



# Service Bulletin

File in Section: 06 - Engine

Bulletin No.: 03-06-03-003C

Date: April, 2013

## WARRANTY ADMINISTRATION

**Subject:** ACDelco® Replacement Battery Warranty Procedures

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

**Attention:** "GM of Canada" and "IPC" Service Agents are not authorized to utilize this service bulletin.

This bulletin is being revised to add the 2010-2014 model years, update the Attention statement, change the terms Claim Type B to Claim Type ZPTI, GM Dealer to GM Service Agent, Repair Order to Job Card, Warranty Claim to Warranty Transaction, and to update the Procedure Information for submitting Vehicle Repairs from WINS to Global Warranty Management (GWM). Please discard Corporate Bulletin Number 03-06-03-003B (Section 06 – Engine/Propulsion System).

### Information for Repairs to a Customer's Vehicle, Caused by a Customer Purchased ACDelco® Replacement Battery Failure

#### Important:

- The following information pertains to warranty Transactions for REPAIRS to a customer's vehicle, caused by a customer purchased ACDelco® replacement battery failure covered under the ACDelco® Consumer Battery Warranty.
- Warranty procedures for batteries covered under the GM New Vehicle Limited Warranty remain unchanged.

GM Service Agents can submit a warranty Transaction for repairs to a customer's vehicle caused by an ACDelco® battery failure. The battery failure must be covered under the ACDelco® Consumer Battery Warranty and the customer must have purchased the battery from a GM Service Agent or an ACDelco® Battery Distributor.

### GM Service Policies and Procedures Manual — Section 1.5.11.6

#### Customer Purchased an ACDelco® Battery

The GM Service Agent is **not** to submit a warranty Transaction for the battery to GWM. The battery is not to be claimed as a policy adjustment. All batteries claimed as a policy adjustment are subject to audit and possible debit.

The Service Agent must handle the battery warranty directly with the customer and the ACDelco® Battery Distributor. The customer must be charged the applicable usage per the ACDelco® Consumer Battery Warranty.

Beginning March 1, 2012 ACDelco® batteries were manufactured with a free replacement warranty only. During the transition period the warranty coverage will be determined by the information shown on the battery label. The original purchase date or the battery date code if there is no receipt, will continue to be the warranty start date.

#### Vehicle Repairs

If repairs to a customer's vehicle are necessary as a result of an ACDelco® battery failure, which is covered by the ACDelco® Consumer Battery Warranty, the GM Service Agent should repair the vehicle and submit a warranty Transaction (Claim Type ZPTI) through GWM for the vehicle repairs **ONLY**. **Do not submit through GWM for the cost of the battery.**

#### GWM Claim Submittal for Subsequent Vehicle Repair (Transaction Type ZPTI ONLY)

The following must be included in the Transaction submission:

- Use Labour Code 0600048.
- Enter all the parts directly associated with the repairs. Do not enter the battery part number. The total dollar amount is not to include the cost of the battery.

- Enter the labour hours directly associated with the repairs in the “Base Labour Time” field. Do not include labour hours to replace the battery.
- If no parts were replaced and only repairs were necessary, enter labour time in the “Labour Hours” field and other material in the “Net Misc” field.
- The battery part number and the date code of the failed ACDelco® battery **MUST** be entered in the “Cause Description” field.

#### Job Card Documentation

The Service Agent is to write the date code of the failed battery on the warranty job card as well as cross reference the original purchase invoice or job card number and date where the battery was initially purchased or installed. The date code is located on the warranty insert attached to the battery. A copy of the original parts invoice or job card must be attached to the warranty job card and maintained with the VIN history file. Policies contained within Article 1.6.2, “Policies Applicable To All Job Card Systems,” Item h., “GM Service Replacement Part Warranties,” apply.

