



Service Bulletin

File in Section: 00 - General Information

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

Date: September, 2014

INFORMATION

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

Models: 2015 and Prior GM Passenger Cars and Trucks

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

This bulletin has been revised to update the Important statement under Submitting a Product Report. Please discard Corporate Bulletin Number 02-00-89-002M.

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.

A good rule of thumb when considering when to submit a report is whether it meets the “**3 Critical Points**” below:

Use the “**Critical Points**” listed below (as a guide) of when to submit a report:

Critical Product Concern: Safety, no start, walk-home condition.

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.

New Field Product Report app

GM is now providing a New Field Product Reporting app titled “GM Field Product Reporter” that makes creating and submitting reports easier and faster.

This new app is free and available for use on Apple® and Android™ operating devices. 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 utilize the new app:

1. Download the app on your device.
2. Open the app.
3. Login to the app by using your global connect ID and password.
4. 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).
5. You are now ready to being using the app.

Other tips and notes:

- You can take up to 6 photos and up to 30 seconds of video (includes audio).
- Fields highlighted on the app with a red asterisk are required.
- The Full VIN or last 8 of the VIN can be used (VIN confirmation and/or lookup from last 8 will occur on final step prior to submission of report).
 - Once you select "Review/Email," you will be given a vehicle choice if last 8 digits of VIN were given and if more than 1 vehicle shares the last 8 VIN digits.
- After selecting "Review/Email" you will be presented with a choice as to which mail function to utilize to send the report (i.e. GMAIL) You must make a selection from the choices.
 - Once you have made a selection, you will be taken to a screen that shows a preview of the report. From this window, you **must** select the send icon from the screen (i.e. do not use your phone's menu, back button, etc. as this will not send the report). The only way to send the report is to use the send icon from the touch screen. Note: This icon will vary depending on the type of phone (i.e. it may be an arrow, a mail icon with an arrow underneath, etc).
- When sending, a report, all photos and videos will be deleted from the device. If you wish to save a copy of your report or send to additional addresses, these addresses can be added at the "TO:" line on the top of the review screen.

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. Employee opens the application and logs in using their Global Connect ID.
3. Employee enters the last 8 digits of VIN (or full VIN), Odometer, and Condition (as mandatory fields).

Note: VIN confirmation and/or lookup from last 8 will occur on final step prior to submission of report.

4. Has the ability to enter additional information (Cause, Correction, RO#, TAC Case#, Part#).

5. Has the ability to add photo(s) or a video to help describe the issue.
6. Employee then taps "Review/Email" to send information to electronicproductreport@gm.com.
7. Employee sees confirmation of successful submission.

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PRODUCT REPORT

- VIN (last 8 lookup or full VIN - mandatory)
- Odometer (numbers - mandatory)
- Condition (text field - mandatory)
- Cause (text field)
- Correction (text field)

More Information expanded section

- Job Card # (text field)
- TAC Case # (text field)
- Part # (numbers - provide scan here)
- Photo (max number = 6)
- Video (max duration = 30 Seconds)
- Review/Email (send to email with confirmation; potentially also copy sender's email)
- 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 email.

E-mail Field Product Report

- Fill out the form located on GM GlobalConnect – Service Workbench – Service Forms.
- E-mail the form to electronicproductreport@gm.com. Include any photos, videos or sound files.
- 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: <i>electronicproductreport@gm.com</i>
** 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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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