



# Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 08-08-44-029G

Date: October, 2016

## WARRANTY ADMINISTRATION

**Subject:** Updated Warranty and Policy Exchange Program for Electronic Products (U.S. and Canada)

**Models:** 2017 and Prior GM Passenger Cars and Trucks

This Bulletin has been revised to add the 2017 Model Year and update transaction submission procedures. Please discard Corporate Bulletin Number 08-08-44-029F.

### Electronic Product Exchange through Authorized ESCs or BSCs

The following electronic products are available for exchange through a GM authorized Electronic Service Center (ESC) or Battery Service Center (BSC). A list of current ESC/BSC locations can be found in the Service Policies and Procedures Manual (Article 2.6).

- Radios and related Audio Products (including navigation and XM radios)
- RCA (Radio Control Assembly)
- Multi-media (DVD & CD)
- Entertainment/Video/Infotainment Systems
- ICS (Infotainment Center Stack)
- HMI (Human Machine Interface)
- Instrument Clusters
- Heads-Up Displays
- Night Vision Cameras
- OnStar Modules
- eAssist Batteries
- Volt Batteries\*
- Spark EV Batteries\*

\*Select batteries are on restriction and cannot be ordered directly from an exchange center by the dealer. See below for required process for obtaining an approved exchange.

### Exchange Components on Restriction – TAC Approval Required

Certain electronic products require that the Service Agent contact the Technical Assistance Center (TAC) for authorization of the exchange. Refer to the applicable bulletin or PI in Service Information (SI) for details regarding involved vehicles, service procedures and exchange instructions. Examples include but are not limited to the following electronic products:

- **Bulletin 03-08-46-004** - OnStar Vehicle Communication Interface Modules (VCIMs) for select vehicles equipped with OnStar RPO UE1.
- **PIT5411 (U.S. only)** - Navigation Radio - Radio - Human Machine Interface - Media Player - Radio Display - and Radio Control/Integrated Center Stack on select vehicles.
- **PIP4841 and PIP5112** - High Voltage Drive Motor Battery Assembly Units on select vehicles. On TAC approved replacements, the TAC Consultant will order the exchange component through the Battery Service Center.

### Exchange Process

When any of the above electronic products are being replaced under warranty or Policy, replacement parts MUST be obtained using the following procedures:

1. Determine the correct part number of the defective unit. This can be done by using the Scan Tool (Tech 2 or GDS) or removing the unit for inspection. The part number should NOT be obtained from the GM Parts Catalog, but should always be off the unit.
2. The Service Agent should then verify the part number is not under TAC restriction per an active bulletin or PI. If the part is not on restriction, contact an authorized Electronic Service Center (ESC) for an exchange unit. If the part is being replaced under Policy, the Service Agent must notify the ESC at the time of the part order (see below for further details).

3. If the part number is on restriction, Service Agents must follow procedures in the applicable bulletin or PI and contact the Technical Assistance Center (TAC). If the part is being replaced under Policy, the Service Agent must notify TAC at the time of the part order (see below for further details). Once TAC has authorized a replacement, the TAC consultant will order the exchange component from the appropriate exchange center for the dealer. For select components TAC will provide a one-time use authorization number to the Service Agent. The Service Agent will then contact an authorized ESC with the TAC case number and one-time use authorization number to place the exchange order. **The ESC will not accept any warranty exchange order from Service Agents for restricted without a TAC case number.**
4. For components ordered through an ESC by TAC or the Service Agent, the Service Agent must follow up with the ESC directly for order status updates or to escalate urgent orders. Do not contact SPAC as exchange orders to not go through SPAC and do not have SPAC cases assigned to them. The correct order escalation process for ESC urgent Customer orders is for the GM Dealer to notify their ESC of the order urgency. The ESC will provide weekly updates to the dealer on inventory availability.

If a navigation disc is damaged, or cannot be removed, the Service Agent must also call the Navigation Disc Center for a replacement disc. The Navigation Disc Center can be reached at 1-877-NAV-DISC (1-877-628-3472). Refer to the latest version of Bulletin 05-08-44-024 for further details.

**Procedures when ordering an exchange unit under Policy:** Service Agents must notify the ESC (or TAC on restricted parts) at the time of the part order that Policy is being applied to the transaction. The name of the person authorizing the policy adjustment will be

required. The electronic component will then be provided on a no-charge exchange basis. It is imperative that the ESC (or TAC) be notified AT THE TIME OF ORDER, as it is not possible to change transactions from customer pay to policy after the part order has been submitted. Failure to timely notify the ESC (or TAC) of the policy exchange will result in the Service Agent being charged the full price of the component, which is not reimbursable by General Motors.

**Return of core unit:** If a Part Return Request is not received for the defective component, the component and a copy of the job card must be returned to the appropriate exchange center within 30 days of the original shipment date, using the prepaid shipping label that was received with the exchange component. Failure to return the core unit will result in a charge by GM Customer Care and Aftersales (GMCCA) to your Service Agent open account at the Service Agent List Price. These charges are non-refundable.

**Transaction Submission Procedures**

- **Parts:** Electronic products obtained for Warranty and Policy repairs from an ESC or Battery Service Center are not billed to the Service Agent and must NOT be charged on the transaction.
- **Labor:** Technician labor for the removal and replacement (R&R) of the electronic component – Submit up to the allowed published labor time per the Labor Time Guide.
- **Administrative handling allowance:** Service Agents may submit up to \$45 in the **Net/Admin Allowance** field of the transaction for exchanging the component through the ESC. Certain components may allow for an additional administrative allowance and this amount will be specified in the applicable PI or bulletin number.

Part Count	Part Number	Labor*	Net Item/Admin Allowance*
0	-	LTG Published Time	Up to \$45**

**\*CANADIAN DEALERSHIP ONLY** - In the event that a mobile service is provided in Canada at the dealership, R&R labor time is NOT to be claimed, and only \$20 may be claimed in the Net/Admin Allowance field.

\*\*Certain components may allow for an additional administrative allowance and this amount will be specified in the applicable PI or bulletin number.

