



# Service Bulletin

File in Section: 00 - General Information

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

Date: May, 2016

## WARRANTY ADMINISTRATION

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

**Models:** 2017 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 the Service Management Authorization Matrix and Frequently Asked Questions. Please discard Corporate Bulletin Number 04-00-89-015K.**

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. PDI's 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.

Service Management Authorization Matrix				
Topic	Service Management Authorization: Prior to work being performed  Authorization must be in the form of an explanation, date, time and signature/initials.	Service Management Authorization: Prior to transaction submission  Authorization must be in the form of an explanation, date, time and signature/initials.	Wholesale Authorization:  DMA/ DMC - submit via Dealer Aftersales Empowerment Portal on GlobalConnect.  WSC (Warranty Support Center) - Route transaction for GM Authorization ("H-route").	Comments
Other Labor Hours (Auth Code "E")	X			Service management is responsible for the reasonableness of time requested
Straight Time (ST)		X		Service management is responsible for the reasonableness of time requested
Added Operation	X			Must be first inspected and verified by service management before it is added to the job card
Repeat Repairs – Comeback (Auth Code "R")	X			IVH or Service Workbench should be used to determine status
Repeat Repairs – Pyramiding (Auth Code "R")		X		
Customer Signature Not Available	X			
Policy Adjustments (Auth Code "A")		X		Only applies to vehicles under 8 years old
Empowerment Codes: H, P, N, and M		X*		*Requires service management authorization either prior to transaction submission, or after the first rejection
Customer Concern Not Duplicated Labor Operation Numbers		X		
Car Rental (Excess of three days)		X		
Car Rental (6 or More Days)			DMA/DMC	Approval required prior to transaction submission. DMA/DMC must be notified within 10 days of placing customer in rental.
Customer Reimbursements		X	DMA/DMC	DMA/DMC approval only required for vehicle payments above \$1,000.00 and incidental expenses above \$500.00
Policy on Crossline			DMA/DMC	Approval required prior to work performed
Policy Beyond 8 years			DMA/DMC	Approval required prior to work performed
Windshields Replaced with a Non-GM Part			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
Policy beyond Special Coverage Age/Mileage			DMA/DMC WSC	DMA/DMC approval prior to work performed on vehicles over 8 years old. WSC approval if vehicle is under 8 years old.
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. 2016-17 model year restriction applies to job cards dated on/after April 11, 2016.
Policy for vehicles covered by an aftermarket service contract			WSC	

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 April 11, 2016.**

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 #02-07-30-052 for further information.

#### Replacement of Powertrain/Drivetrain Assemblies

All Service Agents are required to complete the Powertrain/Drivetrain Replacement Authorization Request – Repair Estimate – Replacement Component Assembly Estimate Worksheet (Cost Comparison Estimate) for transmission/transfer case/engine assembly replacements, prior to vehicle repair. This worksheet must be completed in its entirety, reflecting the cost of labor, parts, and parts handling allowances and attached to the job card. This worksheet is required regardless of authorization for the assembly replacement by a GM representative for customer satisfaction. If assembly replacement is required due to failure of a non-serviced sub-component, an explanation should be fully documented on the worksheet. If a Technical Service Bulletin is released by GM stating a specific component is not serviceable and must be replaced, 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.

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.
- The technician must contact service management for approval *prior* to the work being performed.
- Service management approval, in the form of an explanation with date, time and signature (or initials) is required for the technician to proceed with repairs requiring OLH. Service management is responsible for the reasonableness for the time and approval of the OLH request.
- 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.

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- 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 or used in any other application.
- Assemblies requested by the WPC must be returned with the proper documentation, cost comparison worksheet and copy of job card (all scenarios).

- 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, unless cause of failure.
- Fluids are not required to be retained.
- For specific instructions on core retention, please reference Service P&P Article 4.1.2.3 – 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.

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, 4.1.2, 4.1.2.3

## 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 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 allowance as set forth in Articles 2.1.1 and 2.1.2. 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. If the service manager determines that the additional repair is necessary, he/she must be the person who adds it to the job card. This will serve as the explanation portion of the service management authorization requirements. The service manager must also document the date, time, signature (or initials) and explanation in detail what was inspected and why additional repair is needed on the job card *prior* to the work being performed. Multiple additional concerns must each contain this approval. 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. The customer must be contacted *prior* to work being performed for their permission to continue with the repair(s).

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.

Reference: GM Service Policies & Procedures Articles 3.2.12

## Frequently Asked Questions

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**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 vehicle has an add-on line, other labor hours, or additional diagnostic time needed for the repair.

**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, OLH, or diagnostic time. 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 by job card line.

**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.

- One OLH item on the job card would equal a total of 4 punches.
  - Punch on/off for the overall job card (2 punches)
  - Punch on/off for the OLH approved work (2 punches)
    - 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)
    - Note must have the date, time, reason why OLH was approved and the Service Manager's signature or initials on the job card approving OLH *prior* to work being performed.
  - Punch on/off for "Add-on" line item approved (2 punches)
- Note: After initial write up, technicians are required to punch on/off any time a line item is added, or OLH, or additional diagnostic time is added to a job card.

**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)

**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?

**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:** 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.

