labor code listed in the approval PRA. This labor code must be used to avoid a claim reject.
- The VIN on the PRA request must match the VIN on the transaction.
- Select "GM Pre-Repair Authorization" in the "Authorization/Comments Section" and enter the Pre-Repair Authorization Number provided on the approval. Comments must be added in the Comments section.

Authorization/Comments Section [\[Top\]](#)

GM Pre-Repair Authorization ▼

Pre-Repair Authorization Number:\*

Comments\*

<b>Version</b>	7
<b>Modified</b>	<p>Released October 10, 2018</p> <p>October 02, 2019 – Added bullet point under when PRA is not required, Note statements above and below Step 5 in the Utilizing the App to Complete Pre-Repair Authorization Request section, added Labor Codes that will be in restriction and additional information to Additional Tips and Notes section.</p> <p>January 17, 2020 – Removed and updated information under Step 10, Restricted Labor Codes title and Additional Tips and Notes section.</p> <p>September 29, 2020 – Added the 2021 Model Year and updated the applicable information throughout the bulletin.</p> <p>December 23, 2020 – Added Canada to the Involved Region or Country section and updated the applicable information for Canada throughout the bulletin.</p> <p>March 29, 2021 – Added second Important statement with Field Action Information, added Select Field Actions to first bulleted list, clarified Canadian information in second Note under Overview, added Technical Assistance for the CSMT App section and added 2 new Wheel Casting Labor Codes to restricted Labor Codes table.</p> <p>May 21, 2021 – Updated applicable information throughout the bulletin.</p>

