



# Service Bulletin

## INFORMATION

**Subject:** Product Quality Center (PQC) Assembly Replacement Process — For Service Agents Not Required to Contact PQC Prior to Assembly Replacement

**Models:** 2008-2015 GM Passenger Cars and Light Duty Trucks  
Equipped with CNG, LPG or Gasoline Engine, Duramax® Diesel Engine, Automatic or Manual Transmission and/or Transfer Case

*This Bulletin has been revised to make the Subject concise, remove the Attention statement, update existing information, add information to the section titled: Submitting Engine, Transmission and/or Transfer Case Transactions Into Global Warranty Management — Record Retention and add a new subsection titled: Known Product Issues and DMA, DM-CCSP or Brand Quality Manager Authorizations. Also the GlobalConnect Service Form graphic has been updated by removing the Bulletin version letter. Please discard Corporate Bulletin Number 12-07-30-001D.*

### Assembly Replacement Process for Service Agents with Regional Empowerment Level

Service Agents with Regional Empowerment Level are not required to contact the PQC for CNG, LPG or gasoline engine, Duramax® diesel engine, transmission and/or transfer case replacement authorization. Service Agents are still required to contact the PQC for any current restrictions or exchanges.

### Service Management Determines Assembly Repair or Replacement

The Service Manager has the authority and the responsibility to make the decision regarding repairing or replacing the assembly.

It is still required that the Service Manager examine both alternatives and make the best decision for the customer, while keeping expense management in-line. The past performance of the Service Agent has provided this empowerment within the Global Warranty Management system and your future performance will impact the retention of this enhanced empowerment.

It is required that all engine, transmission and/or transfer case assemblies with core charges are retained for 1 day after the Transaction has been paid. Components without core charges that have not been requested to be returned by the WPC must be retained as outlined in the Service Policies and Procedure Manual. Any assembly that is replaced may need to be returned to the WPC for review.

### Submitting Engine, Transmission or Transfer Case Transactions Into Global Warranty Management — Known Product Issues — Record Retention

Service Agents must complete the following Steps 1-6, in order to submit engine, transmission or transfer case Transactions into GWM:

1. Scan the completed Job Card and attach it to the Transaction in GWM.  
**Notice: The Warranty Support Center (WSC) requires that the following is performed on every Transaction.**
2. Scan the completed Repair Estimate: Replacement Component Assembly Estimate: worksheet of the Cost Comparison Worksheet for Assembly Repair vs Replacement and attach it to the Transaction in GWM.
3. When applicable, insert the transmission flush code in the: Labor Operation Dependency \_\_\_\_\_ field.
4. Enter the serial number of the new assembly in the: Serial Number \_\_\_\_\_ field which will appear in the: Parts Section of the Transaction.
5. Enter the serial number of the failed assembly in the: Comment \_\_\_\_\_ field.
6. Submit the Transaction with the appropriate authorization code, if required. The following is an example: (A / E / P)

## Known Product Issues and DMA, DM-CCSP or Brand Quality Manager Authorizations

A situation may arise when a Service Agent contacts the PQC and is subsequently transferred to the Technical Assistance Center (TAC) and then advised that the condition being reported by the Service Agent is a Known Product Issue.

Also, there are instances when the DMA, in Canada the DM-CCSP or the BQM may have authorized the replacement of the major assembly. In these situations, the Service Agent may be advised that a replacement assembly is the only way to resolve the issue.

⇒ **If this occurs, the Service Agent should document the: Replacement Component Assembly Estimate section of the Cost Comparison Worksheet for Assembly Repair vs Replacement in the following manner:**

1. Complete all of the basic information at the top of the worksheet, including the Customer Concern: \_\_\_\_\_ field.
2. Then, proceed to the: TAC Case Number: \_\_\_\_\_ field and enter the TAC Case Number.

**Notice:** In the case of DMA/DM-CCSP or BQM authorization, complete this step.

3. In the case of DMA/DM-CCSP or BQM authorization, enter the name of the GM Representative and accompanying text stating the nature of the authorization in the white section text box of the: Repair Estimate:
4. Provide a detailed description of the recommendation that the Service Agent received from TAC in the: TAC Recommendation: \_\_\_\_\_ field.
5. Proceed to page 2 and only complete the: Replacement Component Assembly Estimate section. Enter the entire cost to replace the assembly in this section.
6. Attach a scanned version of the Cost Comparison Worksheet for Assembly Repair vs Replacement to the Transaction.

## Record Retention

Service Agents are required to retain the completed Cost Comparison Worksheet for Assembly Repair vs Replacement. Attach the worksheet to the Job Card.

On the Job Card, document the serial number of both the failed assembly being removed and the replacement assembly being installed and if applicable, the transmission flush code.

If applicable, attach the completed Calibration Verification Number (CVN) to the Job Card and place it in the Service Agent vehicle service history file.

## Retrieving Calibration Verification Numbers

For information regarding retrieving the Calibration Verification Numbers (CVN) and associated parameters, refer to the latest version of the appropriate Corporate Bulletin:


- #08-06-04-006: Information for Identifying Non-GM ECM Calibration Use and Power-up Hardware Detection in Duramax® Diesel Engines - Photograph Tech 2® Calibration IDs, Calibration Verification Numbers (CVNs) and Transmission Data Screen
- #09-06-04-026: Identifying Non-GM (Aftermarket) Engine and Transmission Calibrations for V6 and V8 Gasoline Engines Using Tech 2® or Global Diagnostic System 2 (GDS 2)
- #14-06-04-003: Identifying Non-GM ECM Calibration Use and Power-up Hardware Detection in Duramax® Diesel Engines Using GDS 2

## Cost Comparison Worksheet for Assembly Repair vs Replacement — Access/Download Form On GlobalConnect

## Transmission/Transaxle


### **Bulletin: Information for Dealers Not Required to Contact Product Quality Center for Driveline (Transmission and Transfer Case) Replacement**

**Bulletin Number** [12-07-30-001](#)  
[11-00-89-005](#)

**Form(s)**  [Cost Comparison Worksheet for Assembly Repair vs Replacement - This file can be saved to your PC. It is macro enabled to add the data entered into the Estimate Forms & will function with Microsoft Excel.](#)  
[Cost Comparison Worksheet for Assembly Repair vs Replacement - This file can be saved to your PC & the forms can be printed then filled out.](#)

### **Bulletin: Information for Dealers Required to Contact Product Quality Center for Driveline (Transmission and Transfer Case) Replacement**

**Bulletin Number** [02-07-30-029](#)

**Form(s)**  [Cost Comparison Worksheet for Assembly Repair vs Replacement - This file can be saved to your PC. It is macro enabled to add the data entered into the Estimate Forms & will function with Microsoft Excel.](#)  
[Cost Comparison Worksheet for Assembly Repair vs Replacement - This file can be saved to your PC & the forms can be printed then filled out.](#)

To access/download the form:

In the United States, Go to > GlobalConnect > Service Forms > Engine/Propulsion System > or Transmission/Transaxle > Bulletin 12-07-30-001 > Cost Comparison Worksheet for Assembly Repair vs Replacement.

In Canada, Go to > GlobalConnect > Library > Service > Warranty Administration > Warranty Administration Home Page > (the column labeled): Warranty Administration > Forms > Cost Comparison Worksheet for Assembly Repair vs Replacement.

### **Cost Comparison Worksheet Assembly Categories**

Each assembly category has an integrated Repair Estimate: Replacement Component Assembly Estimate: worksheet that **must** be completed.

The Cost Comparison Worksheet for Assembly Repair vs Replacement includes the following assembly categories:

- Gas Engine Form
- Diesel Engine Form
- Automatic Transmission Form
- Manual Transmission Form
- Transfer Case PTU Form

## **Part Restrictions and Exchange Programs**

**Notice:** All Service Agents are required to contact the PQC for the following components:

- Current part restriction on the Allison transmission.
- Current part restriction on the Duramax® diesel engine — RPO LGH or LML.
- Any component listed in a current part restriction.
- A current assembly exchange program.

The Service Department Personnel should review the appropriate documents related to the Part Restriction or Exchange Program and be prepared to provide diagnostic information.

## **Returning an Assembly to the Warranty Parts Center**

Service Agents may be requested to return the assembly to the Warranty Parts Center for inspection. Failure to perform the following actions when returning an assembly may result in a debit.

When returning an assembly the paperwork described in Steps 1-4 **must be attached** to the return shipping container as indicated by the instructions supplied with the new assembly:

1. A legible copy of the Job Card containing the serial number of **both** the failed assembly being returned and the replacement assembly being installed.
2. Document the transmission flush code (as applicable).
3. A completed Calibration Verification Number (as applicable).
4. A completed Cost Comparison Worksheet for Assembly Repair vs Replacement.
5. All fluids **must** be drained and proper packaging procedures followed.
6. If an engine assembly is being returned, the oil filter **must** be drained of oil, properly packaged, secured in a plastic bag and attached to the engine assembly.

## **Service Agents Working With PCC (United States Only)**

Service Agents that are working with the PCC to reimburse Independent Service Centers (ISC), must continue to follow the existing processes.

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