

**Closed Product Field Actions Re-Opened Due to Missing or Invalid Warranty Claim Codes
Recalls 15176, 15240, 15299, 15808, 16007, 17130, 17276, 17287 and 45340**

A warranty audit of paid transactions for the safety and noncompliance recalls identified above revealed that some transactions were submitted without a Warranty Claim Code (WCC) or with an incorrect WCC. This code is generated when a control module is successfully programmed using the TIS Service Programming System (SPS). Since these transactions were identified as not having a valid WCC, the status of the involved vehicles was changed from “closed” to “open” in the Required Field Actions section of Investigate Vehicle History (IVH). Dealer message GCUS-3-1280 dated June 26, 2018 provides additional details (see attached copy).

Q1: Will these transactions be debited?

A1: No, only the field action is being re-opened in IVH in the interest of customer safety. However, some previous transactions for recall 15299 were re-opened and debited on March 16, 2018. These transactions are now being worked by the Warranty Support Center (WSC) to cancel the debits and re-credit the affected dealers. Future transactions that do not contain a valid WCC may be debited, if dealers do not take appropriate actions resolve this situation.

Q2: What if a dealer can't locate the current vehicle owner?

A2: If the current vehicle owner cannot be located, no further action is necessary. GM uses state vehicle registration records to regularly update owner of record information for open field actions. These updates are available on the Open Vehicle Report (OVR), which is posted monthly in GM GlobalConnect. Product field action reminder notices are also mailed to the new vehicle owners as they are identified.

Q3: Will a dealer be paid to program a vehicle a second time?

A3: Yes, if a second programming event is required, dealers should open a new job card and re-use the labor code and labor time from the applicable bulletin. To facilitate this activity, an update was made in Service Programming System (SPS) which allows a technician to override the “same calibration” warning on these specific recall reprogramming events. This provides the ability to perform the second programming event and obtain a new WCC.

Q4: If another dealer was originally involved, can any dealer perform the second programming event and how do they get paid?

A4: Performance of the second programming event is not restricted to the dealer who performed the original programming event and did not submit a valid WCC. In such cases, dealers should submit a transaction as they normally do, using the labor code and labor time from the applicable bulletin. The first dealer to submit a transaction with a valid WCC will be paid and the recall will be closed in IVH. Exceptions will be addressed on a case-by-case basis by the GM Warranty Support Center (WSC).

Q5: If a valid WCC is retrievable from dealer records, can the original transaction be adjusted in the GWM system?

A5: Yes, if the original transaction was processed within the past 2 years, the transaction can be adjusted (adding the WCC) on-line in the GWM system. Dealers should not use their Dealer Management System (DMS) to do this.

Q6: If a dealer has a valid WCC and is re-submitting an original transaction that is less than 2 years old, are they entitled to labor time?

A6: As a technician is not required in this case, dealers are not entitled to claim additional labor time. A dealer however may submit a \$20.00 administrative allowance as compensation for processing the second transaction. After adding the WCC to the original transaction's "SPS Warranty Claim Code" field the dealer may add \$20.00 to the Net Item/Admin Allowance field and resubmit the transaction.

Q8: What should a dealer do if they have a valid WCC, but the original transaction is over 2 years old? Can they resubmit the transaction?

A8: No, the dealer should create a new job card making sure to use all the information from the first job card (open date, mileage and technician code, etc.). After adding the WCC to the transaction's "SPS Warranty Claim Code" field and \$20.00 to the Net Item/Admin Allowance field, the dealer should submit the new transaction.

Q9: What should a dealer do if a valid WCC is not retrievable from dealer records?

A9: If a valid WCC was not recorded on the shop copy of the job card and/or is not retrievable from the SPS history log, the involved vehicle must be reprogrammed to generate a new WCC. Using the labor code and labor time provided in the bulletin, the dealer should create a new job card. Note that the dealer is entitled to whatever time is listed in the bulletin, but not the \$20.00 administrative allowance. Upon completion of this second programming event, the dealer should submit the new transaction making sure to include the new WCC.

Q10: Will the system reject these transactions due to age or mileage?

A10: There is no "over-age" or "mileage rollback" edit in place for the resubmission of these transactions, so they should pay without the need for wholesale authorization.