



# Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 04-00-89-015F

Date: January, 2014

## WARRANTY ADMINISTRATION

**Subject:** Required Operating Procedures (U.S. Only)

**Models:** 2014 and Prior GM Passenger Cars and Trucks

**Attention:** GM of Canada Service Agents are not authorized to utilize this service bulletin. GM of Canada Agents should reference the General Motors of Canada Limited Service Policies and Procedures Manual.

**This bulletin has been revised to update content and clarify service management authorization requirements. Please discard Corporate Bulletin Number 04-00-89-015E.**

The following 10 points are taken from the GM Service Policies and Procedure Manual (P&P) and are provided to summarize key areas of focus in your daily service operations. For complete details please refer to the P&P Manual which can be found in the P&P Manuals link on the GlobalConnect Service Workbench.

### 1. CUSTOMER'S SIGNATURE REQUIRED

Each customer pay and warranty job card is to be signed by the customer authorizing the Service Agent to perform the requested service. This must be obtained at initial write up and *prior* to any repairs being performed. Customer is to be provided with a copy of the initial write-up job card.

- If Service Agent is unable to obtain a customer signature, proper service management authorization must be obtained *prior* to any repairs being performed (Refer to 1.6.2.15 for requirements).
- Any alternate customer condition/signature document such as an early-bird envelope must be retained.
- Pre-write-up documents without complete customer and vehicle information are not acceptable.
- For vehicles in dealer inventory, all repairs must be authorized and signed by service management prior to the work being performed.

There must be a clear understanding of responsibility for charges at the time the job card is written and while the customer is present. Any changes regarding who is responsible for the charges require service management authorization before the work is performed.

- The shop copy of the job card must show the service management authorization and the reason for the change.
- If charges that were initially believed to be covered under warranty are subsequently assigned to the customer, the customer must be contacted for authorization prior to the work being performed.
- IVH (Investigate Vehicle History) must be referenced to ensure the warranty is still valid on the vehicle and that no Warranty Blocks or Branded Title Information is present.
- The Applicable Warranties section of IVH should also be referenced to verify the different types of coverage on the vehicle. Emissions coverages vary between many states, and vehicles are entitled to the appropriate length of coverage as described in IVH.
- Aftermarket equipment or aftermarket calibrations must be disclosed to the customer, if applicable, and an explanation should be given that GM's policy is that damage caused by aftermarket equipment/calibration is not covered under the terms of the New Vehicle Limited Warranty.

Reference: GM Policies & Procedures Articles 1.6.2.6

## 2. SERVICE MANAGEMENT APPROVALS AND AUTHORIZATIONS

**Service management approval in the form of a signature or initials, date, time and explanation is the method of documenting the involvement and consent of dealership service management for all scenarios.**

Each Service Agent must designate one person within the service management department for each technician shift, who is responsible and held accountable for all approvals and warranty authorizations. This would be the service manager or director. Service technicians, service advisors, warranty administrators, other support or hourly personnel are not to be empowered for these types of management approvals.

Service management approval is required for the following:

- All transaction authorizations (A, E, P, R)
- "Customer concern not duplicated" labor operation numbers
- Customer reimbursements
- Customer signature not available
- All policy/goodwill/customer enthusiasm transactions
- All transactions outside of Service Agent empowerment
- Car rental(s) in excess of 3 days
- Other Labour Hours (OLH), Repeat Repairs, and Add-Ons

**OLH, Repeat Repairs, work added after initial write-up (Add-Ons), and customer signature not available must be pre-approved prior to work being performed on the vehicle.**

Any repair work added to the job card after the initial write-up must be entered and identified on the job card using the terminology "added operation."

Your dealership's approval / authorization profile may vary dependent upon the level of empowerment provided. Questions regarding empowerment level should be directed to your General Motors Representative.

Reference: GM Policies & Procedures Article 1.6.2.14, 1.6.2.15

## 3. ACCURATE AND COMPLETE CUSTOMER CONDITION, CAUSE, AND CORRECTION DESCRIPTIONS

A clear and concise job card write-up is a requirement. All customer concern(s), cause(s), and correction comments must be documented completely with as much information available regarding when, where and how often the condition occurs.

- The job card must contain a description of each customer concern.

- The service advisor is responsible for confirming each customer concern as written on the job card. Vaguely written job card descriptions such as "repair oil leak," "engine stalls," "Service Engine soon light on" or coded descriptions of customer concerns are not acceptable. See Article 1.5.5 of GM Service P&P for additional information.

**Note:** When necessary, use Customer Concern Verification Sheets to help capture a better description of the customer concern. Technicians find these very helpful in completing repairs with higher quality and efficiency. They are also helpful in reducing shop comebacks therefore aiding in customer loyalty. These worksheets can be found in Bulletin Number 01-00-89-010 (contained in article 4.1.7 COMEBACK PREVENTION TOOL) and also in the Service Forms link on the Service Workbench of GlobalConnect.

- Repair diagnosis time is published in the Labor Time Guide with appropriate labor operations. Customers must not be charged for diagnosis time related to warranty repairs.
- IVH (Investigate Vehicle History) must be referenced to ensure that there are no Required Field Actions on the vehicle. If information exists in the Required Field Action section, it should be discussed with the customer and added to the job card.
- Each technician is responsible to record an accurate description of what was found as the cause of the customers concern with the vehicle and what was done to correct the condition.
- The technician must document on the shop copy of the job card all on-board diagnostic trouble codes (DTCs), test equipment readings, suspension alignment before/after readings, brake rotor/drum before/after readings, appropriate specifications, adjustments, circuit numbers, descriptive locations and indicators. Coded descriptions are not acceptable. Technician documentation should include all relevant observations and is not limited to the items listed above.
- The complete cause of the failure and a detailed correction as stated by the technician on the shop copy must be transferred to all other copies of the job card/invoice by the Warranty Administrator or appropriate service management personnel.
- The appropriate labor operation should be assigned after the entire condition, cause and correction have been documented on all copies of the job card. See item 7 regarding the assignment of accurate labor operations and times.

Reference: GM Policies & Procedures Article 1.6.2.4, 1.6.2.10

#### 4. APPROVED AND RECORDED OLH (OTHER LABOR HOURS)

When technician time is required for services beyond the published repair procedures, these guidelines must be followed to claim OLH:

- Proper written Service management authorization is required before the work is performed. Service management is responsible for the reasonableness and necessity of the OLH request.
- Should additional time be required beyond what Service management had initially authorized, the technician is required to again obtain Service management authorization for the continuation of OLH work. Repeat until services beyond the published repair procedures are completed.
- The technician must document on the job card the unusual circumstance(s) and the additional steps taken which substantiates the OLH requested. Vague comments (such as metal throughout) are not acceptable. Consequential damage, if present, should be noted, and Service management authorization obtained prior to repair.
- Each labor operation that contains OLH requires separate on/off time recording on the job card (either electronically or through time clock punches), including on/off time associated with diagnosis time beyond published variable diagnosis time.

Reference: GM Policies & Procedures Article 1.6.2.13

#### 5. TECHNICIAN IDENTIFICATION AND ACCOUNTING OF LABOR TIME

The name, initials and/or code of the technician(s) performing a repair is to be recorded on all copies of the job card corresponding to each line of the repair. Each technician is to be assigned a single, unique employee number. Assigning multiple employee numbers to an individual service technician is not allowed. Team codes are not acceptable. **All customer pay, warranty, policy and internal job card time must be accountable through the technician's time and payroll records.** Punch times on the job card must include the date along with the actual punch time. All technician payroll records must reflect the actual time and date the vehicle was serviced. A more thorough explanation of these requirements, and examples of compliant processes for electronic, hybrid and manual systems, are provided in the GM Policies & Procedure Manual.

Reference: GM Policies & Procedures Article 1.6.2.11

#### 6. PROPER DOCUMENTATION AND RETENTION OF WARRANTY PARTS

All parts used in the completion of warranty repairs are to be recorded on the job card.

- Part numbers must be cross-referenced (line coded) on the job card to the specific repair in which they apply.
- All warranty parts removed must be returned to the parts department for **proper** tagging, retention, and return/disposition as required by the GM Service P & P in effect on the date of the job card.

When parts are provided in the form of a kit and only a portion of the parts are required to perform the repair, any unused components of the kit should be returned and held for return/disposition.

- All replaced parts with visible defects must have the defective area clearly marked.
- PQC assembly returns – Retain all required documentation as stated in the latest version of Bulletin Number 02-07-30-029.
- Oil filters replaced under Brand Maintenance Programs may be discarded immediately in order to pose minimal environmental or safety risks. Cabin Filters and Engine Air Filters replaced under such programs are subject to the regular warranty parts retention period.

Service Agents are to retain for inspection all warranty parts for a minimum of fifteen (15) days from the date of credit or until scrapped by a GM representative, whichever occurs first. Parts that have a "core" value are not required to be held for this period. If a Warranty Parts Center (WPC) return request has not been received 24 hours after the Service Agent receives a Transaction Summary Report (Credit/Claim Memo) showing payment, the specified core part(s) should be returned to GM or to a GM approved rebuilder/remanufacturer immediately.

Reference: GM Policies & Procedures Article 1.6.2.9, 1.7.3

#### 7. ACCURATE LABOR OPERATION NUMBERS AND TIMES

Service Management is responsible to ensure that all warranty job cards include the proper published GM labor operation number and labor time for each repair case. The labor operation, complaint code and failure code used should accurately describe the concern, cause and correction listed on the job card. Technicians are not allowed to assign labor operation times from the Labor Time Guide.

- **One Repair Line per Customer Concern:** Each customer concern should result in one repair line unless otherwise directed by a GM Service Bulletin. Any exceptions to this must be brought to the Service Manager's attention by the technician before repairs are performed. Service Management inspection and documented pre-approval is required when performing more than one repair for a single customer concern (add-ons).
- **Multiple Concerns but only One Cause:** Only one repair line and labor code should be used.
- **Multiple Concerns and Different Causes:** The appropriate labor operation should be assigned to each concern (line) unless the concerns are related and then the transaction would be submitted based on the labor operation descriptions. Example: If a customer has the concern of a defect on the left front side door trim panel and also a defect on the right rear side door trim panel, the job card should be written to reflect both concerns separately. The transaction would need to be submitted for Front Side Door Trim Panel 1042980 on one line and Rear Side Door Trim Panel 1044260 on another line. The

transaction will require proper authorization to avoid a reject for Repeat Repair because the labor times do not allow for "add" time or for "both."

- **One Concern Results in Replacement of Component in Pairs:** Combined left/right or front/rear repairs or part replacements are not normally necessary unless specifically indicated in a published repair procedure. In these cases, the published time will include either an add condition or a unique labor code for both sides and must be used when submitting the transaction. If the technician believes both components require replacement and there is not an add condition or unique labor code, use one of the causal.
- **One Concern with Two Published Labor Operations:** There may be times when the customer expressed ONE concern, but it is actually TWO concerns and should be written up as two separate lines. Example: Customer describes a pulsation from the brake pedal. Technician diagnosis determines both front and rear rotors require resurfacing. This should be submitted as two lines, as there is a labor op available for the front rotor resurfacing/ replacement and one for the rear rotor resurfacing/ replacement.
- **Two Related Concerns with Only One Published Labor Operation:** If the customer has two related concerns and Labor Time Guide does not have two separate labor operations, submit the transaction using the one published labor operation. Example: A customer explains that both front door handles are peeling. The Labor Time Guide identifies the same labor operation for both handles (example: 1234567). Since you cannot use the same labor operation for two lines, the transaction would need to be entered on one line with labor operation 1234567 and the time associated with it. Then the second repair (other door handle) would be entered as other labor hours on the same line.
- **Overlapping Repairs:** When two or more customer concerns result in overlapping labor to perform the necessary repairs, claiming the complete time published in the Labor Time Guide is not acceptable. The total time claimed should only reflect the amount of time spent to complete both repairs. Example: Customer concerns of a driver's side power window and power door lock inoperative would result in an overlap to remove and replace the door panel. The labor time on the second operation should be reduced appropriately due to the overlapping labor to remove and replace the door panel. Refer to the latest version of Corporate Bulletin 12-00-89-003 for additional information.
- **Subsequent Damage:** If one part fails and causes the failure of another part, the causal failure labor operation is used and the causal part identified. All additional parts and labor would be placed on the same job card line. Example: a battery leaks and causes damage to cables. The battery labor operation should be submitted, using

other labor hours to cover the additional time to replace the cables. The other labor hours claimed would be less than the full Labor Time Guide allowance for cable replacement as the cables were disconnected at one end when replacing the battery, and there would be no diagnosis time associated with the cable replacement.

- **Part Failures during the Same Repair Visit:** If a repair of the same item is needed again as a result of a failure of a part upon installation, the additional part is included in the same warranty transaction line. Example: An ECM will not reprogram and a second module is required. Two modules would be charged out to the same repair line with an explanation of the additional part. If a part fails upon installation during a customer pay repair, the Service Agent should open a second line and submit as a ZPTI parts warranty.
- **Repeat Repairs/Comebacks:** If a repair of the same item is needed again as a result of improper inspection, diagnosis or workmanship, the repair is not eligible for additional warranty transaction payments.
- **Painting Multiple Panels:** For paint repairs involving multiple panels, paint mix time can only be claimed once. Include paint mix time on one of the repair lines, and the labor time for each additional panel on separate lines.

Reference: GM Policies & Procedures Articles 1.5.12, 1.6.2.12, 1.6.2.14, 1.2.4.2

## 8. ACCURATE SUBLET CHARGES AND RECEIPTS

The following policies apply for repairs sublet by the Service Agent to repair shops (including other repair locations owned by the Service Agent):

- Sublet repairs will be reimbursed at the Service Agent's actual cost less any discounts or allowances that apply to the sublet invoice or made available to the Service Agent on non-warranty repairs. Repairs are not to exceed the Service Agent's parts and/or Labor Time Guide allowance for the same repair. See GM Policies & Procedures Article 1.2.4, 1.5.8 for reimbursement details.
- Only Genuine GM parts are to be used.
- Dealer supplied parts used in the performance of sublet warranty repairs are eligible for the appropriate handling allowance.
- Sublet repairs must not be shown on a warranty transaction as a Service Agent performed repair. If repair is performed by the Service Agents' body shop, then warranty transaction must reflect labor and parts as such and sublet net item is not allowed.
- Sublet invoices are to contain customer name, VIN, date of repair and a complete description or repairs performed.

Reference: GM Policies & Procedures Articles 1.5.8, 1.5.10, 1.6.2



## 9. FINAL CLOSE-OUT OF JOB CARDS

Only the author of technician comments may alter or change comments on job cards.

- Any changes made to the final job card are to be made using established accounting procedures to account for all adjustments.
- After the job card is closed, a customer should be given a copy showing all repair information regardless whether repairs are covered by warranty or are customer paid repairs.

Reference: GM Policies & Procedures Article 1.6.2.19

## 10. PARTS EXPEDITING PROGRAM ADMINISTRATION

If the replacement part is not in stock, the Service Agent should make every attempt to obtain the part locally.

- Service Agent should use the dealer trade portion of the parts expediting program. If the part is not locally available, Service Agent should use the parts expediting program to obtain the part through GM Customer Care and Aftersales (GMCCA).
- Dealership employees should ensure the part is ordered appropriately for arrival on the next day. In some cases the part may need to be ordered CSO-3 to ensure next day delivery.

- If the part is on national back order, a SPAC case should be initiated immediately.
- RIM Stratification Enhancements & PDC Inventory and Process Enhancements will include these benefits: new model part stocking policies to improve same day servicing, automatic upgrade to SPAC when CSO for Service Lane Parts are not available at the local PDC. In these instances, GM will pay for overnight shipping. Dealers will also be able to write parts orders later in the day for next day shipments from their local PDC.

Reference: GM Policies & Procedures Article 1.5.18 and the latest version of Warranty Administration Bulletin Number 99-00-89-021

