



# Service Bulletin

File in Section: 00 - General Information

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

Date: June, 2013

## WARRANTY ADMINISTRATION

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

**Models:** 2014 and Prior GM Cars and Trucks

**Attention:** GM of Canada Service Agents are not authorized to utilize this service bulletin. GM of Canada Agents should reference the General Motors of Canada Limited Service Policies and Procedures Manual.

This bulletin has been revised to update content and incorporate the U.S. version of Bulletin 12-00-89-003. Please discard Corporate Bulletin Number 04-00-89-015D.

The following 10 points are taken in part from the GM Service Policies and Procedure Manual (P&P) and Global Warranty Management User's Manual. These reference guides can be found in the Policies & Procedures link under Workbenches-Service on Global Connect.

### 1. CUSTOMER'S SIGNATURE REQUIRED

Each customer pay and warranty job card is to be signed by the customer authorizing the Service Agent to perform the requested service.

- This must be obtained at initial write up and **prior** to any repairs being performed.
- If Service Agent is unable to obtain a customer signature, service management must state the reason and sign the job card, **prior** to any repairs being performed (Refer to **1.6.2.15** for requirements).
- Any alternate customer condition/signature document such as an early-bird envelope must be retained.
- Customer is to be provided with a copy of the initial write-up document job card. For vehicles in dealer inventory, all repairs must be authorized and signed by service management prior to the work being performed.
- Pre-write-up documents without complete customer and vehicle information are not acceptable.

There must be a clear understanding of responsibility for 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 before the work is performed.

- The shop copy of the job card must show the service management authorization and the reason for the change.
- If charges that were initially believed to be covered under warranty will now be given to the customer, they must be contacted for authorization prior to the work being performed.
- IVH (Investigate Vehicle History) must be referenced to ensure the warranty is still valid on the vehicle and that no Warranty Blocks or Branded Title Information is present.
- The Applicable Warranties section of IVH should also be referenced to verify the different types of coverage that may exist on the vehicle. Emissions coverage's are different in some states, and vehicles originally sold with a different coverage are entitled to the appropriate length of coverage.
- Aftermarket equipment or aftermarket calibrations must be noted, if applicable, and an explanation should be given to the customer that GM's policy is that damage caused by aftermarket equipment/calibration is not covered under the terms of the New Vehicle Limited Warranty.

Reference: GM Policies & Procedures  
Articles 1.6.2, 1.6.2.6

## 2. SERVICE MANAGEMENT APPROVALS AND AUTHORIZATIONS

Service management approval in the form of a signature, date and explanation, is the method of documenting the involvement and consent of dealership service management prior to the work being performed. Service management initials are not acceptable.

Each Service Agent must designate one person within the service management department for each technician shift, who is responsible and held accountable for all approvals and warranty authorizations. This would be the service manager or director. Service technicians, service advisors, warranty administrators, other support or hourly personnel are not to be empowered for these types of management approvals.

Approval is required, but not limited to the following:

- Customer signature not available
- Work added after initial write-up \*
- All parts warranty transactions (ZPTI and ZPTC)
- Any transaction which requires authorization for other labor hours and/or repeat repairs
- Customer concern not duplicated labor operation numbers
- Customer reimbursements
- All transactions outside of Service Agent empowerment
- All Goodwill or Customer Enthusiasm decisions made within the warranty period made for customer satisfaction reasons
- All policy transactions
- Car rental in excess of 2 days
- All warranty repairs to new and used vehicles in dealer inventory
- Replacements of any components in pairs
- Wheel alignment, balance, tire/wheel replacement operations under 500 miles or greater than 7500 miles
- Windshield replacements beyond 10,000 miles (Latest version of Bulletin Number 05-08-48-001)

\* Any repair work added to the job card after the initial write-up must be entered and identified on the job card using the terminology "added operation" along with the time and date. It must be verified and approved with a signature from service management, date, time, and explanation on the job card prior to the work being performed.

Your dealership's approval / authorization profile may vary dependent upon the level of empowerment provided. Questions regarding empowerment level should be direct to your General Motors Representative.

Reference: GM Policies & Procedures Article 1.6.2.14, 1.6.2.15 and Global Warranty Management User Manual Section

## 3. ACCURATE AND COMPLETE CUSTOMER CONDITION, CAUSE, AND CORRECTION DESCRIPTIONS

A clear and concise job card write-up is a requirement. All customer condition(s), cause(s), and correction comments must be documented completely with as much information available concerning when, where and how often the condition occurs.

- The job card must contain a description of each customer condition.
- The service advisor is responsible for confirming each customer concern as written on the job card. Vaguely written job card descriptions such as "repair oil leak," "engine stalls," "Service Engine soon light on" or coded descriptions of customer concerns are not acceptable. See Article 1.5.5 of GM Service P&P for additional information. When necessary, use of the Customer Concern Verification sheets from the latest version of Bulletin Number 01-00-89-010 (contained in article 4.1.7 COMEBACK PREVENTION TOOL) should be used to capture the owner concern.

**Note:** The GM Customer Verification Worksheet should be used to help capture a better description of the customer concern. Technicians find these very helpful in completing repairs with more quality and efficiency. They are also helpful in reducing shop comebacks therefore aiding in customer loyalty. The GM Diagnostic Worksheet referred to in article 4.1.7 can also be found in Global Connect under the Service Workbench tab. Access Service Forms and look for the link that corresponds to this Corporate Service Bulletin number.

- Repair diagnosis time is published in the Labor Time Guide with appropriate labor operations. Customers must not be charged for diagnosis time related to warranty repairs.
- IVH (Investigate Vehicle History) must be referenced to ensure that there are no Required Field Actions on the vehicle. If information exists in the Required Field Action section, it should be discussed with the customer and added to the job card.
- Each technician is responsible to record an accurate description of what was found as the cause of the customer's condition and what was done to correct the condition.
- The technician must document on the shop copy of the job card all on-board diagnostic 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. Technician documentation should include all relevant observations and is not limited to the items listed above.

- The complete cause of the failure and a detailed correction as stated by the technician on the shop copy must be transferred to all other copies of the job card/invoice by the Warranty Administrator or appropriate service management personnel.
- The appropriate labor operation should be assigned after the entire Condition, Cause and Correction have been documented on all copies of the job card.

Reference: GM Policies & Procedures Article 1.6.2, 1.6.2.10 and Global Warranty Management User Manual section II

#### **4. APPROVED AND RECORDED OLH (OTHER LABOR HOURS)**

In unusual instances where OLH is required, the technician must obtain the written approval of service management before the work is performed. A detailed explanation for the OLH must be recorded on the job card. Each labor operation that contains OLH requires separate on/off time recording on the job card.

Service management approval, in the form of an explanation with date, time and signature is required for the technician to proceed with other labor hours. Service management is responsible for the reasonableness of the OLH request. The job card must record the reason for other labor hours. 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 for each labor operation with other labor hours, including on/off time associated with diagnosis time beyond published variable diagnosis time.

Reference: GM Policies & Procedures Article 1.6.2.13

#### **5. TECHNICIAN IDENTIFICATION AND ACCOUNTING OF LABOR TIME**

The name, initials and/or code of the technician(s) performing a repair is to be recorded on all copies of the job card corresponding to each line of the repair. Team codes are not acceptable. All customer pay, warranty, policy and internal job card time must be accountable through the technician's time and payroll records. Punch times on the job card must include the date along with the actual punch time. Each technician is to be assigned a single, unique employee number. Assigning multiple employee numbers to an individual service technician is not allowed. All technicians payroll records must reflect the actual time and date the vehicle was serviced. A technician may only be working and clocked "on" to one vehicle per service event (transaction submission). Multiple clock-on periods that reflect the servicing of multiple vehicles by one technician is not allowed.

Reference: GM Policies & Procedures Article 1.6.2.11

#### **6. PROPER DOCUMENTATION AND RETENTION OF WARRANTY PARTS**

All parts used in the completion of warranty repairs are to be recorded on the job card.

- Part numbers must be cross-referenced (line coded) on the job card to the specific repair in which they apply.
- All warranty parts removed must be returned to the parts department for **proper** tagging, retention, and return/disposition as required by the GM Service P & P in effect on the date of the job card. When parts are provided in the form of a kit and only a portion of the parts are required to perform the repair, any unused components of the kit should be returned and held for return/disposition.
- All replaced parts with visible defects must have the defective area clearly marked.
- PQC assembly returns – Retain all required documentation as stated in the latest version of Bulletin Number 02-07-30-029.

Service Agents are to retain for inspection all warranty parts for a minimum of fifteen (15) days from the date of credit or until scrapped by a GM representative, whichever occurs first. Parts that have a "core" value are not required to be held for this period. If no return request is received 24 hours after the Service Agent receives a Transaction Summary Report (Credit/Claim Memo) showing payment, the specified core part(s) should be returned to GM or to a GM approved rebuilder/remanufacturer.

Reference: GM Policies & Procedures Article 1.6.2, 1.7.3 and Global Warranty Management User Manual Section VII

#### **7. ACCURATE LABOR OPERATION NUMBERS AND TIMES**

Service management is responsible to ensure that the proper labor operation and labor time is recorded on the job card. It is critically important that the correct labor operation is used along with the complaint code, failure code and the failed part number.

- Technicians are not allowed to assign labor operations and times from the Labor Time Guide.
- Section 1.6.2.1 of the GM Service Policies and Procedures Manual states that one customer concern should result in one repair line. Any exceptions to this must be brought to the Service Manager's attention by the technician before repairs are performed. Service Management inspection and documented pre-approval is required when performing multiple repairs for one customer concern (add-ons). Additionally, other labor hours (OLH) claimed on a transaction must be supported by separate technician time records, either electronically or through time clock punches. Each customer complaint must have only one repair labor operation assigned, unless otherwise directed by a GM Service Bulletin. The labor operation must describe the repair for the failed component.

- If one part fails and causes the failure of another part, the causal failure labor operation is used and the causal part identified. All additional parts and labor would be placed on the same job card line. For example, if a battery leaks and causes damage to cables. The failed battery caused the cable failure, and therefore would be submitted with only the battery labor operation. Since the cables are already disconnected at one end when replacing the battery, and there is no diagnosis time associated with the cables, the other labor hours would be less than the full labor time guide allowance for cable replacement.
  - *Overlapping repairs are not eligible for the complete time published in the Labor Time Guide and should only reflect the amount of time used to complete the repair. (A customer condition of driver's side power window and power door lock inoperative would result in an overlap to remove the door panel. The labor time on the second operation should be reduced for the door panel labor and submitted appropriately. Refer to the latest version of Corporate Bulletin 12-00-89-003 for additional information.*
  - All warranty job cards are to include the proper labor operation number, complaint code, failure code and published GM labor time for each repair case. One complaint, one repairing labor operation.
  - If a repair of the same item is needed again as a result of improper inspection, diagnosis or workmanship, the repair is not eligible for additional warranty transaction payments.
  - If a repair of the same item is needed again as a result of a failure of a part upon installation, the additional part is included in the same warranty transaction line. Example: An ECM will not take a program and a second module is required. 2 modules would be charged out to the same repair line with an explanation of the additional part. (If a part fails upon installation during a customer pay repair, the Service Agent should open a second line and submit as a ZPTI parts warranty. This would require Service Manager's approval).
  - Multiple concerns can have one or more labor codes depending upon the cause(s). If there are multiple concerns and different causes aligned to each concern, then each one should have a separate labor code. If there are multiple concerns but only one cause, then only one labor code should be used.
  - Combined left/right or front/rear repairs or part replacements are not normally necessary unless specifically indicated in service information and GM has determined both sides should be replaced in pairs if the second side indicates wear. For these repairs, the Labor Time Guide will include either an add condition or a unique labor code for both sides. If the technician believes both sides should be replaced and there isn't an add condition or unique labor code, the generic labor code should be used and the second part claimed as a secondary part and the labor time as OLH.
- The additional OLH time should be less than replacing one side since the repair set up time included in every labor time is not necessary. This is the only situation where the OLH/straight time on/off punch times are not required. In addition, if there is time to access the part that has already occurred in replacing the primary part, that time should be excluded.
- If the Labor Time Guide or a Service Bulletin provides a labor operation to use for "both" or "all" parts involved in a particular repair, that labor operation and the published time should always be used. Example: GM dictates a repair process for replacing both sides (pairs) when only one side failed. If a situation arises where only one labor code is listed and the repair is for both left and right (or front and back), then use the published labor code and put the additional labor time for the opposite side repair in OLH.
  - The appropriate labor operation should be assigned to each complaint (line) unless the complaints are related and then the transaction would be submitted based on the labor operation descriptions. Example: If a customer complains of a defect on the left front side door trim panel and also complains of a defect on the right rear side door trim panel, the job card should be written to reflect both complaints separately. The transaction would need to be submitted for Front Side Door Trim Panel 1042980 on one line and Rear Side Door Trim Panel 1042980 on another line. The transaction will require proper authorization to avoid a reject for Repeat Repair because the labor times do not allow for "add" time or for "both."
  - There may be times when the customer expressed ONE complaint, but it is actually TWO complaints and should be written up as two separate lines. Example: Customer complains there is a pulsation from front and rear rotors. This should be written up as two lines. There is a labor op available for the front rotor resurfacing/ replacement and one for the rear rotor resurfacing/ replacement. Both should be utilized.
  - If the customer has two related complaints and Labor Time Guide does not have two separate labor operations, the same labor code must be used for both complaints: Example: A customer complains of a defect on the left front side door trim panel and also complains of a defect on the right front side door trim panel. The labor operation in this example is the same for the left as it is for the right. So, Front Side Door Trim Panel 1042980 would be used for both repairs. However, since you cannot use the same labor operation for two lines, the transaction would need to be entered with one line with 1042980 and the time associated with it. Then the second repair (right side) would be entered as OLH with the 1042980 line.
  - For paint repairs involving multiple panels, paint mix time can only be claimed once. Include paint mix time on one of the repair lines, and the labor time for each additional panel on separate lines.

Reference: GM Policies & Procedures Articles 1.5.6, 1.5.12, 1.6.2.20, 1.2.4.2

### 8. 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 repairs will be reimbursed at the Service Agent's actual cost less any discounts or allowances that apply to the sublet invoice or made available to the Service Agent on non-warranty repairs. Repairs are not to exceed the Service Agent's parts and/or Labor Time Guide allowance for the same repair. See GM Policies & Procedures Article 1.2.4, 1.5.8 for reimbursement details.
- Only Genuine GM parts are to be used.
- Dealer supplied parts used in the performance of sublet warranty repairs 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' bodyshop, 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 or job card number and a complete description or repairs performed.

Reference: GM Policies & Procedures Articles 1.5.8, 1.5.10, 1.6.2 and Global Warranty Management User Manual Section

### 9. FINAL CLOSE-OUT OF JOB CARDS

Only the author of technician comments may alter or change comments on job cards.

- Any changes made to the final job card are to be made using established accounting procedures to account for all adjustments.
- After the job card is closed, a customer should be given a copy showing all repair information regardless whether repairs are covered by warranty or are customer paid repairs.

Reference: GM Policies & Procedures Article 1.6.2.19

### 10. PARTS EXPEDITING PROGRAM ADMINISTRATION

If the replacement part is not in stock, the Service Agent should make every attempt to obtain the part locally.

- Service Agent should use the dealer trade portion of the parts expediting program. If the part is not locally available, Service Agent should use the parts expediting program to obtain the part through GM Customer Care and Aftersales (GMCCA).
- Dealership employees should ensure the part is ordered appropriately for arrival on the next day. In some cases the part may need to be ordered CSO-3 to ensure next day delivery.
- If the part is on national back order, a SPAC case should be initiated immediately.
- RIM Stratification Enhancements & PDC Inventory and Process Enhancements will include these benefits: new model part stocking policies to improve same day servicing, automatic upgrade to SPAC when CSO for Service Lane Parts are not available at the local PDC. In these instances, GM will pay for overnight shipping. Dealers will also be able to write parts orders later in the day for next day shipments from their local PDC.

Reference: GM Policies & Procedures Articles 1.5.6, 1.5.12, 1.6.2.20

Reference: GM Policies & Procedures Article 1.5.18, 1.6.2 and the latest version of Warranty Administration Bulletin Number 99-00-89-021

Any questions regarding this information should be directed to your General Motors Representative. Approval or authorization of a transaction by a GM Representative does not constitute final determination that the transaction meets all of the requirements of the GM Policy and Procedure manual relating to claim payments. General Motors reserves the right to audit this transaction, consistent with applicable law, to ensure compliance with the applicable policy and procedure manual. Authorization of this transaction by the Warranty Support Center does not waive GM's audit rights or release the Service Agent from responsibility to fully comply with the policy and procedure manual.

