



Service Bulletin

Bulletin No.: 99-00-89-019R

Date: August, 2019

INFORMATION

Subject: Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information

Models: 2020 and Prior GM Passenger Cars and Trucks (U.S. and Canada)

Attention: Parts Managers, Service Managers, and Warranty Administrators

This Bulletin has been revised to add the 2020 Model Year and update information under sections H. Shipping Process for Non-Hazardous Parts: U.S. Only and J. Shipping Process for Hazardous Parts: U.S. Only. Please discard Corporate Bulletin Number 99-00-89-019Q.

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1. Warranty Parts Center (WPC) Process Overview and Introduction

The GM WPC process is the common method used to obtain parts replaced at Service Agents to better understand and help resolve product issues. The WPC will issue specific part return requests to Service Agents through the Global Warranty Management (GWM) system to obtain the desired parts. The Service Agent must return the requested parts to the WPC within 21 days. At GM, there is a continued focus on product quality, fast issue identification, root cause determination, correction and containment.

Returned parts are analyzed to determine the root cause of the issue. These parts are analyzed by the key stakeholders including Brand Quality, Engineering, Suppliers, Production Plant, Assembly Plant and Quality Management personnel.

Common Terms:

To become familiar with the terminology, review the common terms below and their respective meanings:

- Service Agent = Retailer / Dealer / Dealership
- Job Card = Repair Order / Customer Service Order
- Transaction = Warranty Claim
- Transaction Number = Request Number / Claim Number
- Business Unit = GM US, GM Canada
- Part Return Flag = A part requested by the WPC through GWM

- Required Parts = ALL parts replaced as part of a transaction line.
- Require Documents = All documents as required per General Motors Policies and Procedures. These include but not limited to: Cost Comparisons, battery test results, job cards (shop copy), and TAC/PQC information.

Note: Warranty Operations is removing the requirement for dealers to complete and retain the Cost Comparison Worksheet. Only PQC required dealers will still be required to provide this.

- Completed Job Card = A detailed complaint, cause and correction. See Article 3.2 of the Service Policies and Procedures Manual for requirements applicable to these portions of the job card.
- Causal Part = The part that caused the failure determined by root cause analysis
- Feedback = Information provided to a Service Agent for: 1.) Information only or 2.) A claim that will be debited.
- GWM = Global Warranty Management System
- Core Center = Hollingsworth

2. Parts Retention

ALL warranty failed parts must be retained for a minimum of 15 days in the U.S. (7 days in Canada) from the Transaction payment/process date before scrapping, unless **ONE** of the following occurs:

- A Part Return Request is received via notification on the Service Agent's Global Warranty main page (most common), and/or by fax or e-mail in rare situations pertaining to launch exchanges
- A Special Part Return Request is received either via notification on the Service Agent's Global Warranty main page (most common), and/or by fax or e-mail in rare situations pertaining to launch exchanges
- A part that has a core charge needs only be retained for 72 hours from the transaction payment/process date before returning to the core return center with the exception of the Electronic Service Center (ESC) parts, which can be sent back to the ESC immediately after replacement.
- Parts are scrapped by a GM representative
- Parts are taken from the Service Agent per the direction of a person listed on the Special Part Request and a completed Special Part Request was provided
- Service Agent is a Certified Elite Dealer (USA only - see below)

If the part is past the retention period and/or none of the above apply, parts must be scrapped/destroyed locally so they can never enter commerce. Parts with core charges should be returned to the appropriate core return center. Under NO CIRCUMSTANCES are warranty/policy parts to be sold for salvage value or installed on ANY vehicle sold at retail, wholesale or salvage, or used in ANY other application.

Certified Elite Service Agents - United States Only
Elite Service Agents should refer to their "Certified Elite" letter, they received regarding exceptional performance in certain Fixed Operations metrics.

3. Documentation Requirements

Job Card Information is critical to analyzing product issues. The more detail that is included the better the results.

Use the following *documentation guidelines* to help expedite the review process, identify issues faster and reduce the likelihood of receiving a Service Agent debit. Provide all of the following if applicable.

- Accurate and detailed information regarding the customer complaint.
- List ALL dealer technician comments regarding the root cause of failure with document ID numbers, test results, diagnostic trouble codes, TAC case number, assembly serial numbers, measurements, etc.
- Any characteristics or symptoms of the fault that were observed.
- Operating conditions that were observed when the fault occurred such as: Scan Tool Data Snapshot information, weather, temperature and altitude.
- Attach Scan Tool Data Printout / Snapshot, diagnostic worksheets and all substantiating service documents with the Job Card that is returned with the part. Also include the TAC and/or PQC case numbers.
- Any required documents (shop copy of completed job cards, diagnostic worksheets, etc.) per General Motors Policies and Procedures Article 3.3.2 Supporting Documentation.

Provide any documentation regarding GM representative involvement such as the Field Service Engineer, Brand Quality Manager, District Manager Aftersales/District Manager Combined (DMA/DMC), or in Canada the District Manager - Customer Care and Service Process.

4. Service Agent Requirements

The GWM system matches the Part Return Requests' criteria with warranty transactions from performed repairs and administers part return flags on your GWM Main page. All Part Return Requests are transmitted daily when the transactions are paid. "Special Part Return Requests" may not occur at the time of the transaction payment.

- To ensure the Service Agent is returning the parts/documents in a timely manner, the Service Agent must be able to substantiate shipment within 10 days from the WPC part return required date.
- Special Part Return Requests (USA only) also fall under the 10 day return requirement. In Canada the Special Parts Request Process is not available. If a part in Canada is critically required, contact jim.odonnell@gm.com to make your request.

- If the Service Agent fails to return all of the parts/documents or the WPC does not receive them within the 21 days, the claim will be subject to a debit.
 - If required documents are missing and all the parts were received, the WPC status in GWM will be updated to show “Received – Missing Required Parts/Documents” so it is imperative the Service Agent reviews status in GWM on a daily basis.
 - To prevent this issue from occurring, the Service Agent is required to attach all required documents in GWM.
 - The following are applicable to Special Parts Return Request (USA only): incorrect parts, incomplete returns, missing supporting documents (i.e. job card)
 - If the Service Agent did their due diligence in returning ALL the parts (shipped within 10 days of notification), and the part was not received within 21 days due to a transportation issue which resulted in a pending debit, the Service Agent:
 - Needs to review all the documents to ensure they support the contention it was a transportation issue.
 - Needs to send all supporting shipping documents (Bill of Lading, PC302C – Canada only, tracking number, request/transaction number, etc.) along with the attached Form A (in GlobalConnect under Service Forms) to the Warranty Parts Center at warrantypartscenterusa@gm.com.
 - Form A MUST be received by the WPC within 21 days from the WPC Part Required Request date.
 - If it is validated as a shipping issue, the WPC will suspend the debits for the shipping issues. If it was not a shipping issue, a debit will be issued.
 - If the Service Agent returned the core to the Core Center - In order to receive consideration for the claim not being debited, it is the Service Agent’s responsibility to:
 - Contact the Core Center and attempt to have part sent to the WPC.
 - Incur the shipping costs.
 - Parts not received by the due date will be subject to debit.
 - If the Service Agent experienced a catastrophic event (Acts of Nature, or insurance related events that prevent a Service Agent from returning parts) they need to complete Form B in the Appendix section, and contact their DMA/DMC (U.S.) or DMCCSP (Canada) immediately for escalation to the regional office.
 - If the Service Agent returned the incorrect part to the WPC the following process needs to be followed. This is, if and only if, the WPC can receive the correct part within the 21 days:
 - Contact the WPC to see if the incorrect part has already been inspected. If so, the inspector may not want the correct part returned and the debit will stand.
 - Ensure the original request/transaction number and documents/parts are included in the shipment. The WPC is not responsible for traceability of any parts/documents.
 - The correct part must be received by the WPC within the 21 days.
 - If the incorrect parts were received, the WPC status in GWM will be updated to show “Received – Missing Required Parts/Documents” so it is imperative the Service Agent reviews status in GWM on a daily basis.
- When the GWM Part Return Required Request cannot be fulfilled for a number of reasons such as: The repair was an adjustment, fluid-add only, the part was missing when the vehicle was presented by the customer, or there is a valid reason why the Service Agent cannot return a part, the following actions MUST BE performed:
- Service Agent must ensure the correct labor code was utilized
 - For Fluid Only or No Part on Transaction to return, e-mail the completed WPC Parts Waiver form to your designated Warranty Support Specialist at the Warranty Support Center.

Safety

Safety is considered to be a foundational commitment by General Motors and it is never to be compromised. It is imperative each and every Service Agent follows federal, state, local, and General Motors shipping policies.

Hazmat (U.S. ONLY)

- If a Service Agent is found in violation of Dangerous Goods shipping protocol for any reason, the claim will be debited. A person who knowingly violates a requirement of the Federal Hazardous Material Transportation Law is liable for a civil penalty of up to \$78,376 for each violation or not more than five years in jail or both. Each day of the violation constitutes a separate offense.
- Service Agents must follow the Hazmat shipping.

Hazmat/Dangerous Goods (Canada ONLY)

- WPC will not request “Hazardous/Dangerous Goods” such as airbags, seatbelt pretensioners and batteries. Assemblies and components containing fluids should be completely drained, shipping plugs reinstalled and properly packaged to prevent fluid leakage during shipment. Canadian Service Agents should contact Warranty Parts Centre if they receive a WPC request for parts classified as “Hazardous/Dangerous Goods.” Transportation of Dangerous Goods regulations must be followed. Persons violating Transportation of Dangerous Goods regulations are subject to fines and/or imprisonment.

Note: When printing out the WPC shipping label, the label might indicate that it is not hazardous. That indicator is based on a new or unused part. Any part that comes in contact with flammable liquid (i.e. fuel) is considered a hazardous material.

Example: If a fuel line received from the parts warehouse is considered new and unused, it is not considered a hazmat material. However, if the same part has been installed in a vehicle and has been in contact with a flammable liquid (i.e. fuel), it is now considered a hazardous material and should be shipped under the 49 CFR Hazardous Material Regulations and sent via central transport.

Non-Hazmat/Non-Dangerous Goods (U.S. and Canada)

- When it is feasible, it is highly recommended the parts be returned in their original packaging.
- Properly protect and package all returned parts in original CCA packaging so they are not damaged when received at the WPC. All parts should be returned to the Warranty Parts Center in original packaging. For example, with an engine assembly, the pallet and cardboard box are both necessary. Service Agents will be debited \$100 or the entire amount of the transaction (depending on the safety situation) for failure to return in a crate/box/container.
- ONLY use boxes WITHOUT hazardous material marking and labeling to return Non-hazardous material parts. Incorrect usage of these boxes can cause delay in receiving at the WPC, and may result in the transaction being debited.
- Parts containing or soaked by fluids, such as oil, *MUST* be thoroughly drained, wiped clean and placed in an appropriate packing container and securely packaged to prevent leakage or contamination. Transfer all caps and plugs from the new part to the replaced part before shipping. If parts are received at the WPC with fluids such as oil or fuel, the part WILL NOT be accepted as “Received” and the transaction will be debited.
- Service agents will be fully debited by General Motors for the entire warranty claim each and every time there is a violation of Hazardous Material/Dangerous Goods Transportation legislation.
- Transactions will be debited if the requested core parts are not returned to the WPC.

5. Understanding Service Agent Notifications, Feedbacks and Debits

Brand Quality Managers and engineers inspect the returned components for quality issues. If during their inspections they find:

- The part/component was found to be defective:
 - The part will be scrapped or if it has a core it will be sent to the Core Center.
- The part/component was found not to be defective:
 - A feedback and debit will be issued.
- Not all parts or documents (Cost Comparison for any assembly replacement from dealers required to contact the PQC, completed shop copy of job cards, diagnostic information, etc.) were returned:
 - A feedback and debit will be issued.
- The job card did not contain the Complaint, Cause, and Correction information as required by GM Service Policies and Procedures to substantiate the repair. Vague comments such as, “broken”, or “customer satisfaction”, are not acceptable as they do not contain specific root cause or correction information to substantiate the repair.
 - A feedback and debit will be issued.
- The shop copy of the job card did not contain all dealer technician comments regarding the root cause of failure with document ID numbers, test results, diagnostic trouble codes, TAC case number, assembly serial numbers, measurements, etc.
 - A feedback and debit will be issued.
- The shop copy of the job card is not compliant per General Motors Service Policies and Procedures.
 - A feedback and debit will be issued.

Automatic Debit Process

The auto-debit feature verifies entered criteria to determine if and when to automatically debit a Transaction that GM had credited.

The auto-debit events are classified into the following categories:

Post Inspection

When an inspection of the part(s) determines them to be non-defective, this will result in the Transaction Status being changed to: Inspected - Non-defective. Transactions will remain in Inspected - Non-defective status for less than 24 hours.

Debits - Post Part Inspection - Pending Debit

After 24 hours, the transaction will change from Inspected – Non-defective status, to: Pending Debit status and can remain in this status for 15 Days. During this period, if the Service Agent:

- Disagrees with the inspection findings (use Form C in GlobalConnect Service Forms section):
 - The Service Agent has 15 days from date of feedback to submit a request for a review.
 - The Service Agent can escalate the issue by completing Form C and sending it to the Regional Warranty Department.
 - If the Service Agent does not request a review of the feedback within the 15 days, on day 16 the part status will automatically be changed to: Debited, and the total transaction amount will be debited.
- Accepts the inspection findings:
 - The Service Agent can request to have the parts/components returned to them.
 - The request must be made during the 15 day Pending Debit status.
 - The Service Agent must provide the WPC with the name of the shipping carrier and an account number to charge the shipping cost. Instructions on how to request the part back can be found in the: Test Results - Comment section of the transaction in GWM.
 - If you would like your part returned, email your request for return to warrantypartscenterusa@gm.com and include your GWM transaction number in the subject line. Please contact us before you make any shipping arrangements. Parts are only returned if the claim is at debit status. Unclaimed parts are sent to scrap 15 days after the claim has been debited.
- If the Service Agent does not want the parts returned to them:
 - If the part has a core, the WPC will debit the transaction minus the core amount, and the core will be sent to the Core Center on the 16th day.
 - If the part does not have a core, the part will be scrapped on the 16th day.
- Debits for parts or documents not returned:
 - The Service Agent has 15 days from the date of the debit to request to have the part(s) returned. The Service Agent must send an email to: warrantypartscenterusa@gm.com for the request to be accepted.
 - The Service Agent must provide the WPC with the name of the shipping carrier and an account number to charge the shipping cost. Instructions on how to request the part back can be found in the: Test Results - Comment section of the transaction in GWM.

Notice: Regional Warranty Personnel may change the Pending Debit Status to Debited at any time.

Appendix Global Warranty Management, Shipping Protocol, Forms and WPC Information**A. Global Warranty Management - System Access**

- Service Agents must have access to GM GlobalConnect to log in to the Global Warranty Management (GWM) system.
- Information may not display correctly if using certain web browser types not recommended or supported by GM.

B. Using Global Warranty Management

The GWM system matches the Part Return Requests' criteria with warranty transactions from performed repairs and administers part return flags on your GWM Main page. All Part Return Requests are transmitted daily when the transactions are paid. "Special Part Return Requests" may not occur at the time of the transaction payment.

- Log in to GWM daily to check for and process part return requests.

Once a transaction has been "flagged" for Parts Return, it appears in the Notifications box in GWM awaiting Service Agent action.

C. Understanding Service Agent Notifications

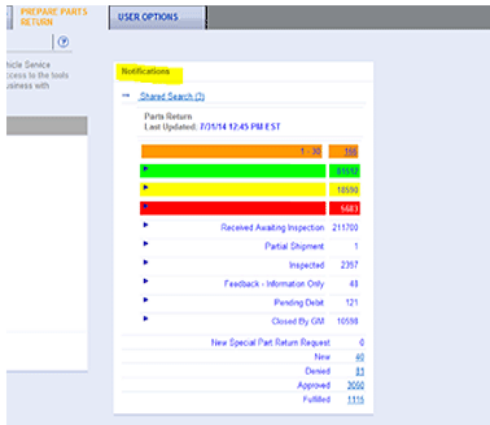
U.S. Dealers: The notification box, on the main page, will be added to reflect the following:

- Status Orange – Special Requests
- The green status color means the Required Parts Return request was sent to the Service Agent. The green status will remain for 3 days in GWM from the date the request was sent to the Service Agent.
- On the 4th day, after the Required Parts Return request was sent to the Service Agent, the status will show "Pending Debit" if the required parts/documents have still not been received by the WPC. This is a reminder the Service Agent must return the parts/documents so the WPC receives them within the 21 day period required by GM policy.
- After the 21st day, the transaction will be debited accordingly.

D. Accessing Service Agent Summary Details

There are two methods to retrieve part requests from GWM.

1. Accessing Summary details through the GWM Notification box on the Main page



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The Notifications box in GWM main page has four color codes:

- Special Part Return Requests are in the **ORANGE** bar (U.S. only) and should be processed as urgently.
- Regular Parts requests in **GREEN** = WPC Part Return Request is 0-3 days old.
- Regular Parts request in **YELLOW** = WPC Part Return Request will have an over lapse with Red on 4th day.
- Regular Parts requests in **RED** = WPC Part Return Request is 4-21 days old.
- After 21 days the status will drop in to the Pending Debit status and the claim will be debited by WPC. This is why it's very important to review the Part Return Notification boxes daily.

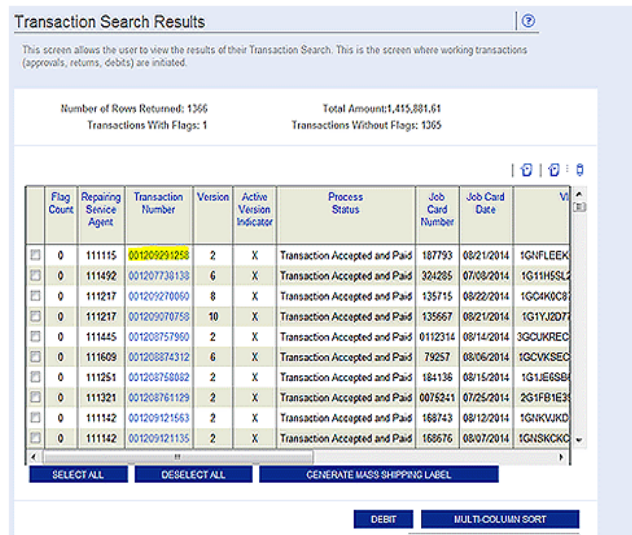
Canada Dealers: In Canada, the Notifications box in GWM main page has four color codes:

- Special Part Return Requests are in the **ORANGE** bar (U.S. only)
- Regular Parts requests in **GREEN** = WPC Part Return Request is 0-7 days old
- Regular Parts request in **YELLOW** = WPC Part Return Request is 8-15 days old
- Regular Parts requests in **RED** = WPC Part Return Request is 16-21 days old
- After 21 days the status will drop in to the Pending Debit status and will be debited within 24 hours if the part is not returned to the WPC. This is why it's very important to review the Part Return Notification boxes daily.



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Click on any number greater than 0 in the green in color, these are the new Parts Return or Document Return Requests that will need to be processed.



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You will be brought to the Transaction Search Results screen which will display the involved transactions for your Service Agent. Clicking on the transaction number link takes the user directly to the transaction detail for the part or document being requested.

In most cases fluids are not to be returned. If fluids are requested, the dealer would be advised via special instruction in advance of the repair.

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In the transaction search results you will see the information for the warranty claim and the part or document being requested. Note the job card number, the VIN and the part or document being requested.

By clicking on the “Net Item Labor Parts” tab, this will display the parts paid on the transaction. Return ALL parts listed except any fluids or chemicals. If there are parts listed but unable to be returned (e.g. fluid only, part missing when vehicle came in, or labor only), you must submit a Parts Waiver Form to your Warranty Support Specialist (1-866-446-2900).

If there are no parts listed, see the section in this bulletin that refers to “Document Only” requests. If the part(s) being requested are tires or ESC parts and have already been sent back to the manufacturer or ESC, please contact WPC customer service at 248-371-9901

Transaction Amounts	Requested Before Tax	Paid Before Tax	Taxes	Total
Labor:	0.00	106.78	0.00	106.78
Parts & Parts Handling:	289.85	289.85	0.00	289.85
Net Items:	0.00	0.00	0.00	0.00
Deductible:				0.00
Customer Service Agent Participation:				0.00
Total:	289.85	396.63	0.00	396.63

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Click on the “Transaction Detail” tab to obtain your shipping label and WPC documents.

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Fill in the contact name of the person sending the part.

Labour Op	Description	Paid Hours	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate
Diagnosis Time 2_SLD		0.3	0.00	29.12	0.00	29.12	0.00
Base Labour Hours 4021890	Fuel Pump Replacement	0.8	0.00	77.66	0.00	77.66	0.00

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below for various shipment options. NOTE: For Service Agents in Canada, items classified as "Dangerous Goods" should not be returned. All other shipments are returned via the servicing PDC regardless of weight.

From Location
 Service Agent: Bryner Chevrolet, Inc. Contact: Ray Orbin
 Address: 1750 The Fairway
 Address: Jenkintown
 City: Jenkintown
 Country: US
 State / Prov: PA Shipping Account:
 Postal Code: 19046-1606 Telephone Number: 2158863140
 Invoice Number: Tracking Number:
 Pickup Date: 08/22/2018 Shipping Company:
 # of containers for this request: 1
 Barcode: 1337940012938387115068 056201
 CANCEL SAVE AND PRINT

4070198

Click "Save and Print"

WPC
 Warranty Parts Return to GM
 26683600138432846313634 0280101

Type of Request: Parts with Documents
 Service Agent: WPC Address

Transaction Information: Transaction ID: 001303432846 Job Card Number: 313008 Invoice Number:
 Additional Shipping Information: Tracking Number: Shipping Company: Account:

Vehicle Information: VIN: Build Date: 2018-06-18 Job Card Date: 2018-11-12 Odometer: 2122
 Labour Operation: 4022330 - Fuel Injector Replacement
 Complaint: 0521 - Engine/Fuel/Exhaust - "Check Engine" Light
 CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON SCANNED AND RECEIVED CODE P01D1 - INJECTOR CODE - CYLINDER 4 INJECTION TIMING SLOW
 Cause: 6583 - Module/Component - Poor Contact
 FOUND THAT THE SERVICE ENGINE LIGHT WAS ON. SCANNED FOR CODES AND HAD A P01D1 CYLINDER 4 INJECTION TIMING SLOW. LOOKED UP BULLETINS. NO BULLETINS. CHECKED COMPRESSION. HAD GOOD COMPRESSION.
 Correction: REPLACED NUMBER 4 INJECTOR AND GLOW PLUG. REPLACED RETURN LINE ORINGS ALL 8 OF THEM RECHARGED AC SYSTEM AND PROGRAMMED NUMBER INJECTOR. PRIMED SYSTEM AND TEST DROVE MULTIPLE TIMES. VERIFIED REPAIRS. NO SEL ON AT THIS TIME. SAVED OLD PARTS FOR WARRANTY IN THE INJECTOR BOX.

Special Instructions:
 NOTE: Dealers are responsible to comply with all laws, including Dangerous Goods Transportation rules. To be eligible for reimbursement for warranty parts that contained fuel or otherwise came into contact with fuel, the parts must be treated as a Hazardous Material in compliance with DOT rules. (E.g. Packaging, paperwork, marking, labeling and placarding). Therefore, shipments must be prepared by a 49 CFR Hazardous Certified individual. In addition to rejection of shipments and denial of payment by GM, failure to comply can result in civil penalties from Government enforcement agencies. GM is not providing legal advice but recommends that Dealers seek expert counsel to determine DOT compliance.

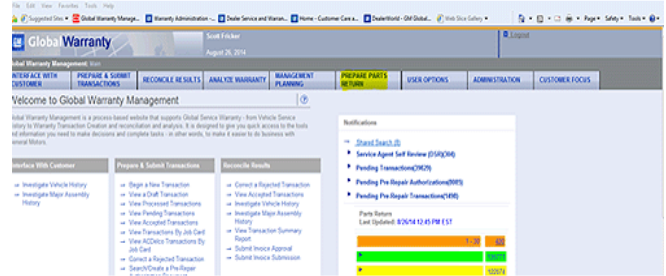
Quantity	Causal Part	Part Number	Description	Hazardous	Core Part Flag
8		000000000112654651	WASHER-CAV/SHF CVR	No	No
1		000000000112679959	GLOW PLUG ASM-DSL ENG	No	No
1		000000000112687230	PIPE ASM-FUEL HIGH PRESS (RAIL TO INJECT)	No	No
1	X	000000000112690966	INJECTOR ASM-HIGH PRESS DSL FUEL	No	Yes

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Note: When printing out the WPC shipping label, the label might indicate that the part is not hazardous as shown in the display picture. That indicator is based on a new or unused part. Any part that comes in contact with flammable liquid (i.e. fuel) is considered a hazardous material. Please review the shipping label carefully before any part is shipped.

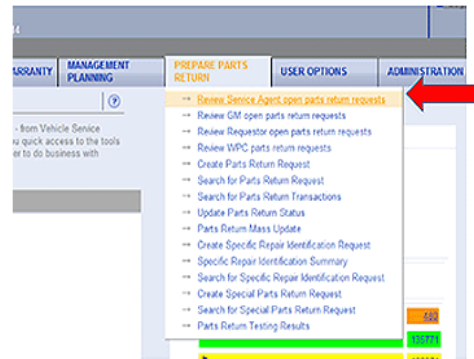
Example: If a fuel line received from the parts warehouse is considered new and unused, it is not considered a hazmat material. However, if the same part has been installed in a vehicle and has been in contact with a flammable liquid (i.e. fuel), it is now considered a hazardous material and should be shipped under the 49 CFR Hazardous Material Regulations and sent via central transport (US Dealers).

A pop up box will come up to allow you to select the method of shipment based on the size, weight and hazmat status. See shipping instructions



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- You can also access your open part return requests through the "Prepare Parts Return" Tab on the main page of GWM.



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From the "Prepare Parts Return" tab, click on: "Review Service Agent Open Parts Return Requests" link.

When the Service Agent Summary screen appears, look for numbers in the following categories:

- Part Return Required
- Part Return Requested
- Document Return Required
- Document Return Requested

Business Unit	Job Card No	Labour Op Code	Part Return Request	Part Return Request	Document Return Request	Document Return Request	Shipping Label Requested	Shipped	Received - Missing Requested Part/Document	Received - Missing Requested Part/Documents	Received - Awaiting inspection
GM - US	573238	9100356	0	0	0	0	0	0	0	0	1
GM - US	573923	9100356	0	0	0	0	0	0	0	0	0
GM - US	574499	9100400	0	0	0	0	0	0	0	0	1
GM - US	574622	9100466	0	0	0	0	0	0	0	0	1

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You can shorten or lengthen the time span of the history view by clicking on the drop box next to the months. By clicking on the number in the column you can access the Transaction Detail as you would through the GWM Notification box.

- (DM-CCSP).

Warranty Parts Return to GM

Type of Request: Parts
Parts with Documents:

Service Agent Beyler Chevrolet, Inc. Firm Contact: Ray O'Brien 2158803149 1700 The Parkway Jenkintown, PA 19046-1606 US	WPC Address Warranty Parts Ctr Atkinson, Mia Nguyen - 248-371-9900 49 Northcote Ct Oron, MI 48359 USA
Transaction Information Transaction ID: 00120932677 Job Card Number: 441792 Invoice Number:	Additional Shipping Information Tracking Number: Shipping Company: Account:

Vehicle Information
VIN: 1GNLCE0039264494
Labour Operation:
4061910 - Valve Stem Oil Seal and Valve Spring Replacement - Right Side
Complaint:
15022 - Engine/Fuel/Exhaust - Engine Performance
OWNER STATES VEHICLE HAS MISFIRE
Cause:
5017 - Module/Component - Broken
BROKEN VALVE SPRING AND INTAKE GASKET LEAK.
Correction:

4070380

- GWM parts request transaction label.

Important: This single page is the only page that must be printed from GWM and sent back with the part and the Job Card and its supporting documents.

Automatic Transmission Replacement Request

Note: If you are requesting a Powertrain/Drivetrain Replacement due to a part availability concern, please call SPAC 1-800-433-6961 Canada 1-866-275-583

Is the vehicle at an independent shop? Yes ___ No ___ (If yes, please call POC at 866-453-4123) U.S. Only

BAC: _____

Technician Name: _____

Technician Training ID: _____

Direct Phone number: _____

VIN: _____

Mileage: _____

R.O. #: _____

Number of Times in for Same Condition: _____

Number of Days Down for Same Condition: _____

Customer Concern: _____

Point of assembly Failure: _____

Has the unit been disassembled? Yes ___ No ___

Is the vehicle modified with non-production accessories? Yes ___ No ___

Personal or Commercial use? Yes ___ No ___

Any signs of abuse or improper maintenance: Yes ___ No ___

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E. Shipping of Parts and Safety Protocol

Safety is a foundational commitment to General Motors and is never to be compromised. Service Agents must follow the shipping and safety protocol in accordance with federal regulations and the following sections.

Identity Confidentiality of Consumers

- Consumer personal data/information privacy is very important to the company and our customers. When sending supporting documents to the Warranty Parts Center such as transaction documents, all information containing customer personal data is to be handled in accordance with all applicable privacy laws, rules, and regulations, Consumer Privacy Law, Employee Privacy and Employer Compliance, Health Insurance Portability Accountability Act and Gramm-Leach-Bliley Act Privacy and Security.
- To help with the privacy of customer personal data, dealers will not provide customer personal data information in the transaction documents including but without limitation to:
 - Name
 - Street/Mailing Address
 - Date of Birth
 - Social Security Number
 - Credit/Debit Card Information
 - Contact Information
- Customer personal data can be removed from transaction documents several ways: using appropriate colored markers and applying it over the data, cutting out the information from transaction documents, and any other appropriate methods applicable.
- The 1998 Identity Theft and Assumption Deterrence Act, which amended Title 18, U.S. Code, Section 1028 to make it a federal crime to “knowingly transfer or use, without lawful authority, a means of identification of another person with the intent to commit, or to aid or abet, any unlawful

activity that constitutes a violation of federal law, or that constitutes a felony under any applicable state or local law.”

Source: https://www.ovc.gov/pubs/ID_theft/idtheftlaws.html

F. Parts Preparation - Regular and Special Parts Requests Non - Hazardous Materials U.S. and Canada:

Note: When printing out the WPC shipping label, the label might indicate that it is not hazardous. That indicator is based on a new or unused part. Any part that comes in contact with flammable liquid (i.e. fuel) is considered a hazardous material.

Example: If a fuel line received from the parts warehouse is considered new and unused, it is not considered a hazmat material. However, if the same part has been installed in a vehicle and has been in contact with a flammable liquid (i.e. fuel), it is now considered a hazardous material and should be shipped under the 49 CFR Hazardous Material Regulations and sent via central transport (US Dealers).

Note: For Service Agents in Canada, items classified as “Dangerous Goods” should not be returned. All other shipments are returned via the servicing PDC regardless of weight.

Please follow these guidelines when returning parts:

- Clearly mark or circle with a paint pen the area of concern on the part such as a leak, crack, premature wear or defect. The area of defect should be clearly marked and not defaced so the area of concern is easily identified.
- The request being made is for the actual failed part, do not send a similar or new part.
- Do not remove any pieces from the part being sent back.

- Tag parts in an area that will not damage the part being sent back. For example: Do not wrap a metal tag wire around wiper blade inserts. Do not apply tape around door seals. Do not stick moldings together.
- All parts related to the repair procedure covered by the labor operation on the part return request should be returned together. For example, a transaction for labor operation T5603, replace 8 injectors, would result in 8 injectors returned under one part return request.
- All parts related to the specific labor operation being requested should be bundled together and shipped in one box.
- Do not send multiple requests in the same box.
- Ship each individual request in a separate box with its unique GWM Shipping label affixed on the top of the box and on one outward facing side. Include inside the package the GWM Parts Return "Shipping Label", Job Card with technician comments, and other related documentation to allow parts to be successfully routed and analyzed.
- The Service Agent should highlight the Transaction Number and place the folded documentation in the plastic packing bag with the highlighted Transaction Number facing outward. This process will assist the WPC in handling and crediting the Service Agent for returning the part in a timely manner. The bag containing all documentation must be securely attached to the appropriate part. Plastic packing bags are available for the protection of the documentation to be included with the parts, consisting of legible copies or hard copy of the Job Card and the WPC Request/shipping label). When additional plastic bags are needed, U.S. Service Agents should complete the Material Request form: WPC005 and fax it to the WPC at (248) 371-9005 OR via e-mail to warrantypartscenterusa@gm.com. Refer to Form WPC005 at the end of this bulletin or on GM GlobalConnect.
- Whenever possible, the container from the new/replacement part should be used for the return of the failed part. All previous labeling on the box should be removed or covered prior to re-use. Leaving a prior shipping label exposed can cause errors in shipping.
- Use only clean dry boxes to return parts - boxes that have absorbed oil or other fluids should not be used to return parts to the WPC. Be sure to package parts to avoid damage during shipping - bubble wrap or other protective packing materials may be needed. Parts must not be shipped loose. It is important that parts arrive at the WPC in the same condition that they were in when removed from the vehicle.

Engines

Engines that have been run or "hot tested" (i.e. had fuel in them) are considered hazardous material or dangerous goods. Therefore, if the Service Agent is contacted to return an engine, they should ensure the following preparation:

- Drain ALL FLUIDS
- Transfer all shipping plugs from the service engine to the returning engines, or cover open cavities with tape.
- Lower the engine into a plastic bag to ensure capture of any residual fluid leakage, place a drainage mat onto the base of the original service engine shipping container (box or pod), and place the bagged engine into the original service engine shipping container.
- Bolt and strap the engine to the supporting pallet and cover with the appropriate lid.
- Attach all corresponding documentation outlined above in the section titled preparing / packaging parts for shipping.

Note: *Engines returned exactly in this manner, will NOT require any additional or special hazardous material packaging or labels (unless shipped by aircraft or shipped in Canada).* Reference: US DOT 49 CFR 173.220 and Transportation of Dangerous Goods Regulations, Schedule 1 (UN3528) and Schedule 2 (special Condition 96) (Canada).

G. Parts Preparation - Regular Parts Request Hazardous Materials: U.S. only

Please follow these guidelines when preparing to return hazardous parts:

Some common automotive hazardous material examples include items such as: air bags, seat belt pretensioners, brake boosters, compressed gas shocks and lifts, batteries (including lithium ion and lithium metal batteries), paint, adhesives, solvents, hazardous waste, and any part that comes in contact with flammable liquid (i.e. fuel). (The list is not all inclusive, refer to 49 CFR Hazardous Material Regulations.)

- Hazardous materials should never be sent by air transportation. Hazardous materials should only be shipped to the WPC using Central Transport.
- Any hazardous material that is packaged or shipped improperly risks being delayed by the carrier.
- Any Service Agent that ships hazardous materials incorrectly and/or violates 49 CFR requirements, is liable for civil penalties.
- When opening a box intended to be reused, carefully cut the tape only, being careful not to cut or rip the cardboard. Be sure all required hazardous material marking and labeling is used. Ensure the package indicates the Shipping Name (For example: Safety devices or Articles, pressurized pneumatic), UN number, Hazardous Class Label. (UN3268, Safety devices require UN specification packaging). In the event that the box is damaged and can't be reused, the Service Agent will need to acquire proper packaging. This

can be done through a variety of online resources. For reference, Labelmaster and Uline are available sources for proper packaging.

- When packaging a UN specification box for shipment, please refer to the closure instructions on the box to properly close and seal the box as tested.
- Do not cover or obscure hazard class labels, markings or other required handling labels with shipping labels or pouches.
- Be sure all other non-needed labels are covered or removed.

Batteries

- If the Service Agent is contacted to return a lead acid battery, all necessary packing materials will be shipped from the GM Warranty Parts Center (WPC) within 5-7 days. Lead acid batteries may ONLY be returned using *Central Transport*.
- *Important:* Non-spillable lead acid batteries are considered non-hazardous for purposes of transportation and can be returned to the WPC through regular shipping procedures. However, if a Service Agent receives a WPC request to return this particular type of battery, the container must be clearly marked "NON-SPILLABLE PER 49CFR 173.159 (a)." At the present time, this is the ONLY battery which can be returned as a non-hazardous part for shipping purposes. All other batteries must be returned as hazardous material. The non-spillable batteries are labeled accordingly, and can be returned using the regular pre-paid UPS/ARS labels provided by the WPC.

Training and Certifications Hazmat

In the U.S., the WPC may request return of some items deemed hazardous materials. This section provides guidance for the shipment of air bags, seat belt pretensioners and lead acid batteries only. The information contained herein is intended to assist Service Agents with the shipment of these commodities, and is not intended to be a substitute for proper hazardous materials (Hazmat) training. This section is intended as a general source of information as of its date of publication and is not meant as an endorsement or to substitute for the Service Agent's own legal counsel's advice. GM undertakes no obligation to update this information in the future. Service Agents must ensure all employees are properly trained, and employees must be certified in and refer to the federal Hazardous Materials Regulations (HMR) at 49 CFR Parts 171 to 180 when shipping any hazardous material.

Common DOT Regulations

"A Hazmat employer shall ensure that each of its Hazmat employees is trained in accordance with the requirements prescribed in this subchapter" as defined in: 49 CFR 172.702(a).

Hazmat Employer - "...a person who uses one or more of its employees in connection with transporting hazardous material in commerce; causing hazardous material to be transported or shipped in commerce...." as defined in: 49 CFR 171.8

Hazmat Employee - "...a person who is employed by a Hazmat employer and who in the course of employment directly affects hazardous material transportation safety. The term includes an individual who during the course of employment may perform any of the following:

- Loads, unloads or handles hazardous materials.
- Manufactures, tests, reconditions, repairs, modifies, marks or otherwise represents containers, drums, or packaging as qualified for use in the transportation of hazardous materials.
- Prepares hazardous materials for transportation.
- Is responsible for safety of transporting hazardous materials.
- Operates a vehicle used to transport hazardous materials, as defined in: 49 CFR 171.8

Emergency Response Phone Number

When shipping hazardous materials, every Service Agent must provide an emergency response phone number that is answered 24 hours/day, 7 days/week, 365 days/year. General Motors has established an account with InfoTrac @ 1-800-535-5053 for all GM Service Agents in the continental U.S. to ensure compliance related to 49 CFR 172.604. The InfoTrac account number for GM dealerships is 98073. If a Service Agent has other arrangements and wishes to opt out of the InfoTrac subscription, the Service Agent should notify InfoTrac via email to randy.lee@infotrac.net.

All Service Agents will be charged annually on their open account for this service.

Hazardous Materials Training Resources for Automotive Dealerships (not all - inclusive)

Hazmat School, <http://www.hazmatschool.com/>

DGI Training, www.dgitraining.com

HazmatU, www.hazmatu.org

Lion Technology, www.lion.com/hazmat-shipping-for-automotive-operations

H. Shipping Process for Non - Hazardous Parts: U.S. Only

1. Access GWM by referring to the section above "Accessing Service Agent"

Parts Return Status

Project ID: 56006 032 Request Nbr: 001204107207 [Test Results](#) [Generate Shipping Label](#)

Status: Shipped

Special Project ID: Special Parts Status:

Complaint/Cause/Correction

Complaint: 0341 - Transmission - Transmission Performance

WAS IN RECENTLY FOR VEHICLE REVVING UP TO 5000 RPM, VEHICLE IS GOING 2 0 KMPH AND IT WON'T GO ANY FASTER

Cause: 6581 - Module/Component - Registers Incorrectly

REGISTERS INCORRECTLY

Correction:

NO CODES SET IN ANY MODULE, NO BULLETINS APPLY, ROAD TESTED FOR ABOUT 30 KM AND WAS NOT ABLE TO DUPLICATE AND DRIVABILITY TESTED WITH NOER COMPARING TO CA AN DEVIDE MAINTENANCE - 608MM 8MM

4058130

2. After selecting the transaction for the part you are returning scroll down to the section "Part Return Status" and click on generate shipping label.

Shipping Info

Request Type: Parts

Request Number: 56006.032001204107207

Shipping Location: Gm Warranty Returns Attention: -

Address1: Clo Servicing Pdc Or Cross Dock

City: -

Country: -

State / Prov: -

Postal Code: -

Shipping Account: -

Telephone Number: 248-371-9900

Special Handling Instruction: Warranty Return Parts must be properly packaged in a sealed carton. Affix Warranty Return Tag and this Shipping Label to the exterior of the carton.

Hazardous Material: No

From Location

Service Agent: Murray Chev Cadillac Medicine Hat Contact: Ron

Address1: 1270 Trans Canada Way

Address2: Medicine Hat

City: Medicine Hat

Country: CA

State / Prov: AB

Postal Code: T1A 7G8

Shipping Account: -

Telephone Number: 4035271141

Invoice Number: -

Tracking Number: -

Pickup Date: 08/29/2014

Shipping Company: -

of containers(for this request): 1

4058162

3. Enter your contact name in the space provided.

From Location

Service Agent: Bryner Chevrolet, Inc. Contact: Ray Obrien

Address1: 1750 The Fairway

Address2: Jenkintown

City: Jenkintown

Country: US

State / Prov: PA

Postal Code: 19046-1606

Shipping Account: -

Telephone Number: 2158863140

Invoice Number: -

Tracking Number: -

Pickup Date: 08/27/2014

Shipping Company: -

of containers(for this request): 1

Barcode

113794001209383577115068 0160101

CANCEL SAVE AND PRINT

4058432

4. Click Save and Print.

Shipping Providers

Shipping Types

Shipping Vendor Description

Document Only (May Send to US Mail)

Over 100 lbs - Central Transport - 800, Form

Flat Mail Parts - Central Transport - 800, Form

Under 100 lbs (Flat Mail Mail Desc) - Click Here

PC

113794001209383577115068.0160101

Warranty Parts Return to GM

Type of Request: Parts

Parts with Documents:

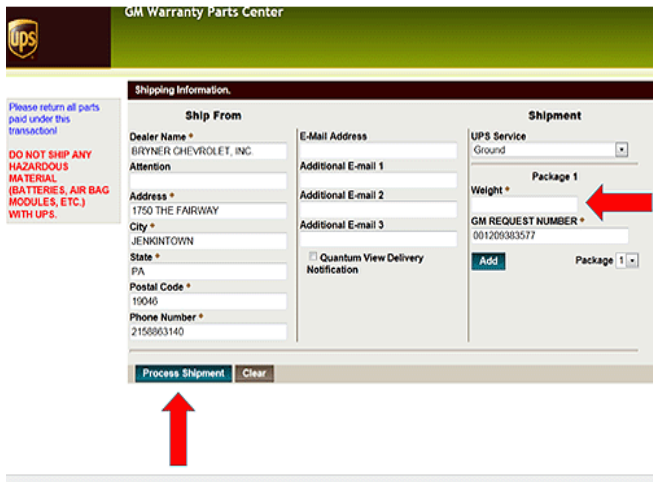
Service Agent	WPC Address
Bryner Chevrolet, Inc. From Contact, Ray Obrien 2158863140 1750 The Fairway Jenkintown	Warranty Parts Ctr Attention, Wai Nguyen - 248-371-9900 45 Northpointe Dr Orion, MI 48359

4058609

5. A pop-up box will appear with Shipping Provider selections.
 - 5.1. Choose the carrier based on the part specifications you are shipping to the WPC.
 - 5.2. For all regular and special request non-hazmat parts that are under 100 lbs, the carrier will be UPS.
 - 5.3. Select "Over 100 lbs" for all freight that is over 100 lbs or oversized packages (e.g windshield, complete exhaust, etc.); the carrier will be Central Transport.

6. Under 100 lbs

- After clicking under 100 lbs, the UPS GM Warranty Parts Center Screen will populate, enter the weight of the part(s) you are sending back.
- If you would like an email confirmation of your shipment with a tracking number (recommended), fill in your email address in the space provided and check the box that says “Quantum View Delivery Notification.”
- If you are sending the parts back in more than one box, click “Add” and enter the request number in the space provided. This will ensure all packages received will be properly processed to that transaction number. (In this case, please also clearly mark the outside of the boxes, 1 of 2, 2 of 2, etc.)



4058650

- When all packages are entered, click “Process Shipment”. If you get an error message stating it is an invalid BAC because of a buy/sell or you are a new dealer, please contact the WPC customer service at 248-371-9901 or email warrantypartscenterusa@gm.com.

7. Over 100 lbs. (and oversized)

HANDLING UNIT	PACKAGE	WEIGHT	COMMODITY DESCRIPTION	NMFC #	CLASS
				NA	70
LBS			GRAND TOTAL		

5377075

- Click the Over 100 lbs link, and a Bill of Lading will populate from Central Transport. Fill in your Service Agent information in the “Ship From” area.
- Leave “Collect” checked to ensure that the shipment is properly billed to GM.
- Enter the transaction number.
- Enter the quantity of packages and the weight.
- The NMFC# is NA and the class will always be 70.

Note: Collect is only accepted on parts requested by WPC. If parts are shipped collect and not requested by WPC, the shipper will be responsible for the charges.

8. Call Central Transport to schedule a pick-up, the number is 586-467-1900 (it is also at the top of the BOL). Be sure to write down the pick-up number provided.
- If you need a lift gate you will need to request one at this time.
 - GM gives 21 days to return parts.
 - To make sure the parts being requested are delivered on time, please get them sent out within a few days of the request notification.
 - Notify WPC Customer Assistance at 248-371-9901 immediately if there are any carrier delays or problems.

Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows: *The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____.	COD Amount: \$ <u>NA</u> Fee Terms: Collect: <input type="checkbox"/> Prepaid: <input type="checkbox"/> Customer check acceptable: <input type="checkbox"/>	
NOTE Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. ± 14706(c)(1)(A) and (B).		
RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request. The shipper hereby certifies that he/she is familiar with all the terms and conditions of the NMFC Uniform Straight Bill of Lading, including those on the back thereof, and the said terms and conditions are hereby agreed to by the shipper and accepted for him/herself and his/her assigns.	The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges. _____ Shipper Signature	
SHIPPER SIGNATURE / DATE This is to certify that the above named materials are properly classified, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.	Trailer Loaded: <input checked="" type="checkbox"/> By Shipper <input type="checkbox"/> By Driver	Freight Counted: <input type="checkbox"/> By Shipper <input type="checkbox"/> By Driver/pallets said to contain <input checked="" type="checkbox"/> By Driver/Pieces
CARRIER SIGNATURE / PICKUP DATE Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. <i>Property described above is received in good order, except as noted.</i>		

5377088

9. When the carrier arrives, sign and date the BOL and have the driver do the same and make a copy for your records.
 - The driver will put a sticker on the BOL with a Pro number.
 - This is your tracking information to track the freight.
 - It is the Service Agents' responsibility to track the package on the Central Transport website, before calling customer service with any receiving concerns.

Generate Mass Shipping Label Feature


Flag Count	Repairing Service Agent ↓	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN	
✓	0	288121	001212414614	2	X	Transaction Accepted and Paid	13890	09/08/2014	1G6AG5RX1
✓	0	288121	001212216799	2	X	Transaction Accepted and Paid	13911	09/08/2014	1G6AG5RX1
✓	0	288121	001212248821	4	X	Transaction Accepted and Paid	13262	08/25/2014	1G6AX5SX5

4059623

- In the event there is more than one transaction to ship, GWM has a Generate Mass Shipping Label feature that can be utilized to print more than one WPC Label at a time.
- Each part/transaction still needs to be sent in a separate box with its own label and paperwork.

<input type="checkbox"/>	0	111176	001211661798	2	X	Transaction Accepted and Paid	119993	07/16/2014	1G11B5SL2
<input type="checkbox"/>	0	111452	001211685595	4	X	Transaction Accepted and Paid	671543	08/26/2014	1GNSKBKC

SELECT ALL DESELECT ALL GENERATE MASS SHIPPING LABEL



4059657

1. In the transaction search results screen put a check mark next to the transactions you wish to send back. Click on "Generate Mass Shipping Label."

Shipping Label



The function of this window is to allow the user to complete or generate the Shipping Label to be used for the shipment of the part(s).

Shipping Info

From Location

Service Agent: Suburban Cadillac Of Plymouth

Contact:



Address1:


Address2:

City:

4059922

of containers(for this request): 

Barcode

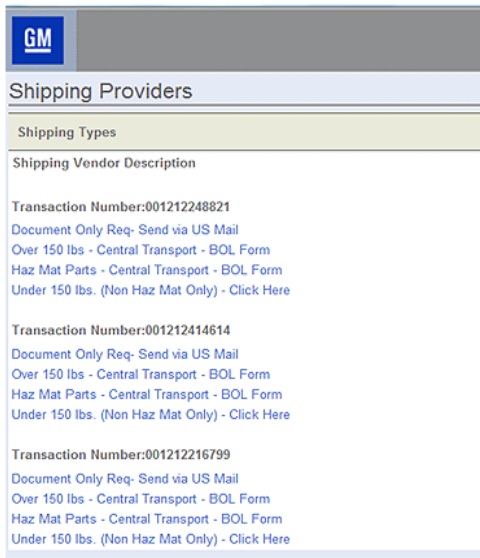


13794001209383577115068.0160101



4059930

- Put in your contact name. Click on “Save and Print.”



GM

Shipping Providers

Shipping Types

Shipping Vendor Description

Transaction Number:001212248821
 Document Only Req- Send via US Mail
 Over 150 lbs - Central Transport - BOL Form
 Haz Mat Parts - Central Transport - BOL Form
 Under 150 lbs. (Non Haz Mat Only) - Click Here

Transaction Number:001212414614
 Document Only Req- Send via US Mail
 Over 150 lbs - Central Transport - BOL Form
 Haz Mat Parts - Central Transport - BOL Form
 Under 150 lbs. (Non Haz Mat Only) - Click Here

Transaction Number:001212216799
 Document Only Req- Send via US Mail
 Over 150 lbs - Central Transport - BOL Form
 Haz Mat Parts - Central Transport - BOL Form
 Under 150 lbs. (Non Haz Mat Only) - Click Here

4060097

- A pop up box will populate with a Shipping provider choice for each transaction selected. You must create a label or bill of lading for each part individually. Each part must be shipped individually.

I. Shipping Process for Non - Hazardous: Canada Only

Regular WPC warranty part return requests are shipped using a process similar to the process used for other Customer Care and Aftersales CCA Material Returns.

- Specific Warranty Material Return tags will be automatically generated for each WPC request at your Servicing Parts Distribution Center (PDC) and shipped in the next parts tote.
 - Affix these Warranty Material tags to the outside of the package with the corresponding parts you are returning.
 - Time from initial WPC request appearing on Management GWM to Dealer’s receipt of WPC Material Return tags will be similar to transit times for other Material Return tags.
- Access GWM referring to the section above “Accessing Service Agent Summary Detail”.
 - After selecting the transaction for the part you are returning, scroll down to the section “Part Return Status” and click on generate shipping label.

Shipping Info	
Request Type	Parts
Request Number:	56006.032001204107207
Shipping Location:	Gm Warranty Returns
Address1	C/O Servicing Pdc Or Cross Dock
Address2	
City	
Country	
State / Prov	
Postal Code	
Special Handling Instruction:	Warranty Return Parts must be properly packaged in a sealed carton. Affix Warranty Return Tag and this Shipping Label to the exterior of the carton.
Hazardous Material:	No
From Location	
Service Agent:	Murray Chev Cadillac Medicine Hat
Address1:	1270 Trans Canada Way
Address2:	Medicine Hat
City:	Medicine Hat
Country:	CA
State / Prov:	AB
Postal Code:	T1A 7G8
Invoice Number:	
Pickup Date:	08/29/2014
# of containers(for this request):	1

4070567

3. Enter your contact name in the space provided.

From Location		
Service Agent:	Bryner Chevrolet, Inc.	Contact: Ray Obrien
Address1:	1750 The Fairway	
Address2:	Jenkintown	
City:	Jenkintown	
Country:	US	
State / Prov:	PA	
Postal Code:	19046-1606	
Invoice Number:		
Pickup Date:	09/27/2014	
# of containers(for this request):	1	

Barcode
113794001209383577115058.0160101

4060177

4. Click Save and Print.

Notes

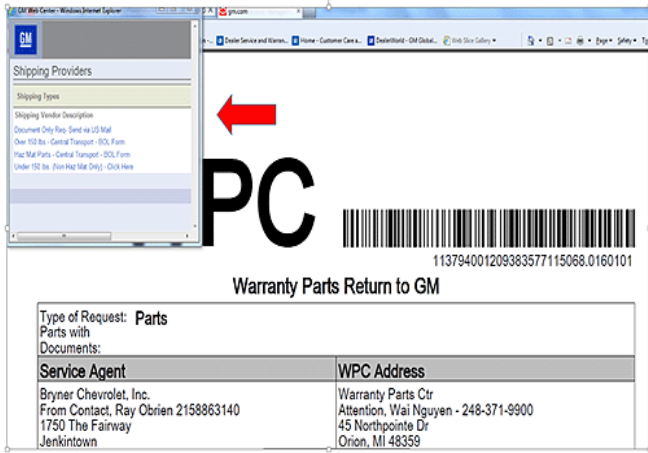
- Place WPC cartons on loading dock.
 - Same location as used for RIM, CORE and other Material Returns.
 - Do not place WPC parts inside a tote.
 - Parts must be properly packaged in a cardboard carton.
 - Large items such as engines or transmissions must be in a crate or specialized shipping container.

- Improperly packaged or loose parts may be refused pickup.
- Indicate on the Bill of Lading for Material Return (PC302C) a WPC Warranty Return.
- WPC cartons will be picked by the next Daily Parts Delivery truck
- WPC cartons will be “scanned” upon arrival at Servicing PDC (i.e. same as other returns).
- Global Warranty Parts Return Status will be updated to “Shipped” when scanned at Servicing PDC
- Verify carton has been received by Servicing PDC by checking “Parts Return Status” on the transaction detail screen of Global Warranty Management.
- Please allow a sufficient amount of time after pick-up for GWM to be updated. Transit time will be similar to other CCA Material Returns.

J. Shipping Process for Hazardous Parts: U.S. Only

Some common automotive hazardous material includes items such as: air bags, seat belt pretensioners, brake boosters, compressed gas shocks, batteries (including Volt and Hybrid), paint, adhesives, solvents, and hazardous waste. (The list is not all inclusive. Refer to 49 CFR Hazardous Material Regulations.)

- A special box and packing material will be provided for shipping a battery (only) to the WPC. In most cases, the Service Agent should simply save the boxes the new parts were shipped in, and use them to return the replaced parts to the WPC.
- Package the part as described in the section above : *Parts Preparation: Regular Part Requests: Hazardous Materials – U.S. Only.*
- Follow instructions for *Shipping Process For Non-Hazardous Parts – U.S. Only* until instruction number 5, then follow the instructions below:



4061019

1. Choose the Hazmat parts - Central Transport - BOL Form shipping option.

DATE: **CENTRAL TRANSPORT BILL OF LADING** Page 1
Please call Central Transport to schedule a pickup 586-467-1900

SHIP FROM

Name: Bill of Lading Number:
Address:
City/State/Zip:

SHIP TO

Name: GM WARRANTY PTS 18002
Address: 45 NORTHPOINTE DR
City/State/Zip: ORION, MI 48359

CARRIER NAME: Central Transport
Trailer number:
Seal number(s):
SCAC: CTI
Pro number:

THIRD PARTY FREIGHT CHARGES BILL TO:

Name: NA
Address: NA
City/State/Zip: NA

Freight Charge Terms:
Prepaid Collect 3rd Party
 Master Bill of Lading; with attached underlying Bills of Lading (check box)

TRANSACTION #: #98073
Emergency response number: InfoTrac 1-800-535-5053 (A)

HANDLING UNIT	PACKAGE		WEIGHT	H.M. (X)	COMMODITY DESCRIPTION	LTL ONLY	
	QTY	TYPE				NMFC #	CLASS
					UN3250, Safety devices, 9, ERG #171	NA	70
					UN3480, Lithium ion batteries, 9, ERG #138		
					UN2794, Batteries, wet, filled with acid, 9, ERG #154		
					UN3353, Dangerous goods in apparatus, 9, ERG #171		
					UN3528, Engine, internal combustion, flammable liquid powered, 3, ERG #129		
					UN3154 Articles, pressurized pneumatic, 2, ERG #125		
			LBS	GRAND TOTAL			

5377065

2. A Bill of Lading will populate from Central Transport.

- Fill in your Service Agent information in the “Ship From” area.
- Leave “Collect” checked to ensure that the shipment is properly billed to GM.
- Enter the transaction number.
- Enter the quantity of packages and the weight.
- Check the appropriate Hazmat box. Hazmat parts have a specific NMFC and Class number.
- If you need help filling this out you can go to https://ai.fmcsa.dot.gov/newentrant/MC/Examples/Shipping_Paper_Guide.pdf

- The NMFC# is NA and the class will always be 70.
- Please note: GM requires that a minimum of one person for each Service Agent be Hazmat certified to return Hazardous parts.

Note: Collect is only accepted on parts requested by WPC. If parts are shipped collect and not requested by WPC, the shipper will be responsible for the charges.

3. Call Central Transport to schedule a pick-up, the number is 586-497-1900 (it is also at the top of the BOL).
 - You must tell them you are shipping a hazardous part at this time.
 - Be sure to write down the pick-up number provided.
 - GM gives 21 days to return parts; to make sure the parts being requested are delivered on time, please get them sent out within a few days of the request notification.
 - Notify WPC Customer Assistance at 248-371-9901 immediately if there are any carrier delays or problems.

Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows: "The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____.		COD Amount: \$ <u>NA</u> Fee Terms: Collect: <input type="checkbox"/> Prepaid: <input type="checkbox"/> Customer check acceptable: <input type="checkbox"/>	
NOTE Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. ± 14706(c)(1)(A) and (B).			
RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request. The shipper hereby certifies that he/she is familiar with all the terms and conditions of the NMFC Uniform Straight Bill of Lading, including those on the back thereof, and the said terms and conditions are hereby agreed to by the shipper and accepted for him/herself and his/her assigns.		The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges. _____ Shipper Signature	
SHIPPER SIGNATURE / DATE This is to certify that the above named materials are properly classified, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.	Trailer Loaded: <input checked="" type="checkbox"/> By Shipper <input type="checkbox"/> By Driver	Freight Counted: <input type="checkbox"/> By Shipper <input type="checkbox"/> By Driver/pallets said to contain <input checked="" type="checkbox"/> By Driver/Pieces	CARRIER SIGNATURE / PICKUP DATE Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. <i>Property described above is received in good order, except as noted.</i>
	_____ Signature		

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- When the carrier arrives, sign and date the BOL and have the driver do the same and make a copy for your records.
 - The driver will put a sticker on the BOL with a Pro number.
 - This is your tracking information to track the freight.
 - It is the Service Agent's responsibility to track the package on the Central Transport website, before calling customer service with any receiving concerns.

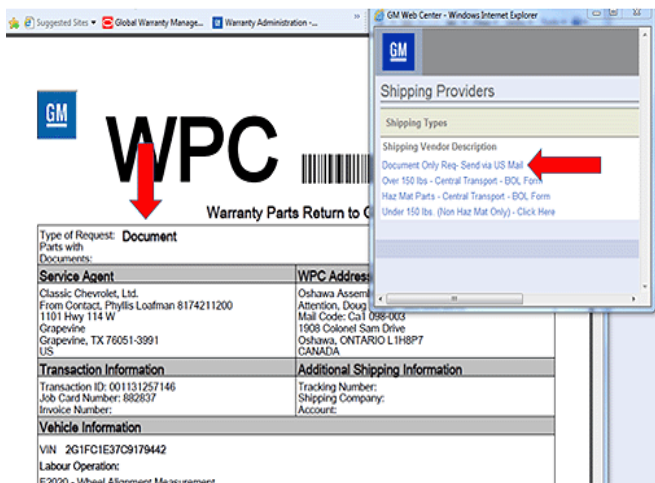
- Observe the 1st line on the Type of Request.
 - This identifies if the request is for a Part or a Document.
 - For this type of request you will choose the "Document Only Req-Send via U.S. Mail" in the Shipping Providers pop-up.
 - The address to which the document shall be sent is listed under WPC address on the WPC Shipping Label.
- Using regular 1st class mail, send a legible copy of both sides of the Job Card, the WPC Shipping Label and any other related service documentation such as: a Scan Tool printout or Snapshot, a diagnostic worksheet, etc. to the address indicated on the Shipping Label. Be sure to follow any special instructions included with the Document only request.
 - DO NOT put the shipping label on the outside of the envelope.

K. Shipping Process for Document Only Request: U.S. and Canada

If there are no parts to return listed in the "Net Item Labor Parts" the request is often times a "Document Only" request. Send Document only requests directly to the person in the WPC address section of the WPC Shipping Label NOT to the WPC.

L. Shipping Process for Special Part Request - Expedited Overnight Shipping: U.S. Only

- Service Agents may be contacted by the WPC to return "one of a kind parts" for specific engineering analysis that have not been identified in the normal WPC request process. In those instances where a Special Part is needed, the Service Agent will receive a notification in GWM in the orange bar, for a WPC Special Part Request. The Special Part Request number begins with the letter "S."
- The WPC has enhanced the Special Part Request process by adding the capability for Expedited Overnight Shipping. In situations where the Special Part Request has been selected for Expedited Overnight Shipping, the Service Agent will need to ensure that the appropriate shipping method is utilized.
- Ground transportation is standard, if overnight shipping is needed / requested – the overnight status must be selected at the time the label is created.



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- To prepare for parts shipping, click on the line to highlight. Click "Generate Shipping Label." A sheet will appear that needs to be printed and sent along with the parts and supporting documentation. (Job Card with technician comments). All parts relating to the repair must be returned. The form can be closed prior to printing the label. A pop up box titled- "shipping providers" will appear. Choose appropriate shipping method. UPS generated labels default to ground shipment. Only choose the overnight option with WPC authorization.
 - Please contact customer assistance with questions at 248-371-9901 / 9902.
 - Please include the Special Parts Request label, along with a copy of the technician's Job Card with the part being returned. The WPC wants to ensure parts shipped by the Service Agent are accounted for and delivered to the correct person. This process will help to eliminate the possibility of being debited for parts you have already returned.
6. If the part is not received at the WPC within 21 days from the original request date, the transaction will be submitted for debit.
 7. Any special request for a Volt, Spark or hybrid battery will be faxed to the service agent with the information for the return of the defective battery. Please use only the information provided by the WPC, locations for return may vary. Not all of these Exchange requests come back to the WPC. Please contact Customer Service if you have any questions pertaining to these exchange returns.
 8. Special Part Requests can be found in the orange bar in GWM. They will always start with an "S" not an "EX."
 9. Shipping instructions for these exchange requests will be faxed to the Service Agent.

N. Exchange Program for Electronic Products

Refer to the latest version of Service Bulletin 08-08-44-029 in the Service Information application for instructions.

The following electronic products are serviced by this program:

- 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
- Select Battery Components (Volt, ELR, Spark EV and eAssist)

*Certain generations of OnStar VCIMs are on a parts restriction program. Refer to the latest version of Corporate Bulletin Number 03-08-46-004.

O. Tire Warranty Transaction

The tire warranty will continue to be handled through the Global Warranty Management (GWM) system. Keep in mind that a Pre-Repair Authorization (PRA) must be generated for all tire warranty transactions. Refer to the latest version of Service Bulletin 00-03-10-003 (in Canada, 01-03-10-003) in the Service Information application for instructions.

P. Out of Warranty Part Return Request - Engineering Information

An Out of Warranty Part Return Process enables GM engineers and suppliers to obtain replaced parts that were out of warranty. This process will assist them in the identification and resolution of durability related issues. This process is not a request to automatically replace parts, but rather a method to return those parts if they require service replacement.

Notice: In some cases, the Service Agent may receive both a Special Part Request and a Regular Part Request through the Global Warranty System. If this happens, please contact the Warranty Parts Center at 248-371-9901 or 9902 before the transaction is debited and we will close the Regular Part Request in GWM.

M. New Model Exchange Program Parts

The WPC will be requesting special New Model Exchange Program Parts such as engines, transmissions, Volt, Spark, or hybrid batteries from Service Agents as follows:

1. A GM Service Bulletin advises Service Agents of an exchange, or if a part is not available except as an exchange part. Service Agents are directed to call the Product Quality Center (PQC).
2. The PQC qualifies and approves the exchange. The PQC will notify the appropriate parties to release and ship a replacement part to the Service Agent.
3. At the same time, the PQC notifies the WPC that an exchange is taking place with the Service Agent. The WPC creates an Exchange Special Part Request and assigns a Special Part Request Number. This number will begin with an "S" followed by 12 digits (system generated). The WPC will notify the Service Agent for shipping instructions. Most of the exchange parts will be expedited back to the WPC. The WPC will arrange the shipment. If there are any questions pertaining to a return of an exchange part, please contact the WPC at 248-371-9901/9902
4. When the Parts Manager receives the failed part from the technician, all appropriate documentation should be attached including the: Exchange Special Parts Request and a copy of both sides of the hard copy of the Job Card.
5. When shipped to the WPC, the package should be marked with the Exchange Special Part Request Number. Example "S0011xxxxxxx"

The Service Agent service department will receive notification of GM's interest in particular parts of specific vehicles via an Engineering Information request. These parts will be requested and not required, however every effort should be made to return the requested parts.

Q. WPC Return Reimbursement - Administrative Allowance, Postage and Core

- Service Agents will be reimbursed for their administrative time used in processing WPC part returns. For part return requests, submit up to \$25 in the Net/Admin Allowance field of the transaction. For "Document Only" requests, submit up to \$20 in the Net/Admin Allowance field.
- All related documentation including a copy of the WPC return request, proof of shipment, and the printed Shipping Label from the GWM system, must be maintained for future reference in accordance with the GM Service Policies & Procedures Manual.

Freight and Postage Charges

- If the GWM system is used properly there should not be any incurred postage costs for the Service Agent's part returns. However, if there are special packaging costs, they should be submitted in the Freight & Postage field of the Net Items section. In cases of exception, this information will be communicated to the Service Agent.
- Special packaging situations may include crating an engine assembly, reassembly of components, or draining and sealing components in order to prevent leakage during shipment. They must be appropriately documented on the Transaction.
- Packaging material costs include such things as boxes, tape, etc.
- Regular 1st class postage charges for Document Only requests will be reimbursed by submitting in the Freight & Postage field of the Net Items section.
- Under no circumstances should a part be shipped to the WPC as Cash on Delivery (COD). Packages sent this way will be refused at the WPC dock, and referred back to the originator.

Core Charges

- Service Agents **MUST** submit for reimbursement for Core Parts returned to the WPC. Core charges **WILL NOT** be automatically credited.
- Submit the actual core part allowance in the Freight & Postage field of the Net Items section. From there select "Core" from the drop down box.
- Print and attach the core exchange value documentation to the Job Card on which the Transaction is being claimed.
- Enter the core part number and the core amount in Tech Comments. If this information is not entered, the transaction could be rejected.

R. Accessing WPC Forms - U.S. and Canada

U.S.

1. Go to: GlobalConnect.
2. Click on the Departments tab and select "Service."
3. Under the Applications section select: Service Forms.

Canada

1. Go to: GlobalConnect.
2. Select: Library.
3. Select: Service.
4. Select: Warranty Administration.



Transaction Search Results	Transaction Detail	Net Item Labour Parts	Parts Return Testing Results
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The Service Agent must submit for core reimbursement using the GWM System for any core part sent to the WPC. Refer to Section titled "WPC Return Reimbursement - Net Item Charges" for additional information.

Any core Product Feedback Forms that were received with a replacement part must be completed and returned with the part and the Job Card to the WPC.

Causal Part:

GM Results and Comments:

Results and Comments for Service Agents:

User Name: GWM SYSTEM DateStamp: 10/07/2014

User Name: Lawrence Yaw DateStamp: 10/27/2014

The part replaced on this vehicle is a 20787043-SENSOR ASM-MASS AIRFLOW. The part that was returned for analysis is a 12638378-SENSOR ASM-INOX POSN 2. Please see the attached photo.

[ADD COMMENTS](#) [ADD/VIEW ATTACHMENTS](#)

Inspection Champion: GWM SYSTEM

Inspection Champion Email:



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Scroll down on the Parts Return Testing Results screen toward the bottom for 'Results and Comments for Service Agents'. This area will provide a brief description of the feedback reasons. Click on 'Add/view Attachments' for more feedback detail and pictures if available.

Failed Part with a Core - Return Policy

All warranty failed parts with a core must be retained for at least 72 hours after the Transaction is paid, awaiting potential requests by the WPC. All WPC Part Return Requests take priority over returning core parts to the Core Processing Center. If the core part is requested by the WPC in the GWM system or through a WPC Special Part Request, then the core should be returned to the WPC immediately. If not requested by the WPC then the core must be returned to the Core Processing Center within 21 days after the Transaction is paid.

S. FAQs - U.S. Dealers

Q1: When creating a shipping label, after clicking SAVE and PRINT the pop-up box does not come up. How do I print a label?

A1: If your security settings are too high or if your pop-up blocker is turned on the Shipping Provider pop-up will not come up. Turn off your pop-up blocker in the Tools section on the Tool Bar and turn your Security setting to medium under Internet Options on the Tool Bar.

Q2: I have called Central Transport for a pick up and they did not show up at the scheduled time or came without a lift gate. Will I get an extension?

A2: The WPC understands there are delays out of the control of the Service Agent, we are always willing to work with you as long as every attempt has been made to return the requested part in a timely manner. Should you encounter this situation, please complete Form A (Shipping) and email it to the address noted on the form.

Q3: A part that was requested was broken and unable to ship safely i.e. a windshield. What should I do?

A3: Call WPC Customer Service and explain the situation and they will contact the project manager and find out how to proceed.

Q4: I sent the wrong part with the wrong transaction number, how do I get the wrong one back and the right one to the WPC?

A4: If the correct part(s) can be received by the WPC within the 21 days of the WPC Part Return Request, the WPC will accept the part(s). All freight charges to get

the correct part to the WPC and the incorrect one back to the Service Agent will be the responsibility of the Service Agent.

Q5: A GM representative contacted me (the Service Agent) directly to send a part directly to them, and now there is a request for that part on GWM. Will the request be excused by the WPC?

A5: All parts under warranty are property of GM and should be considered as such. The proper method of sending parts back is always through the WPC. Before releasing a warranty part, please be sure you have either a GWM part return request or a GWM Special Part Return Request. If the GM representative insists on you providing them with the part, please contact the WPC immediately with the representative's information (name, title, contact information). DO NOT give the part(s) to the representative!

Q6: I just noticed there is a part in the red bar in GWM and I have not shipped it yet. Can I get extra time to send the part back?

A6: The WPC does not excuse late shipping issues.

Q7: I sent the part back to core center before realizing there was a WPC request for it. What should I do?

A7: In order to receive consideration for the claim not being debited, it is the Service Agent's responsibility to: 1.) Contact the Core Center and attempt to have part sent to the WPC, 2.) Incur the shipping costs and 3.) Parts not received within the 21 days from the WPC Part Return Required date, will be subject to debit.

Q8: I received a request through GWM that has no parts on it only fluid. What should I do to get this cleared off?

A8: Email or call your designated Warranty Support Specialist at the Warranty Support Center for a Parts Waiver. If you do not know who this is, contact your DMA/DMC (U.S) or DMCCSP (Canada) and he/she can get the correct contact information.

T. FAQs - Canadian Dealers

Q1: Do I send "Document Only" requests to the PDC cross-dock?

A1: No. Continue to mail "Document Only" requests to the person listed on the request.

Q2: WPC carton was picked up by the carrier but no update showing "Shipped" has been put in the Global Warranty system. It's been several days.

A2: Contact local PDC customer service help desk.

Q3: Global Warranty system has requested the return of a warranty part. I haven't received my Warranty Return Tag from the PDC with my other return tags. It's been longer than usual.

A3: Contact local PDC customer service help desk.

Q4. My Warranty Return Tag was lost/damaged. How can I retrieve another Tag?

A4: Contact local PDC customer service help desk.

Q5. The Global Warranty system says that my parts were shipped to the Warranty Parts Center but the claim was debited?

A5: The transaction detail contains a debit reason code which will indicate the reason for debit (e.g. not received, inspected not defective etc.) Review the transaction detail and debit reason code. Contact your DM-CCSP if you still believe this debit was in error.

Q6: I received 2 WPC requests. Can I put parts from both requests in one box?

A6: No. Each WPC request must have its own carton and only the parts associated to requested transaction be in that carton.

Q7: The only part WPC requested is a fluid/chemical? (e.g. antifreeze, oil)

A7: Complete a Parts Waiver Form (found on GlobalConnect) and e-mail to your WSC rep.

Q8: The part(s) requested by WPC part were taken by the GM Brand Quality Manager or GM Field Engineer?

A8: The GM Field Manager or Brand Quality Manager will leave documentation such as an email or WPC waiver form with the Dealer when they take parts. Email this form/documentation to your WSC rep. requesting a WPC Parts Waiver.

Q9: What if this is a duplicate request?

A9: Contact Warranty Parts Centre.

Q10: WPC requested a part that was not on the vehicle at time of repair? (e.g. molding fell off on highway or addition of a kit)

A10: Complete a Parts Waiver Form (found on GlobalConnect) and e-mail to your WSC rep

Q11: WPC has requested parts that have already been scrapped.

A11: Warranty placed parts are required to be retained 7 days beyond payment of the claim. If you feel there are extenuating circumstances, contact your DM-CCSP who will evaluate your situation.

Q12: What if I have already sent the part back for a core credit?

A12: Cores replaced under Warranty are required to be retained 1 day after the claim has been paid. If you feel there are extenuating circumstances, contact your DM-CCSP who will evaluate your situation.

Q13: What if the WPC request a "Dangerous Good?"

A13: WPC should normally not request "Dangerous Goods" such as airbags, seatbelt pretensioners and batteries. Assemblies and components containing fluids should be completely drained, shipping plugs reinstalled and properly packaged to prevent fluid leakage during shipment. Please contact Warranty Parts Centre if you receive a WPC request for other parts classified as "Dangerous Goods."