



Service Bulletin

INFORMATION

Subject: Product Quality Center (PQC) Assembly Replacement Process

Models: 2014 and Prior GM Cars and Light Duty Trucks

Equipped with CNG, LPG or Gasoline Engine, Duramax™ Diesel Engine, Automatic or Manual Transmission and/or Transfer Case, Including Front Wheel Drive and Rear Wheel Drive Vehicles

This bulletin has been revised to update the referenced labor operations. Bulletin content has also been revised to reflect process changes. Please discard Corporate Bulletin Number 02-07-30-029T.

Service Agent Notification - Service Department Personnel Responsibility - Assembly Replacement Authorization

Notice: Service Agents are not required to contact the PQC when REPAIRS are being made to the engine, transmission or transfer case assembly.

Notice: All Service Agents are still required to contact the PQC for any current restrictions or exchanges. For more information, see the section in this bulletin titled: Part Restriction and Exchange Programs.

Notice: Service Agents that are required to contact the PQC for engine, transmission and/or transfer case assembly replacement authorization, will be notified by letter and by their Regional Representative.

Notice: This bulletin only applies to Service Agents who are required to contact PQC. Service Agents who are not required, may refer to the latest version of bulletin 12-07-30-001 for assistance on their replacement process.

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Determining Whether to Call PQC

Service Agents can refer to Global Warranty Management (GWM) and select the: "Items Not Allowed" tab under: "Service Agent Profile" then scroll right

to view the date in order to determine if the Service Agent is required to contact the PQC prior to unit replacement involving the following Labor Operations:

- 4067470 - Partial Engine Replacement
- 4067490 - Engine Replacement
- 4067510 - Engine Assembly Replacement
- 8464670 - Transmission Replacement
- 8441780 - Transmission Replacement
- 8421160 - Transfer Case Assembly Replacement

If Service Agents have any questions concerning why they are required to call the PQC for assembly replacement authorization they should contact their District Manager Aftersales (DMA), in Canada the District Manager-Customer Care and Service Process (DM-CCSP).

If Service Agents **ARE** required to contact the PQC, they **MUST** do so **PRIOR** to any assembly replacement and **BEFORE** submitting the above labor operations in GWM.

For more information on the PQC Process, see the section below titled PQC Process. For more information on submitting transactions, see the section below titled Transaction Submission and Assembly Returns.

Part Restrictions and Exchange Programs

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

- Current parts restriction on the 2011–2013 Allison transmission.
- Current parts restriction on the 2012–2013 vehicles equipped with Duramax™ diesel engine with RPO LGH or LML.
- Any component listed in a current parts restriction.
- A current assembly exchange program.

The service department personnel should review the applicable documents related to the restriction and be prepared to provide diagnostic information.

Customer Satisfaction

There may be situations where an assembly can be repaired, but due to customer satisfaction reasons an assembly replacement should be considered. In these cases the service department personnel should review the concern with the District Manager Aftersales (DMA), in Canada the District Manager - Customer Care and Service Process (DM-CCSP).

For Service Agents required to contact the PQC, the service department personnel **MUST** be prepared to provide diagnostic information as well as a completed repair/replacement estimate portion of the PQC Authorization Request Form. Service Agents required to contact the PQC, **MUST** advise the PQC when the DMA, in Canada the DM-CCSP authorizes the replacement of an engine, transmission or transfer case assembly for Customer Enthusiasm purposes versus repair.

Service Agents Working With PCC (United States Only)

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

PQC Process

Before Calling PQC

If diagnosis performed by the service department personnel indicates a need for an engine, transmission or transfer case assembly replacement, Service Agents required to call PQC must perform the following actions **PRIOR to replacement and BEFORE contacting PQC**:

- Complete the Calibration Verification Number process as outlined in the latest version of:
 - Corporate Bulletin #08-06-04-006 for Duramax™ Diesel Engines
 - Corporate Bulletin #09-06-04-026 for Gasoline Engines / Transmissions
- For automatic transmissions only, perform a transmission cooler flush and record the code.
- The Condition and Cause including any diagnostic trouble codes (DTCs), symptoms, Scan Tool Snapshots and any other useful information observed and recorded by the technician. The technician must have detailed information required for proper root cause analysis and product concerns correction. This information is very valuable in ensuring that the replacement assemblies and current production parts help to continually improve our products.
- Record the serial number of the failed assembly.
- Complete a PQC Authorization Request Form. For help in locating this form, see the section below titled PQC Authorization Request Form.
- Complete the Repair Estimate and Replacement Component Assembly Estimate for the assembly category included in the PQC Authorization Request Form. Accurate repair versus replacement cost estimates (include the markups) are **ESSENTIAL** in order to eliminate a second call to the PQC.

- Have the repair order number, VIN and your BAC code ready when calling the PQC along with a detailed Customer Concern.

We are requesting that **ALL** service technicians use this opportunity to help GM better understand how and why a given component failed. For GM this is an opportunity to have direct and thorough feedback from the technician to provide to Engineering and thus improve the reliability and durability of both OEM and Genuine GM Parts assemblies.

PQC Authorization Request Form

The PQC Authorization Request Form includes the following assembly categories:

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

Each assembly category form has an integrated Repair Estimate and Replacement Component Assembly Estimate section.

- To access this form in the United States, go to GlobalConnect > Service Workbench > Service Forms > Transmission/Transaxle > select and download either of the two available forms.
- To access this form in Canada, go to GlobalConnect > Library > Service > Warranty Administration > Warranty Administration Home Page > Column Labeled Warranty Administration > Forms > select and download either of the two available forms.

Calling PQC

Call the PQC at 1-866-654-7654 **PRIOR** to replacing the assembly.

- If the assembly replacement **IS NOT** authorized then proceed with repair of the assembly. If agreement on repairs cannot be reached, contact the DMA, in Canada the DM-CCSP for a final review of the case.
- If the engine, transmission or transfer case assembly replacement **IS** authorized then proceed with the replacement. Be sure to include the PQC case number and to record the serial numbers of **BOTH** the failed component being removed and the replacement component being installed. **Further calls to the PQC are not necessary and the Transaction can be submitted when ready.**

Once a determination to repair or replace has been made, further calls to the PQC are not necessary.

The transaction can be submitted when ready. Service Agents should not contact PQC to create a Pre-Authorization, as this is no longer part of the PQC Process. For details on how to submit transactions, see the section titled "Transaction Submission and Assembly Returns" below.

Transaction Submission and Assembly Returns

Submitting Engine, Transmission or Transfer Case Transactions into Global Warranty Management (GWM)

Notice: The PQC no longer creates electronic warranty pre-authorizations.

Service Agents notified by their regional representative that they are required to contact the PQC for assembly replacements should complete the following in order to submit engine, transmission or transfer case transactions into GWM:

1. Scan the completed repair order and attach it to the warranty transaction in GWM.
2. Scan the completed repair/replacement estimate portion of the PQC Authorization Request Form and attach it to the warranty 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 into the: **"Serial Number"** field which will appear in the: **"Parts Section"** of the transaction.
5. Enter the serial number of the failed assembly into the: **"Comment"** field.
6. Route for GM authorization (H route) all engine, transmission or transfer case replacement warranty transactions.

Record Retention

All Service Agents are required to retain the completed repair/replacement estimate portion of the PQC Authorization Request Form. Attach the worksheet to the repair order.

On the repair order, document the serial number of **BOTH** the failed assembly being removed and the replacement assembly being installed and transmission flush code as applicable.

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

Returning an Assembly to the Warranty Parts Center (WPC)

Service Agents may be requested to return the assembly to the Warranty Parts Center (WPC) for inspection. Failure to perform the following procedures may

result in a debit for the repair.

When returning an assembly the following **MUST** be attached to the return shipping container as indicated by the instructions supplied with the new assembly:

1. A legible copy of the repair order 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 repair/replacement estimate for the assembly category using the PQC Authorization Request Form.
- All fluids **MUST** be drained and proper packaging procedures observed.
 - If an engine assembly is being returned, the oil filter **MUST** be drained of oil, properly packaged and secured in a plastic bag and attached to the engine assembly.
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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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