



# Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 13-00-89-009

Date: September, 2013

## INFORMATION

**Subject:** Expanded Availability for Remanufacture and Return (R&R) Electronic Control Modules

**Models:** 2005 and Prior GM Cars and Trucks

**Attention:** Please direct this bulletin to the Service Manager, Body Shop Manager and the Parts Manager. When older vehicles are encountered that require BCM or ECM replacements, always check the Electronic Parts Catalog for availability as many control modules have been added to the catalog to assist you and your customer. Additional expansion of this program is planned and the modules listed below are just a small sampling. Please review this information with your staff.

### Description

GM Parts offers a Remanufacture and Return (R&R) program service option for parts with core shortages. This expanded program provides customers with a service option for control module parts that are experiencing critical core shortages. For this situation, the Dealer can remove and return the core/part to a designated location for remanufacture and return (R&R).

These are genuine GM parts and components that mean to your customer, both reliability as well as authenticity in keeping their vehicle "all GM."

### Availability

Many previously unavailable control modules are now cataloged through this Remanufacture and Return Program such as:

- Many C4 Corvette 1984-1996 BCM and ECM Applications
- 1980-1981 GM Computer Command Control Modules (CCC)
- 1989-1990 Geo / Suzuki Truck ECMs
- 1993 Cadillac Allante
- 1994-1996 Cadillac Brougham

The above are just a sampling of the modules available. Check the Electronic Parts Catalog for all specific applications. Additional modules will be added, so check any time there is a customer request.

### Qualifications

- R&R parts should not be ordered as stocking parts. Program requires submission of core unit.
- To maintain process and record keeping controls, only Dealers are authorized to ship and receive the remanufactured units.
- Dealers should not cancel their SPAC case until reman unit is returned, installed and vehicle is operational.

### Order Input

All orders qualify for standard discounts and allowances.

### General Information

- All units must be shipped with completed form included in box with unit.
- All charges will be billed to six-digit account number on form.
- GM Parts Remanufactured Control Modules have a 12-month warranty. The following guidelines apply.
  - Dealer should call toll-free number to review the part problems after installation.
  - If vehicle is still inoperable, call toll-free number for further instructions.
  - If unit deemed non-repairable, unit will be returned to Dealer and account credited.

- This process historically has an 80% successful remanufacture rate. If the unit cannot be repaired, it will be returned to Dealer free of charge.
- All units must be shipped via FedEx account number listed on the R&R form – shipping by any other carrier will be at Dealer expense:

**GM Customer Care and Aftersales****Attention: R&R Department – Dock #5****5670 Rising Sun Ave.****Philadelphia, PA 19120****Toll-Free Number for all questions or warranty inquiries is (800) 950-2673.****Order Form**

**U.S. Dealers:** The GM Remanufacture and Return form can be found on the GM Global Connect website, associated with this bulletin number. To access this form in the United States, go to GlobalConnect > Service Workbench > Service Forms > General Information.

**Canadian Dealers:** Refer to GM Canada parts Bulletin GMP2013-181 (July 18th, 2013).

