



Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 09-00-89-016C

Date: May, 2013

WARRANTY ADMINISTRATION

Subject: Labor Operation 0600014 – Suspected Tampering or Vehicle Modifications

Models: 2014 and Prior GM Passenger Cars and Trucks

This bulletin is being revised to add the 2014 model year and update the labor operation. Please discard Corporate Bulletin Number 09-00-89-016B (Section 00 – General Information).

The purpose of this warranty administration bulletin is to provide retail and wholesale service personnel with the policies/procedures and the warranty claims submission procedures that support the suspicion of tampering to a vehicle's electrical, chassis/body or propulsion system.

Labor Operation 0600014 – Suspected Tampering

Labor operation 0600014, *Documentation of Vehicle Tampering or Non-GM Vehicle Modifications* can be used to reimburse the dealership for the time used to identify and document customer concerns that the dealership has determined are the result of tampering or non-GM vehicle modifications to a vehicle.

Tampering is defined as causing intentional damage to a vehicle and is not covered under the terms of the GM New Vehicle Limited Warranty.

Tampering can include, but is not limited to:

- inducing an electrical components and/or system failures
- disconnecting wires or connectors
- intentional contamination of fluids

Non-GM vehicle modifications include, but are not limited to:

- installation of non-GM accessories
- installation of suspension lowering or lift kits
- installation of aftermarket tires and/or wheels
- installation of "power-up chip" and/or non-GM control module calibrations.

The new 0600014 labor operation is to be used to reimburse the dealership for identifying and documenting tampering or non-GM vehicle modifications. If tampering and/or non-GM vehicle modifications are suspected as the root cause for a customer's concerns, please follow the guidelines below:

- When the 0600014 labor operation is used, thoroughly document the repair order to support the use of the 0600014 labor operation. All straight time must be documented and verified.
- The 0600014 labor operation can be used independently.
- The repair order must be accurately documented with the facts supporting the condition, including photographs or other documentation as appropriate.
- U.S. Dealers: Notify the Fixed Operations Manager (FOM) of the situation.
- Canadian Dealers: Notify the District Manager - Customer Care and Service Process (DM-CCSP) of the situation.

If the dealership management in concert with the FOM/DM-CCSP decides, in the interest of customer satisfaction, to perform repairs related to tampering or non-GM vehicle modifications, the repair order must clearly document that the work performed is not being done to correct a warrantable defect in material or workmanship.

Claims should be submitted using the appropriate labor operation and the dealer must check the Customer Satisfaction box in Global Warranty Management.

If additional time and/or parts are to be charged to GM, use the appropriate labor operation as if it were a defect in material or workmanship. All documentation must clearly indicate that these are not repairs performed under the terms of the New Vehicle Warranty.

Dealer Service Management must be involved in any situation that would justify the use of labor operation 0600014 and all claims will have to be submitted with "Request for GM Authorization" routed

to the Warranty Support Center (WSC) or District Manager - Customer Care and Service Process (DM-CCSP) in Canada.

With the proper documentation, and with the assistance of your Zone Team members, it may be appropriate to initiate the Warranty Block procedures outlined in the GM Service Policy & Procedures Manual, section 1.4.14 (Voided Warranties and Branded Titles).

Global Warranty Management (GWM) Example

Repair Performed	Part Count	Part No.	CC	Net Item Type	Labor Op	Labor Hours	Net Item
Suspected Tampering	0	—	090	R	0600014	0.2	0.0

